Listening Post Counselling Service Limited

England & Wales · Charity number 1013442

Details

Other names	LISTENING POST CHRISTIAN COUNSELLING SERVICE LIMITED, LISTENING POST
Status	Registered
Legal form	Charitable company
Company number	02619615
Registered	1992-08-11
Register	View on the Charity Commission register

Contact

Address	Listening Post St. Mary De Lode Church St. Mary's Square Gloucester GL1 2QT
Phone	01452383820
Email	admin@lpost.org.uk
Website	www.listeningpost.org.uk

Activities

Objects: THE RELIEF OF DISTRESS IN CHRISTIAN AND NON-CHRISTIAN ADULTS WITH EMOTIONAL AND PSYCHOLOGICAL PROBLEMS IN SUCH WAYS AS THE COUNCIL OF MANAGEMENT MAY THINK FIT, AND PARTICULARLY BY:(I) TRAINING AND EDUCATING LOCAL CHRISTIANS AND NON-CHRISTIANS IN COUNSELLING AND RELATED SUBJECT AREAS(II) PROVIDING COUNSELLING AND RELATED SERVICES WITHIN A CHRISTIAN ETHOS AND FOLLOWING CHRISTIAN PRINCIPLES

Activities: To relieve distress and promote mental health and wellbeing in local people experiencing emotional or psychological suffering by providing counselling and related services, and training and educating adults in counselling and related areas. We have centres in Gloucester, Cheltenham, Stroud and Lydney, staffed by around 35 staff and over 100 volunteers. We also run a series of workshops for CPD.

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Classification

- **How:** Provides Services, Provides Advocacy/advice/information
- **What:** Education/training, The Advancement Of Health Or Saving Of Lives
- **Who:** The General Public/mankind

Geography

- **Area of benefit:** GLOUCESTER CITY AND ITS ENVIRONS
- Gloucestershire

Finances

Period end	Income	Expenditure	Assets	Employees
2025-01-31	£337,413	£346,395	-	-
2024-01-31	£319,195	£326,436	-	-
2023-01-31	£308,505	£277,158	-	-
2022-01-31	£248,024	£258,112	-	-
2021-01-31	£247,986	£181,920	-	-

Trustees

Name	Role	Appointed
Alastair Macnaughton Sammon		2021-09-27
David Monument		2021-11-15
Mary Barnes		2026-05-18
Pauline Bayliss-Jones		2023-03-20
Robert David Kingston		2023-08-11
Ronald George Storey		2024-04-18

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Listening Post Counselling Service Limited

England & Wales - Charity number 1013442

Accounts

Listening Post

Counselling & Training

2024-2025

Annual Report

www.listeningpost.org.uk

Contact us

Tel: 01452 383820
www.listeningpost.org.uk

GLOUCESTER
St Mary de Lode Church
St Mary's Square,
Gloucester, GL1 2QT
lpostcounselling@listeningpost.org.uk
t: 01452 383820

CHELTENHAM
Hester's Way Community Resource
Centre, Cassin Drive,
Cheltenham, GL51 7SU
lpostcheltenham@listeningpost.org.uk
t: 01242 256060

STROUD
Northcote House, Middle Street,
Stroud, GL5 1DZ
lpoststroud@listeningpost.org.uk
t: 01453 750123

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www.listeningpost.org.uk

Registered Charity Number 1013442

Listening Post Counselling Service Limited

(Limited by guarantee and registered in the UK)

Company Number 2619615
Charity Number 1013442

Registered Office
St Mary de Lode Church,
St Mary's Square, Gloucester, GL1 2QT

Telephone Number 01452 383820
Email Address counselling@lpost.org.uk
Website www.listeningpost.org.uk
Facebook Listening Post Counselling
Instagram @listeningpost_

Independent Examiner
Mr Julian Owens BSc FCA,
Xeinadin

Chartered Accountants
& Registered Auditors
701 Stonehouse Park, Sperry Way,
Stonehouse, GL10 3UT

Bankers
Charities Aid Foundation Bank Ltd,
25 Kings Hill Avenue,
West Malling, Kent, ME19 4JQ.

Redwood Bank, The Nexus Building,
Broadway, Letchworth Garden City,
Hertfordshire, SG6 3TA.

Meet Our Patrons and Trustees



Patron
The Right Reverend
Bishop Rachel Treweek



Patron
Dr David Drew



Patron
Nicola Bird



Chair
Alastair Sammon



Vice- chair
David Monument



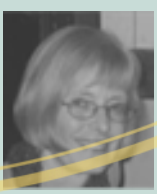
Treasurer
Robert Kingston



Trustee
Pauline Bayliss Jones



Trustee
Ron Storey
Co-opted 18/4/24



Trustee
Rosie Clifford
Retired 16/9/24

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Foreword from the Chair

This has been a year of progress on many fronts. We have settled well into St Mary de Lode church in central Gloucester, where we have comfortable counselling rooms and an efficient office space.

We have been delighted to recently welcome AccXel CEO, Nicola Bird as our third Listening Post Patron.

An increased number of volunteer counsellors (thank you all so much!) has enabled concomitant increase in the number of counselling sessions. Concern for those waiting has made us think through and action methods of caring before counselling can begin.

Installation of the new Cliniko computerised management system was a great step forward, and promises to make our administration processes more user-friendly as well as more efficient.

We have added to our three traditional sites in Gloucester, Cheltenham and Stroud and now offer counselling in the Forest of Dean, and in Cornerstone Community Centre in Cheltenham.

The training department has had an exceptional year with excellent results, much positive feedback from external assessors and congratulations from CPCAB - our professional body.

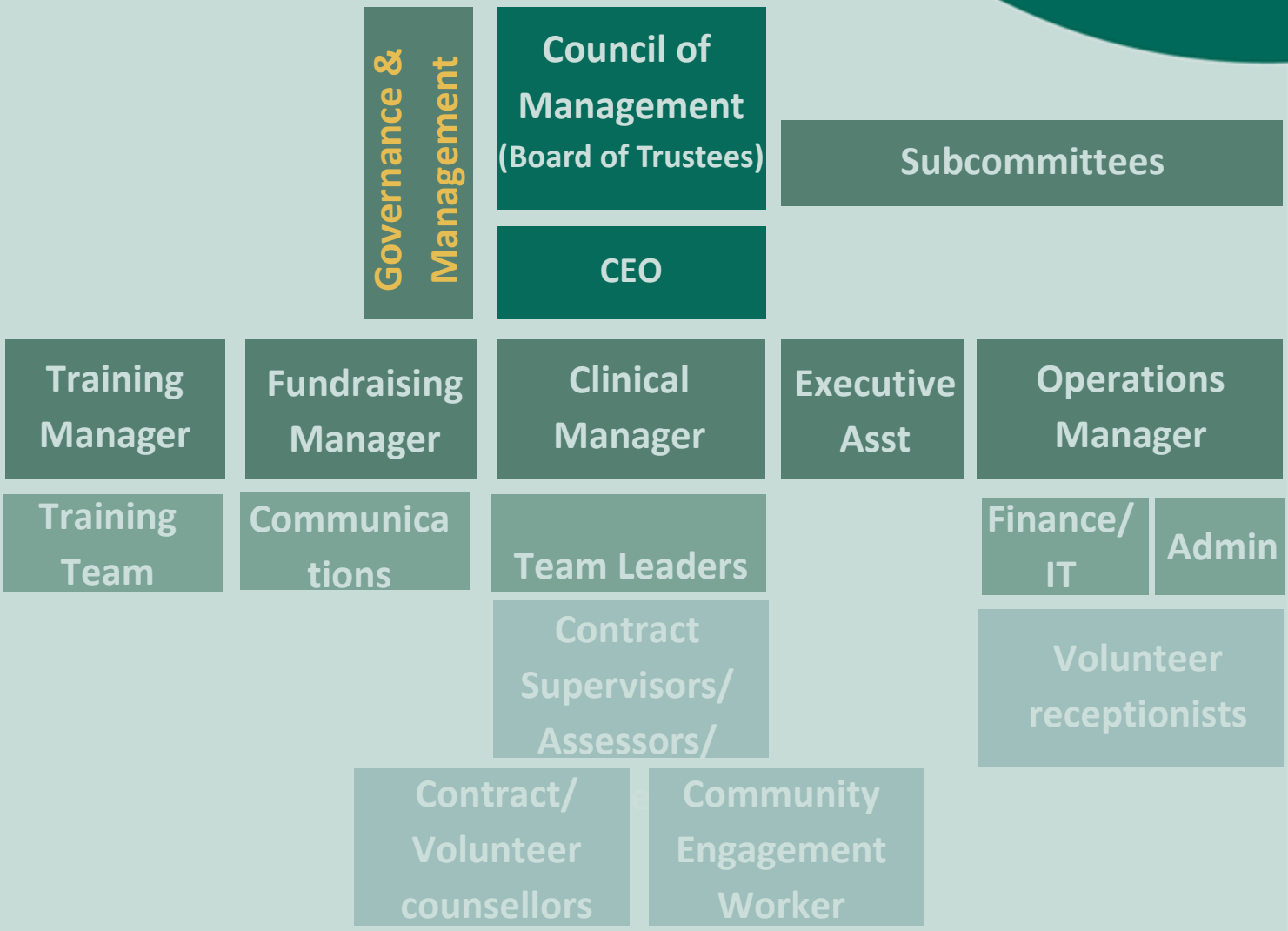
A change in availability of Trust funds for all charities has made our finances more challenging. We have responded by continued careful sourcing of Trust and Charity funds, and at the same time planning other ways to generate income and ensure self-sustainability. We are continually grateful to our many faithful funding partners.

Fostering the team and family approach for volunteers and employees has been a major concern of our remarkable CEO Linda Bullock, and we thank her and all who have worked tirelessly and very effectively with her this year.

Alastair Sammon
Chair of Trustees

Registered Charity Number 1013442

Our organisation



Our Vision

To Walk alongside the broken-hearted and restore them to fuller life

Our Values

Respect and nurture for all who come and all who serve at Listening Post

Integrity and compassion, rooted in love

www.listeningpost.org.uk

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Our Strategic Plan: 2023-2026

Strategic Aim 1: To deliver counselling that is accessible, affordable, appropriate and available/ timely.

Our three year Strategic Plan has been coproduced, with input from trustees, staff, volunteers and clients. It governs our strategic direction for this period of time.

1. Build on our established strengths by continuing to offer professional long-term counselling employing differing modalities, with positive client feedback.

2. Build organisation to a capacity of 100 counsellors; min of 2 sessions/ week each:

a. Develop support to counsellors which makes retention attractive

b. Provide incrementally more earning opportunities

3. Develop closer community and church integration:

a. Pursue opportunities for counsellors embedded in community spaces

b. Take a multi-disciplinary approach to counselling by providing mutual support to community organisations.

c. Develop closer links to churches through counselling and training opportunities.

4. Robustly demonstrate the difference counselling makes to a client:

a. PHQ and GAD scores consistently applied and monitored.

b. Client qualitative feedback gathered throughout process.

5. Offer clients:

a. Assessment within one week of first contact

b. 95% of clients offered support within 4 weeks of first contact

c. Develop psychoeducation and personal contact to waiting list clients

6. Create a welcoming and warm environment at all centres.

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Strategic Aim 2: To deliver training in counselling

1. To continue to run Listening Post training courses to high professional standards with a fully resourced training team:

a. Promote Listening Skills course and deliver it twice per year

b. Promote (Counselling and Psychotherapy Central Awarding Body (CPCAB) Level 2-3 course and deliver it annually

c. Build towards running a sustainable L4 Diploma

2. Provide dedicated administrative and leadership support to training team

3. To deliver six short courses to Churches and Businesses per year

4. To continue a CPD programme that is well advertised and attended

We have begun to consider Theory Of Change, a well known strategic tool for businesses and charities and hope to merge our strategic thinking around this format in our next strategic plan

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Strategic Aim 3: To be a professional and caring organisation

1. Secure funding that enables the organisation to meet the current demands upon it well, to continue to develop professionally and interpersonally and to support:

a. Appropriate staff hours
b. Appropriate staff pay
c. Increased paid counselling roles
d. Subsidised Continuous Professional Development (CPD)
e. Volunteer mileage for qualified counsellors holding a minimum of 3 clients/ week each.
f. Better access to services.

2. Focus on successfully managing the move to St Mary de Lode with ambitious and modern designs.

3. Use the new space available at St Mary creatively and in a community spirit.

4. Gain level 1 accreditation with "Trusted Charity" (formerly PQASSO), a quality standards framework for the Charity sector.

5. Conduct annual staff and volunteer reviews.

6. Conduct an annual staff and volunteer survey with satisfactory indicators.

7. Have an on-going three-year strategic plan.

8. Implement the CRM with minimum friction and excellent training.

9. Redeploy admin hours freed by the CRM with a focus on clients and training.

10. Consider how best Trustees can support:

a. High profile members and associates to help network
b. Members and associates to more accurately reflect social representation of Gloucestershire
c. Planning and implementation of best possible methods of oversight

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Strategic Aim 4:

To enable the Church community to play a part in alleviating emotional and psychological suffering

1. To be known, acknowledged and respected professionally for counselling and training and as a Christian organisation within churches and the local community.

2. To have established partnership working:

a. With local churches and in the Diocese
b. With the NHS
c. With other teaching organisations
d. With local communities (Including Community Mental Health Transformation (CMHT) projects)

3. Equip church members to support members with mental health needs- correspondent with point 3 of 'Deliver training in Counselling'.

4. Through the fundraiser and church liaison roles, to develop and nurture contact with church members and churches through prayer-letters, financial support schemes, training courses and speaking engagements.

Want to be part of Strategic co-production? Are you a former client or volunteer who is passionate about the future of Listening Post and want to be part of its shaping? Get in touch with Alice@lpost.org.uk

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Progress on Strategic Aims

1. To deliver counselling that is accessible, affordable, appropriate and available/ timely.
We have scaled from 72 to 92 counsellors, with an accompanying increase in counselling sessions delivered. We have provided more earning opportunities to support our counselling team through our contracted and grant-funded projects. Community links and networking have broadened with 'coffee and chat' mornings, and the provision of counsellors in the Forest of Dean and in Cornerstone Community Centre in Cheltenham.

Rapid first assessments of client needs have become a normal feature, with increasing holding and support measures for those waiting to be allocated to a counsellor.

2. To deliver training in counselling
Training staff have been stable, effective and well organised. The Diploma class is now re-established with both excellent teachers and student results. Short courses are now available, but uptake has so far been lacking. CPD for our counsellors has been regular and well-attended.

3 To be a professional and caring organisation
The current Trust Funding environment means that we do not have any easy way to give significant salary increases to our employees for the remarkable work they do and the amazing commitment they show. For our volunteers there have been a lot more opportunities within the broader work of Listening Post to move into paid work. Our move to St Mary de Lode has provided a good working space, better facilities, and comfortable and warm counselling rooms.

4. To enable the Church community to play a part in alleviating emotional and psychological suffering
Establishing Community links and networking have broadened with the provision of counsellors in the Forest of Dean and in Cornerstone in Cheltenham.

We have courses available now for teaching basic skills in counselling to churches, but so far the cost of providing this kind of training is proving higher than churches can accommodate.

Alastair Sammon
Strategy Group Chair

Registered Charity Number 1013442

Strategy Group

The remit of the Strategy Group is primarily forward planning. We met seven times over this year. The main themes were:

Three year Strategic Plan Review
We regularly assessed progress against declared aims and objectives in our organisational Strategic Plan, as per the 'Progress On Strategic Aims' report.

Waiting List
We held 10% more sessions this year than last year, but our waiting list has remained consistent. As 'holding' measures for our clients, we have been successful in providing a rapid initial assessment for each client. We employ a counsellor to phone clients on the waiting list as a reassurance that help is coming and to signpost to interim resources if needed. This has also helped make the allocation administratively smoother, by picking up availability changes. We now offer a client community through 'coffee and chat' mornings- drop ins for clients at every stage of the process: on the waitlist, in counselling and after counselling. We continue to explore other methods of supporting clients as they wait for counselling to start.

Customer Relationship Management System.
After scoping many different options, we decided that bespoking an off-the-shelf system, Cliniko connected to Sharepoint, managed by Alice and using the in-house IT expertise of Daniel was the most cost effective and capacitative solution for our client management. We trained our users in March and the CRM system went live in April 2024 and has been a resounding success, reducing client administration tasks by 75% and freeing up administrators to better support training and HR. It now supports reporting, invoicing, telecommunications, the waitlist and more.

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Strategy Group contd...

Financial situation and Fundraising Strategy

A slow reduction in our reserve funds continued over the year, with a year-end reserve equivalent to one third of a year's expenditure. We already 'work lean', and are thrifty in all our expenditure. With the background of a trend of reluctance of Trust Funds to support counselling organisations, other possible income streams which include:

- A Welfare Partnership for LP, offering employee counselling to local employers
- Charity retail outlets – fixed and online/ETSY
- Marketing counselling-related courses to churches and other organisations
- Encouraging giving through wills and legacies
- Full cost recovery in all future contracts
- Continued lobbying of NHS to respond financially to the fact that half our clients are referred by General Practices.

Alastair Sammon
Chair of Strategy Group

Risk register and risk management

The Governance Review Group met four times during the year and updated the Risk Register on an ongoing basis. The updated Risk Register was presented to the Board of Trustees for approval.

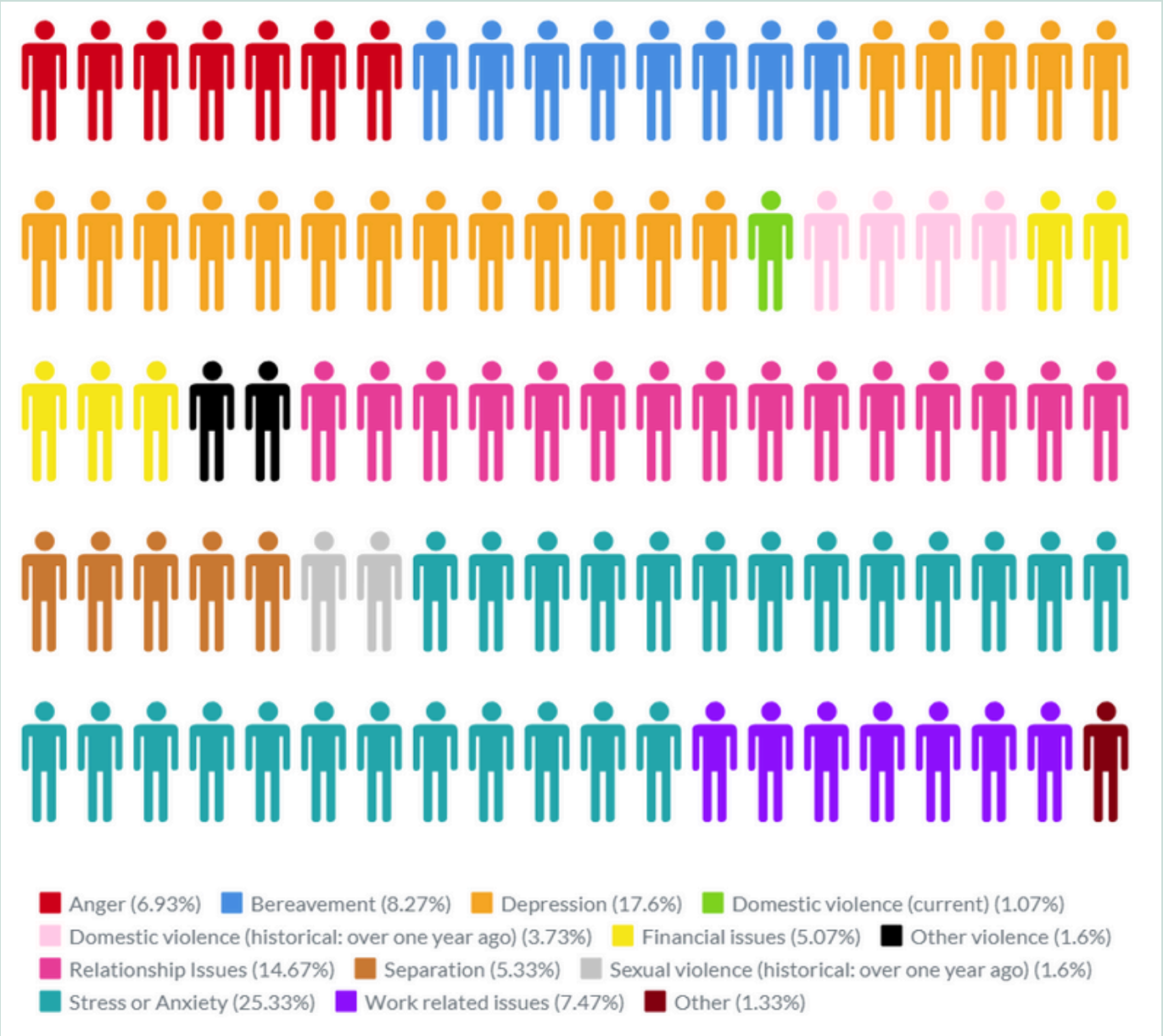
Robert Kingston
Chair of Risk Register Group

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Organisational Reports

Clinical



Our clinical team, comprised of counsellors and their managers, exists to meet the needs of adults in Gloucestershire experiencing emotional and psychological need who are priced out of the private counselling market with our donate-what-you-can-afford model. The graphic above demonstrates the kinds of issues affecting the clients who come to us.

Clinical report contd...

Listening Post continues to be heavily signposted by various NHS services: 57% of our clients have been prompted to register with us through NHS staff.



Advert/Leaflet (1.44%) Arguing Better (0.26%) Bereavement Midwife (0.26%)
Can't Remember (0.26%) Carers' Hub (0.92%) Church (2.09%) Community Worker/Group (1.44%)
Cornerstone's Community Centre (0.92%) Cruse (0.26%) Dad Matters (0.26%) Family (6.8%)
Family Support Worker (0.52%) Friend (16.86%) Gloucestershire Talking Therapies (0.39%)
GP (18.43%) Internet (8.76%) Let's Talk (7.84%) Mental Health Services (17.91%)
Nurse/Health Visitor (1.18%) Other (3.27%) Other NHS (0.26%) Private Counsellor (0.26%)
Returner (2.88%) Social Prescriber (4.05%) Social Worker (1.31%) University (0.39%)
Victim Support (0.26%) Work (0.52%)

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Clinical report contd...

Management

With the continuity that several years of key clinical staff remaining in post has brought, there is a sense of growth and capacity in the team. This is reflected in the 35% increase in counsellor recruitment and retention and the 10% increase in client sessions across our centres this year. Vicki Paterson remains as Clinical Manager with Alice Wheeler in support.

Team Leaders

Natasha Dancy moved this year from Cheltenham Team Leader to the training team as a tutor. We want to thank her for her contribution in making the Cheltenham centre efficient, organised and finding time to refurbish several spaces during this time. She has been a key voice in Clinical Management team meetings. We have welcomed Simone Horn as team Leader at Cheltenham and she has taken the challenge of running our busiest centre with great verve and capacity.

Rachel Eggleton's calm kindness has been an essential ingredient in the Clinical Team and as she has continued to manage both the Gloucester and Stroud centres, many of our counsellors are supported through her consistent hard work.

In order to support our expanded work, Miranda Baring has joined as Team Leader for the Forest Reach NHS contracted work in the Forest of Dean and for our partnership work using Cornerstones Community Centre as a satellite Cheltenham counselling centre, and has wonderfully launched these projects.

CPD

The centre point of our CPD programme remains our highly popular Margaret Landale training, this year doing 3 day-long sessions on trauma and a 2 day programme on Mindfulness.

We are fortunate to have Listening Post in Gloucestershire. It is an excellent, professional and caring organisation that always tries to do the best for its clients.

Client quote, shared with permission

Registered Charity Number 1013442

Clinical report contd...

Counselling Team

Our counselling team is phenomenal. Since roles are voluntary or paid below market sector average, we know that counsellors working with us are here because they care passionately about the work we do in offering counselling to those who could otherwise not afford it, and enjoy being part of a counselling community. We wish to extend a heartfelt thanks to our volunteers, bank initiative (self-employed) counsellors, counsellors seeing our most complex clients, those on the Forest Reach initiative seeing clients with Serious Mental Illness referred by the NHS and finally counsellors who work with Gloucestershire Carers on the PeoplePlus contract. We exist as a charity because of the care you pour out to each client in each of the 6,361 sessions we held last year.

My therapy through the Listening Post was a game changer for me... The sessions were always a great comfort to me and provided a safe space. There was never a time when I considered the sessions as a tick box exercise and always felt that the therapist was totally focused on my experiences and how I was feeling at any given time. I cannot thank you enough for giving me this opportunity to use the Listening Post and I will always consider it to be a privilege to recommend this service to anyone who needs it.

Client quote, shared with permission

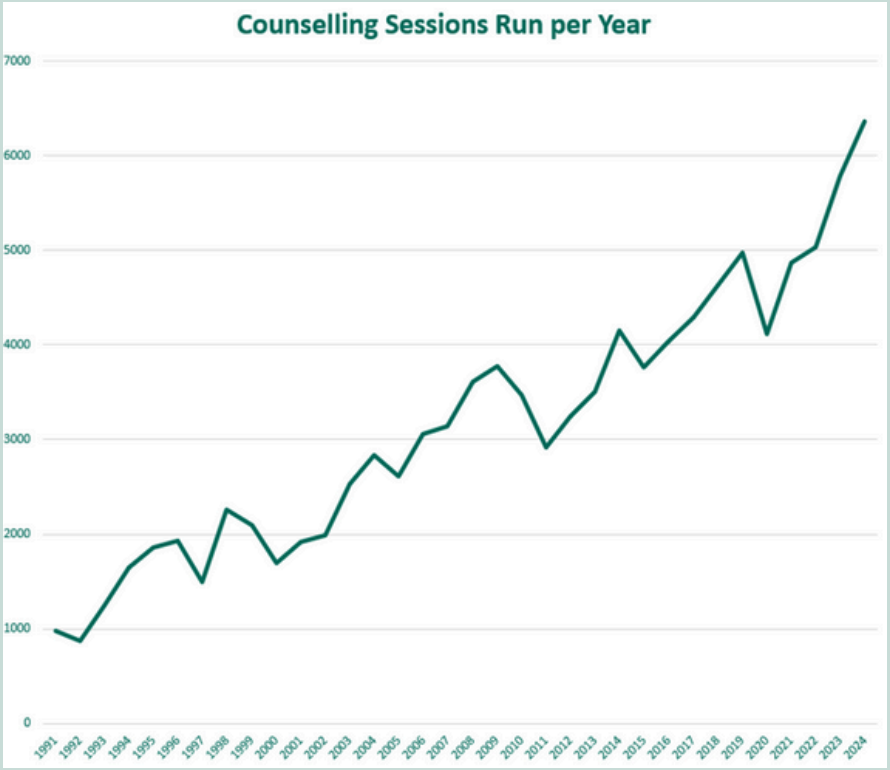
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Clinical report contd...

This statistical report features the key quantitative measures of our counselling output over the year February 2024- January 2025. Clinical change is assessed using PHQ-9 and GAD-7, the NHS outcome measures for depression and anxiety, alongside qualitative feedback which are shown visually later in the report.

Since the implementation of our new CRM system, we now ask additional wellbeing questions and conduct follow-ups. We will have collected sufficient client data in 2025-2026 to report on these new measures.



10,525 people helped since 1991

106,711 sessions run since 1991

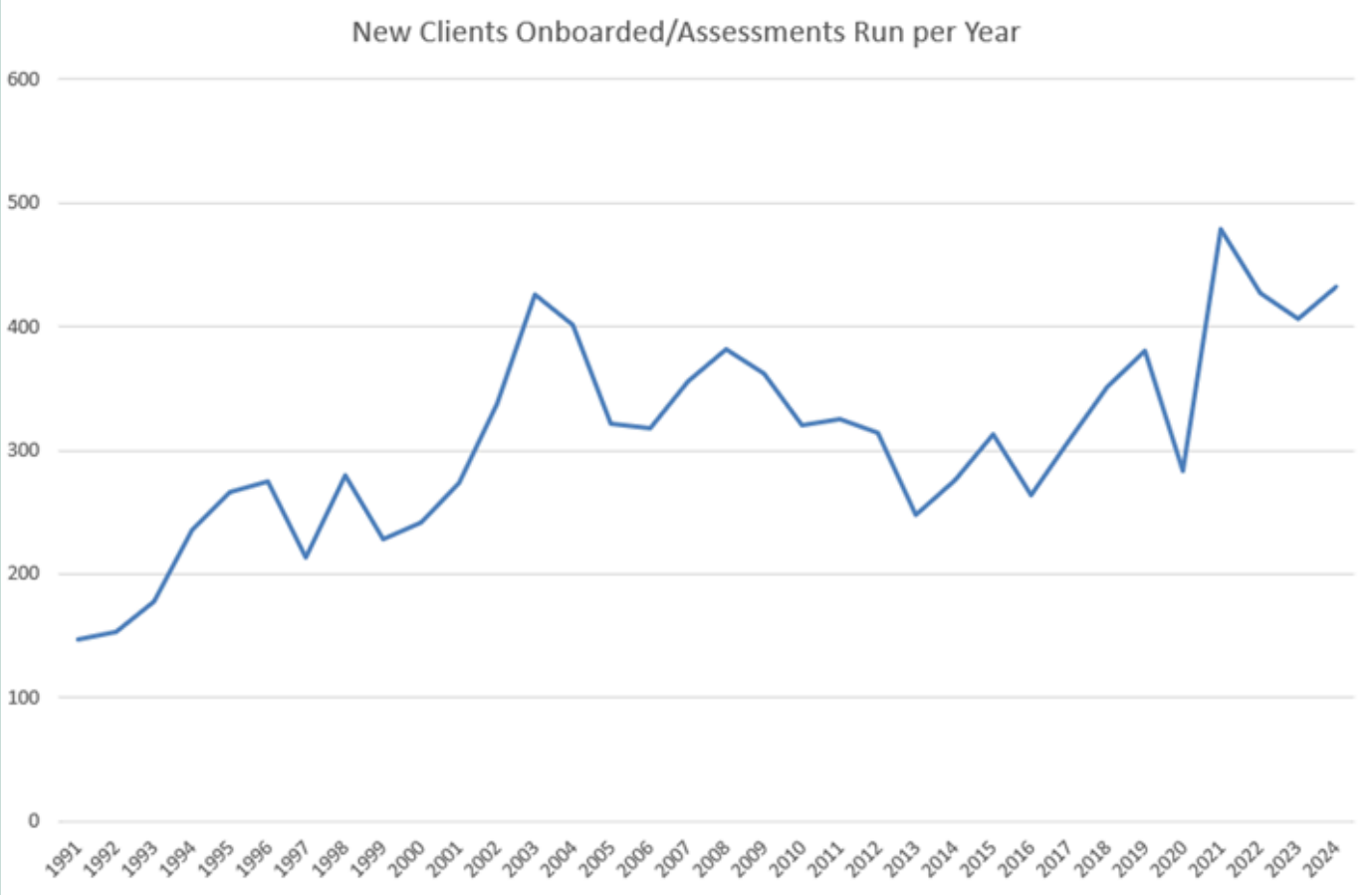
431 new people helped this year

6,361 sessions run this year

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Clinical report contd...



18.6 average sessions/ client

£24.75 cost of a regular session

£12.22 Average client donation

76.5% of sessions take place face to face

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Thank you, this service came at a time of great need for me. My counsellor was perfectly matched to my needs and I am so grateful to her for her support

Client feedback, shared with permission

carer s
th

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Clinical report contd...

Counselling Projects

People Plus

In September 2019 Listening Post were sub-contracted, by PeoplePlus, to provide counselling services to unpaid carers within Gloucestershire. Following negotiations, in 2023, the contract was extended for a further 2 years.

Between 1 February 2024 and 31 January 2025, 159 carers were referred for counselling and offered a course of 6 free counselling sessions, extending to 12 if needed. Carers can also be transferred to our core service if they need to continue their counselling work. The reporting tools we use to measure these outcomes are the PHQ-9, a measure for depression, and the GAD-7, a measure for anxiety disorders. These tools are used within the NHS.

1146 carer sessions this year

159 carers seen this year

78% decreased anxiety score

81% decreased depression score

Partnering with Cornerstone Community Centre

Listening Post, at the request of Cornerstones, has this year, embedded counsellors for 2 days/ week in their centre. It has proved to be a positive resource for the local community. Alison, the manager, puts a great deal of time and energy into building trust and strong connections with the individuals who are in need of support in the area. As a result, she is able to encourage individuals into counselling who would otherwise feel too overwhelmed and intimidated by the usual sign-up channels.

This has allowed Listening Post to access clients who would otherwise not get past the registration process, whilst also offering very real support to the Cornerstone Centre with accessible and affordable counselling sessions in a safe and known environment. The demand is high, with an ongoing waitlist and space for additional volunteer counsellors.

Clinical report contd...

Bank Clients

Our Bank (self-employed counsellor) initiative has increased the number of sessions we can hold year on year. Clients who can pay £30 or more pay for sessions run privately, at reduced cost, by counsellors who are also volunteering with us.

1182
Bank client sessions this year

£45.99
cost per bank session

£37.46
average bank client payment

Forest REACH

We have pioneered a community model of counselling through an NHS funded project in the Forest of Dean, where the Local Care Partnership (LCP) in the Forest refers clients with serious mental illness (SMI) to Listening Post, and each client is engaged with by our Community Engagement Worker, for extra support and signposting in addition to receiving counselling. This service is much needed in the Forest, with a large volume of people in need of long-term psychotherapeutic support and without easy access to transport or funds.

Safeguarding and protocol have been key factors due to the SMI categorisation of the clients. The majority have responded positively to the offering and several have referred to their sessions as a "lifeline" that has brought them hope, clarity and better coping strategies.

Overall, clients are prioritising their counselling sessions even in the face of logistical challenges, and speak highly of their experience. The service, according to the LCP, is providing much needed relief to the existing support workers in the Forest who can offer practical support in terms of housing, benefits and activities but limited psychological support, which is at the centre of the issues. The stats below refer up to the end of report ie, 31st January 2025.

125
Community Engagement sessions

60
Forest Reach sessions

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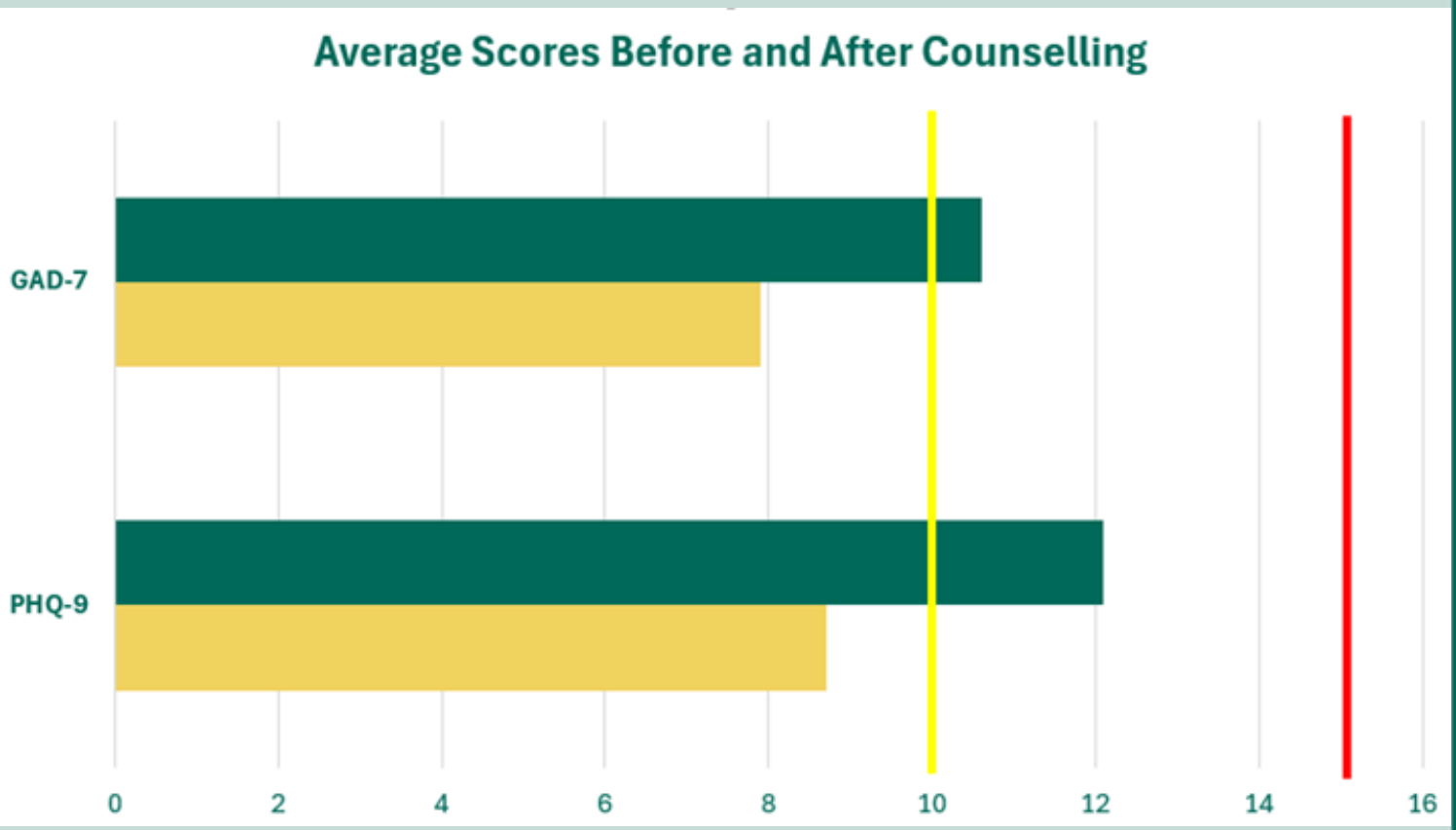
Registered Charity Number 1013442

Clinical report contd...

Listening Post uses the outcome measures for depression and anxiety used by the NHS. Since the implementation of our new CRM in April 2024, we are collating wellbeing measures and following up long term outcomes. These stats will become available in the 2025- 2026 reporting year.

PHQ-9 is a measure for depression. GAD-7 is a measure for anxiety disorders, a score of 10 or above warrants active treatment.

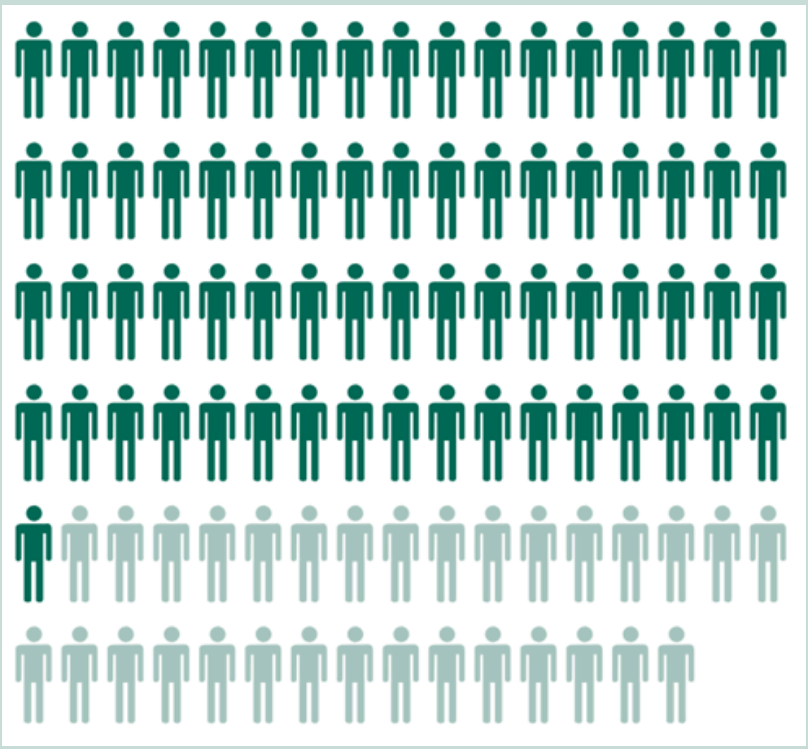
The data has been gathered from clients who have closed with a final session in the year with at least two completed sets of data. In each case, their earliest set of data (green bar) was compared with the most recent (yellow bar). In total, this produced 158 clients with GAD/PHQ data for the 2024-25 year.



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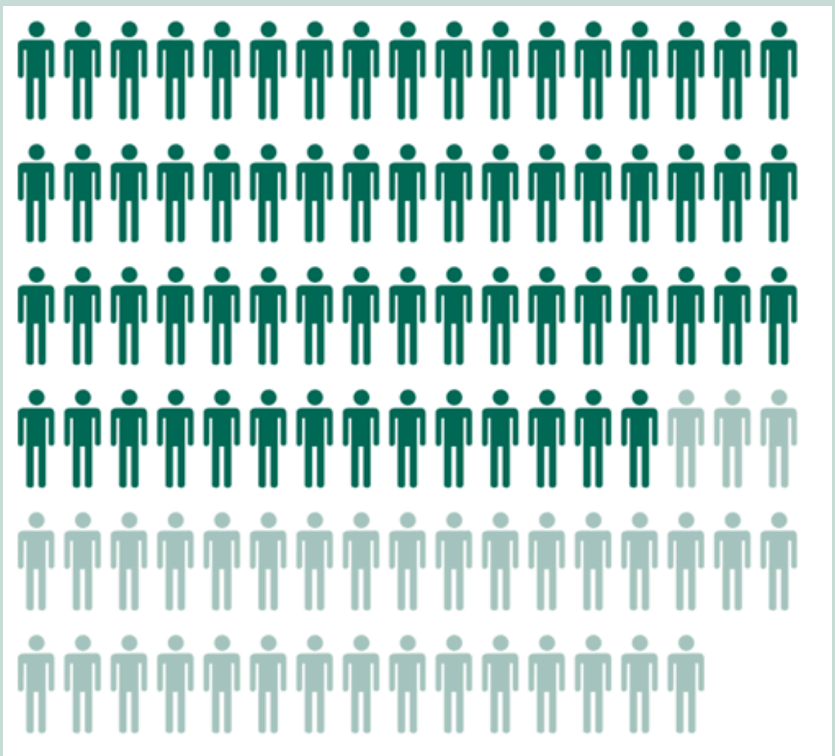
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Clinical report contd...



109 out of 158 clients had a reduction in PHQ score.

102 out of 158 clients had a reduction in GAD score.



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Training

CPD

'Working with Trauma' 3 day workshop with Margaret Landale.

Using Art Therapy in counselling practice with USW Art Psychotherapy tutor, Joanne Kelly

Refreshers on safeguarding and note taking with Vicki Paterson

Creative Day with Vicki Paterson

Listening Post counselling training

Foundation Course in Counselling Skills and Studies (CPCAB L2 & L3)

L2 Course commenced 15th September 2024, ended 25th January 2025
Tutors—Jill Evans and Natasha Dancy

8 students completed and gained their L2 Qualification

L3 Course commenced 28th January 2024, - ongoing
Tutors—Jill Evans and Natasha Dancy
12 students are taking this course

Diploma Course in Therapeutic Counselling (CPCAB L4)

Year 1 commenced 12th September 2024 - ongoing
Tutors—Jill Evans and Fiona Hall

12 students are taking this course.

Registered Charity Number 1013442

Operations: Networking, systems

Networking

Over the past year, our CEO, Linda Bullock has actively engaged in networking efforts to strengthen our charity in an increasingly challenging sector. With funding pressures, rising demand for services, and ever-changing landscapes, collaboration has become more essential than ever. By attending events and working closely with like-minded organisations, such as Gloucestershire Counselling Service, Linda has helped to build relationships that make a real difference. These connections have led to new opportunities, such as Forest REACH, shared resources, our new base at Cornerstone, and collective problem-solving - proving that we can achieve far more together than if we go it alone. Here are just a few of Linda's connections this year: NHS and Voluntary Sector Mental Health Collaboration events, Re-think Mental Health and Wellbeing events, Community of Practice meetings organised by FVAF in the Forest of Dean, NHS Recovery Team Meetings, Gloucester Know Your Patch meetings. In a time of uncertainty, the value of unity and cooperation cannot be overstated.

Systems

In addition to a very successful launch of our CRM system, Cliniko as described in the Strategic Report, we have also selected and launched BrightHR, our first ever HR management system. Due to an excellent reputation for nurturing and developing our counsellors in a supported environment, we recruit upwards of 30 staff and volunteers a year; this is a much needed step of administrative progress.

We have also launched the use of Donorfy, a fundraising platform; this consolidation of records and clear pipeline will build our fundraising capacity in the future.

When I first came to Listening Post I... was yo-yo-ing in and out of NHS mental health services. Having weekly counselling... gave me consistency, a place I could bring my emotions to process which meant over time I didn't hold them so tightly between sessions... It feels like I've made huge strides forward.

Forest REACH client quote, reproduced with permission

Registered Charity Number 1013442

Operations: Patron appointment

On 31st January 2025 Listening Post Counselling Service appointed a new Patron – Nicola Bird, Founder and CEO of AccXel Construction School and Chief Operating Officer of KW Bell Group.

Nicola is a multiple award-winning entrepreneur and an influential public figure with a reputation for developing people and organisations and promoting change. These characteristics combined with her resilient, can-do approach are truly welcome assets to Listening Post where we experience the funding pressure hitting the Charity Sector and face the continually increasing demand for accessible mental health support services.

The Trustees, staff and volunteers are delighted to welcome Nicola to the Listening Post Team:

I'm truly honoured that you've chosen me for this role… The decision was an absolute no-brainer – I was genuinely moved by the amazing work the charity does. I hope I can live up to your expectations and bring as much value to the Charity as possible.

Nicola Bird
CEO AccXel Construction school and CEO KW Bell Group



Registered Charity Number 1013442

Operations: Opening by the Bishop

On Friday, 19th April 2024, the Rt Revd the Lord Bishop of Gloucester, Rachel Treweek, who is a Patron of Listening Post, officially opened the new Gloucester centre, saying “that within this season of Spring and Easter, of resurrection, wholeness and hope, it feels an appropriate time to be officially opening Listening Post at St Mary de Lode. When people come to Listening Post to be listened to, carrying their stories, may they find hope and restoration”. Supporters of the charity gathered to celebrate the occasion and expressed their appreciation for the comfortable counselling rooms and welcoming atmosphere.



Registered Charity Number 1013442

www.listeningpost.org.uk

Operations: Christmas party



As usual, we celebrated Christmas at Listening Post together, this time christening our tenure at St Mary de Lode with a joint celebration in Gloucester; we responded to the many requests to do the mulled wine properly, and upped the ante with alcoholic as well as non-alcoholic options!

Registered Charity Number 1013442

www.listeningpost.org.uk

Fundraising

It was a year of change in our fundraising department. In June, we said a reluctant farewell to our Fundraising Manager, Jo Patrick, as her husband's work relocated her and her family to the United States. Until the end, Jo continued to bring about significant, proactive shifts in our strategic thinking, in light of the financial challenges to the voluntary sector. Jo has been foundational in spearheading our impact measurement and increasing our visibility in front of statutory funding opportunities. In February, we were successfully awarded £35,000 from the ICB's Community Mental Health Transformation grant programme to begin Forest REACH as described in the Clinical report.

Following the client feedback forum designed to help co-produce our service in the previous reporting year, we have implemented several key changes. Amongst them, we are immensely grateful to Sylvanus Lysons Charity for their two-year grant award of £12,000 to kickstart the coffee mornings identified by clients as an opportunity to speak with others who 'get it', and to employ a counsellor to speak to clients on the waitlist, so they know we haven't forgotten them!

We have continued to utilise the financial support package awarded to us from Benefact Trust and Barnwood Trust in 2023 to implement important digital CRM and HR infrastructure to optimise our record keeping, client management, and data reporting, which this year has included a move towards fundraising CRM, Donorfy.

In Jo's absence, we contracted a freelance grant writer to sustain our application output to new and existing trusts and foundations between June and December, whilst recruiting for Jo's replacement. Our new Fundraising Manager, Rachel Cross, officially joined us at the beginning of November 2024. As a local resident and fundraising professional with lived experience of counselling, Rachel has easily slotted in to the organisation's ethos and hit the ground running with our CRM migration, identifying new funding prospects, improving our records management, and working alongside the Strategy Group to problem-solve and think creatively about our income generation.

Registered Charity Number 1013442

Fundraising contd...

As ever, our most grateful thanks go to the many charitable trusts, individuals, friends, members, and local organisations who have supported us so generously with their time, donations, and gifts in-kind during this financial year. Thank you to each and every person and group who has contributed to us to meet the incredible and increasing demand for accessible, evidence-based mental health services in Gloucestershire.

Rachel Cross
Fundraising Manager

Charitable Trusts & Companies
£52,304

Sylvanus Lysons
Gloucestershire Community Foundation
Stroud Hospital League of Friends
Barnwood Trust
Langtree Trust
Hilaros Charitable Trust
Midcounties Co-op
Ecclesiastical Insurance
Spirax Sarco Engineering Plc
Statutory Project Funding - £45,000
Forest of Dean District Council
Gloucestershire NHS

Churches
£2,143

St Marks Methodist, Cheltenham
Highbury Congregational Church
St James the Great, Cranham
Mariners Church
St Andrews, Churchdown

Other Voluntary Income
General Donations £15,955.83

Friends and Members - £11,301.70
Legacies - £619.73
Fundraising (Events, Collections, etc) - £696.57
Gift Aid - £2,774.16

Registered Charity Number 1013442

Finances

Income rose by 5.7% compared to last year, to £337,413. Counselling-related income saw a 12.3% increase, and donations increased by 6%, though income from fundraising and training both fell compared to last year. Expenditure also rose, with a 6.1% increase to £346,395. this has left us with using reserves of £8,982.

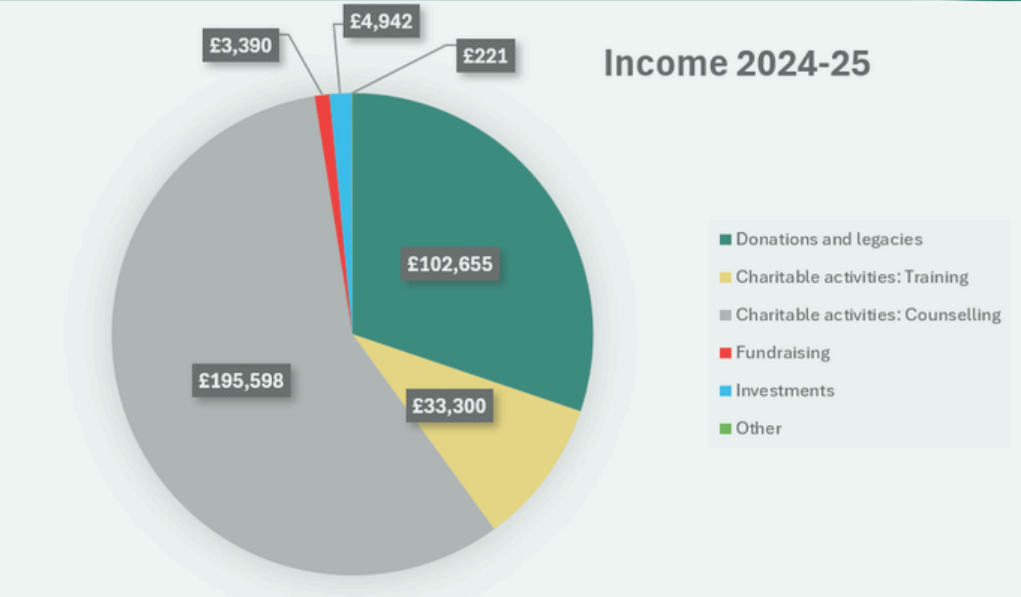
Unrestricted Funds
In the Financial Year ending 31 January 2025 Unrestricted Funds amounted to £140,648.

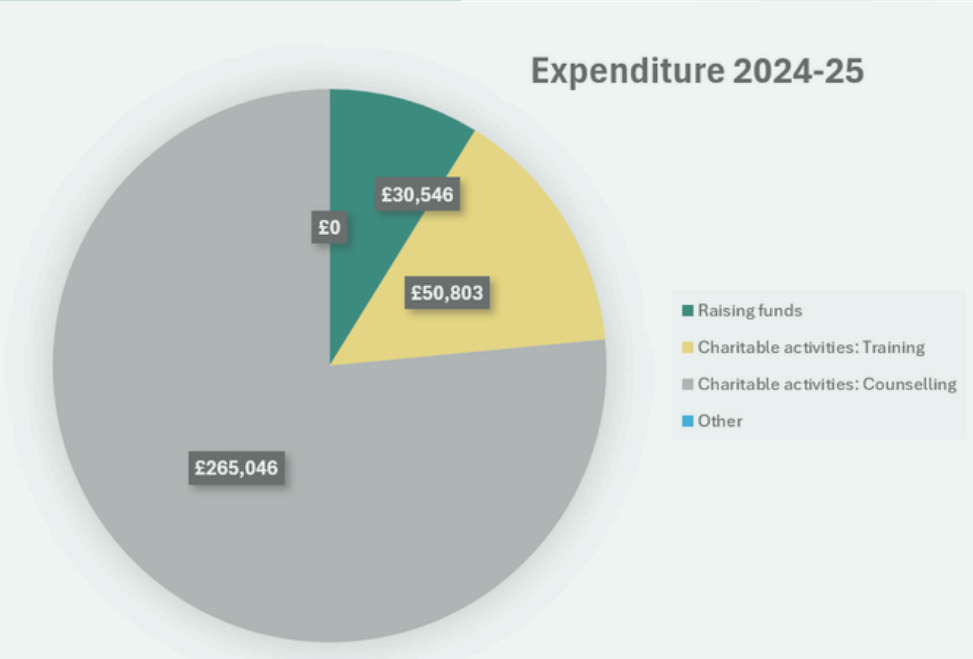
Restricted Funds
In the Financial Year ending 31 January 2025 Restricted Funds amounted to £45,459.

Monies Available
The general reserves fell from £155,106 to £140,648. Less the tangible fixed assets, this leaves us with free reserves of £123,602 at the end of the year. Our reserves policy is that general funds not committed or invested in tangible fixed assets held by the charity ('free reserves') should be between 4 and 6 months of the planned operational expenditure. The Trustees may hold further amounts in reserves as a general contingency or for designated capital or exceptional expenditure. Expenditure for the year commencing 1 February 2025 is estimated to be £397,547, though this includes the remainder of projects for which restricted funds have been earmarked, totalling £24,082. Without these projects the budgeted expenditure for running costs is therefore £373,465, and thus our free reserves are just 4 months of those running costs. The trustees are actively monitoring the position and looking at increasing our income from both operations and fundraising.

Daniel Whisson
Finance and IT Officer

Finances contd





Financial details are detailed in the finance and fundraising reports. It has been another year in a challenging financial environment for Listening Post, as it has been for many Charities. While many charities are cutting back, making large numbers of staff redundant, and some charities have closed, the achievement of the financial results and the increasing number of people helped are a tribute to the hard work and the professionalism of the people we have at Listening Post.

Going forward we are continuing our fundraising efforts with Rachel now in post and we are also looking to diversify our sources of income, so we can continue to provide professional counselling to those who need it but are unable to afford to pay the full cost.

Robert Kingston,
Treasurer

Registered Charity Number 1013442

Final word from the CEO

As we bring this year to a close, I am struck by the strength and resilience of this organisation - qualities that have defined Listening Post in a year that has challenged charities across the country.

In many ways, Listening Post this year has felt like a lighthouse in a storm. The seas have been rough: rising demand for mental health support, economic pressures, and a shrinking funding landscape. Yet through it all, our fantastic team has stood firm - calm, steadfast, and quietly guiding people toward safety. Some of the people we've supported this year have described our services as a "lifeline," and that is exactly what we aim to be: a constant light of hope, particularly when the world feels dark and disorienting.

We delivered more counselling sessions than ever before, thanks to the dedication of our growing team of counsellors guided and held by our strong Clinical management team and clinical supervisors. Projects like Forest REACH counselling in Cornerstone Community Centre, Cheltenham, have extended our reach to people who might otherwise never receive support. The number of sessions we have delivered has increased by 10%, our assessment wait time is still very low, clients are usually offered a session within a week. Gaining funding for the new initiatives of monthly coffee and chat mornings, and a counsellor paid to call clients on the waitlist have ensured that those waiting for their counselling to start are still seen, heard, and cared for.

We also implemented major structural improvements, most notably launching our new Client Management System, Cliniko. This was no small feat, and I want to acknowledge the perseverance of Daniel Whisson (Finance & IT Officer) and Alice Wheeler (Executive Assistant) in developing it and seeing it through, and of course, all of our Counsellors who are using it on a daily basis. Behind the scenes, we are building an organisation that is not only responsive today but sustainable tomorrow.

Registered Charity Number 1013442

Final word from the CEO contd...

Financially, it has been a testing year. We ended the year with a deficit of £8,982, despite increasing our income and working as leanly as possible. It's a testament to the professionalism and commitment of our staff and volunteers that, while other charities have closed or significantly cut back, we have held the line - and even grown. I want to extend special thanks to Jo Patrick (Fundraising Manager between May 2023-June 2024) for laying a strong foundation in fundraising, and to Rachel Cross, our new Fundraising and Communications Manager, who has quickly become an invaluable part of our future.

The Strategy Group has completed a vital cycle of forward planning, and its work will in the future be carried forward through a new sub-committee structure which will enable our team of skilled and dedicated Trustees the opportunity to work more closely with key staff. Our Strategic Plan 2023 - 2026 remains our roadmap, keeping us focused on the four pillars of our work: high-quality counselling, excellent training, deepening community connections, and strengthening our identity as a professional and caring organisation.

We are mindful of the road ahead. Demand will not diminish, and funding will remain a challenge. But we remain faithful and courageous in our endeavours as we look to make Listening Post secure by exploring new income streams - from legacy giving to business partnerships.

And so, like a lighthouse keeper who keeps the lamp burning through wind and wave, we will continue to stand watch, offering reassurance and direction to those navigating life's hardest moments.

To every volunteer, supporter, staff member, funder and partner - thank you. Your belief in us and support is what makes this work possible. As we look to the year ahead, we remain as committed as ever to ensuring that anyone in Gloucestershire who needs to be heard, supported, and helped to heal, will find that Listening Post is here for them.

With sincere gratitude,

Linda Bullock
Chief Executive Officer



Company Number: 02619615
Registered Charity: 1013442

LISTENING POST COUNSELLING SERVICE LIMITED

(Limited by Guarantee)

ANNUAL REPORT AND UNAUDITED ACCOUNTS
31 JANUARY 2025

LISTENING POST COUNSELLING SERVICE LIMITED

ANNUAL REPORT AND UNAUDITED ACCOUNTS
FOR THE YEAR ENDED 31 JANUARY 2025

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LISTENING POST COUNSELLING SERVICE LIMITED

ANNUAL REPORT AND UNAUDITED ACCOUNTS
FOR THE YEAR ENDED 31 JANUARY 2025

CHARITY AND COMPANY INFORMATION

COMPANY NUMBER	02619615
CHARITY NUMBER	1013442
PATRONS	Mrs Nicola Bird Dr David Drew The Right Reverend Rachel Treweek
CHIEF EXECUTIVE	Mrs L Bullock
COUNCIL OF MANAGEMENT	Ms P Bayliss-Jones Mr R D Kingston Mr D Monument Dr A M Sammon (chairperson) Mr R G Storey
TREASURER	Mr R D Kingston
COMPANY SECRETARY	Miss A E Wheeler
REGISTERED OFFICE	St Mary de Lode Church St Marys Square GLOUCESTER GL1 2QT
INDEPENDENT EXAMINER	Mr J Owens BSc FCA Xeinadin 701 Stonehouse Park Sperry Way STONEHOUSE Gloucestershire GL10 3UT
BANKERS	CAF Bank Ltd 25 Kings Hill Avenue West Malling Kent ME19 4JQ

LISTENING POST COUNSELLING SERVICE LIMITED

ANNUAL REPORT AND UNAUDITED ACCOUNTS
FOR THE YEAR ENDED 31 JANUARY 2025

THE REPORT OF THE COUNCIL OF MANAGEMENT

The Council of Management, who are the directors of the company and trustees of the charity, present their annual report with the unaudited accounts of the company for the year ended 31 January 2025. The trustees have adopted the provisions of Accounting and Reporting by Charities : Statement of Recommended Practice applicable to charities in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

CONSTITUTION AND OBJECTIVES OF THE CHARITY

Listening Post is a company limited by guarantee and governed by its Memorandum and Articles of Association and is a registered charity. The objects of the company, as stated in its Memorandum and Articles of Association (revised in 2016), is the relief of distress in Christian and non-Christian adults with emotional and psychological problems in such ways as the Council of Management may think fit and particularly by: Training and educating local Christians and non-Christians in counselling and related subject areas, providing counselling and related services within a Christian ethos and following Christian principles. This continues to be carried out within Gloucester, Cheltenham and Stroud.

ORGANISATION OF THE CHARITY

The charity is managed by the Council of Management and a Director of Service with a large team of volunteers without whom it would not be able to operate as effectively.

COUNCIL OF MANAGEMENT (DIRECTORS)

The directors who served the company during the year were as follows:

Mrs S M Appleton (resigned May 2024)
Ms P Bayliss-Jones
Mrs R E Clifford (resigned September 2024)
Mr R D Kingston
Mr D Monument
Dr A M Sammon
Mr R G Storey (appointed April 2024)

The directors are appointed in accordance with paragraphs 24 to 32 of the Articles of Association.

Signed on behalf of the Council of Management on 16.06.2025

Alastair M. Sammon

Dr A M Sammon
Chairperson

LISTENING POST COUNSELLING SERVICE LIMITED

STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 JANUARY 2025

	Unrestricted funds	Restricted funds	Total funds	*Prior period Total funds*	Further details See note:
Income from:					
Donations and legacies	**67,694**	**34,961**	**102,655**	*96,850*	2
Charitable activities:					
Training	**33,300**	**-**	**33,300**	*40,440*	3
Counselling	**195,598**	**-**	**195,598**	*174,171*	3
Other trading activities:					
Fundraising	**697**	**-**	**697**	*3,390*	
Investments	**4,942**	**-**	**4,942**	*4,257*	
Other	**221**	**-**	**221**	*87*	
Total	**302,452**	**34,961**	**337,413**	*319,195*	
Expenditure on:					
Raising funds	**30,546**	**-**	**30,546**	*29,409*	4
Charitable activities:					
Training	**50,803**	**-**	**50,803**	*45,423*	5
Counselling	**235,560**	**29,486**	**265,046**	*251,604*	5
Other	**-**	**-**	**-**	-	
Total	**316,909**	**29,486**	**346,395**	*326,436*	
Net income/(expenditure)	**(14,457)**	**5,475**	**(8,982)**	*(7,241)*	
Extraordinary items	**-**	**-**	**-**	-	
Transfers between funds	**-**	**-**	**-**	-	
Net movement in funds	**(14,457)**	**5,475**	**(8,982)**	*(7,241)*	
Reconciliation of funds:					
Total funds brought forward	**155,105**	**39,984**	**195,089**	*202,330*	
Total funds carried forward	**140,648**	**45,459**	**186,107**	*195,089*	

The notes on pages 7 to 10 form part of these accounts

LISTENING POST COUNSELLING SERVICE LIMITED

BALANCE SHEET AT 31 JANUARY 2025

	Note	Unrestricted Funds £	Restricted Funds £	2025 Total £	2024 Total £
Fixed Assets:					
Tangible fixed assets	8	**17,045**	-	**17,045**	*22,328*
Current Assets:					
Debtors	9	**10,822**	-	**10,822**	*16,406*
Cash at bank and in hand		**158,592**	**45,460**	**204,052**	*182,191*
		169,414	**45,460**	**214,874**	*198,597*
Liabilities:					
Creditors: Amounts falling due within one year	10	**45,812**	-	**45,812**	*25,836*
Net Current Assets		**123,602**	**45,460**	**169,062**	*172,761*
Total Assets Less Current Liabilities		**140,647**	**45,460**	**186,107**	*195,089*
Total Net Assets		**140,647**	**45,460**	**186,107**	*195,089*
Funds:					
General Funds				**140,648**	*155,106*
Restricted income fund	11			**45,459**	*39,983*
				186,107	*195,089*
Total charity funds					

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 January 2025.

The members have not required the charitable company to obtain an audit of its financial statements for the year ended 31 January 2025 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibility for ensuring that the company keeps proper accounting records which comply with Sections 386 and 387of the Act, and for preparing accounts which give a true and fair view of the state of affairs of the company as at the end of the financial year and of its surplus or deficit for the financial year in accordance with the requirements of Sections 394 and 395, and which otherwise comply with the requirements of the Companies Act 2006 relating to accounts, so far as applicable to the company.

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small charitable companies.

These accounts were approved by the Council of Management on 16.06.2025 and are signed on their behalf by:

Alastair M. Sammon

Dr A M Sammon
Chairperson

Mr R D Kingston
Treasurer

The notes on pages 7 to 10 form part of these accounts

LISTENING POST COUNSELLING SERVICE LIMITED

NOTES TO THE UNAUDITED ACCOUNTS
FOR THE YEAR ENDED 31 JANUARY 2025

1) ACCOUNTING AND RESERVES POLICIES

Basis of accounting
The financial statements of the charitable company have been prepared in accordance with the Charities SORP (FRS 102) Accounting and Reporting by Charities : Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable (FRS 102) (effective 1 January 2019) and Companies Act 2006. The financial statements have been prepared under historical cost convention.

Cash flow statement
The charity has taken advantage of the disclosure exemption, as permitted by FRS 102, the requirements of Section 7 Statement of Cash Flows.

Donations
Income from donations represents income receivable during the year including estimated amounts not yet received where these can be determined with reasonable accuracy.

Gifts in kind are recognised as incoming resources at a reasonable estimate of their value to the charity as required by the Statement of Recommended Practice - Accounting by Charities.

Tangible fixed assets
Tangible fixed assets are included at cost less an appropriate provision for depreciation.

Depreciation
Depreciation is calculated so as to write off the cost of each asset over its estimated life as follows:

Property improvements	20% straight line
Office furniture and equipment	20% straight line

Support costs
Support costs include central functions and have been allocated to activity costs categories on a basis consistent with the use of the resources, e.g. staff costs are allocated by time spent, property costs by floor space and other costs, such as telephone, by apportioned estimate.

Reserves
In setting the level of the reserves the Trustees take account of the guidance issued by the Charity Commission. Listening Post provides counselling to adults in emotional distress, and training for counsellors. Due to the time involved with these activities and the importance of continuity for its clients Listening Post holds uncommitted reserves at a level sufficient to maintain its services in the event of a reduction in income. The policy is that the unrestricted or general funds not committed or invested in tangible fixed assets held by the charity ('free reserves') should be between 4 and 6 months of the planned operational expenditure. The Trustees may hold further amounts in reserves as a general contingency or for designated capital or exceptional expenditure. At 31 January 2025 the free reserves stood at just 4 months and the trustees are actively monitoring the position.

2) Income From Donations, Grants and Legacies

	Unrestricted Funds	Restricted Funds	2025 Total	*2024 Total*
	£	£	£	£
Donations	32,794	-	32,794	*22,300*
Trusts	34,900	34,961	69,861	*74,550*
	67,694	34,961	102,655	*96,850*

3) Income from Charitable Activities

	Unrestricted Funds £	Restricted Funds £	2025 Total £	*2024 Total £*
a) Training & Seminars:				
Training Courses	30,700	-	30,700	*39,200*
Training Seminars	2,600	-	2,600	*1,240*
	33,300	-	33,300	*40,440*
b) Counselling Services:				
Counselling Placement Administration Fees	1,646	-	1,646	*1,125*
Counselling Charged Clients	102,457	-	102,457	*79,015*
Counselling Client Donations	63,306	-	63,306	*67,728*
Counselling Client Assessment Booking Fees	6,477	-	6,477	*7,146*
Supervision Fees	21,712	-	21,712	*19,157*
	195,598	-	195,598	*174,171*

4) Expenditure on Raising Funds

	Unrestricted Funds £	Restricted Funds £	2025 Total £	*2024 Total £*
Direct costs	28,215	-	28,215	*24,425*
Support costs (see note 6)	2,331	-	2,331	*4,984*
	30,546	-	30,546	*29,409*

5) Expenditure on Charitable Activities

	Unrestricted Funds £	Restricted Funds £	2025 Total £	*2024 Total £*
a) Training & Seminars:				
Direct staff costs	24,898	-	24,898	*25,221*
Registration fees	6,298	-	6,298	*7,327*
Other Direct costs	11,829	-	11,829	*6,291*
Support costs (see note 6)	7,778	-	7,778	*6,584*
	50,803	-	50,803	*45,423*
b) Counselling Services:				
Direct staff costs	124,215	12,667	136,882	*138,649*
Professional indemnity insurance	1,200	-	1,200	*1,200*
Contracted Counsellors	18,128	8,962	27,090	*9,987*
Contracted Supervision	12,400	-	12,400	*11,820*
Supervision	25,816	-	25,816	*24,143*
Other Direct costs	23,914	3,337	27,251	*9,531*
Support costs (see note 6)	29,887	4,520	34,407	*56,274*
	235,560	29,486	265,046	*251,604*

6) Analysis of Support Costs

	Raising Funds £	Training £	Counselling £	Grand Total £	Basis of Allocation
Support staff costs	207	4,816	9,216	14,239	By time
Governance	1,092	1,895	9,397	12,384	In proportion with costs
Telephone	270	507	2,365	3,142	By estimated usage
Rent & rates	352	117	4,809	5,278	By estimated usage
Heat & light	46	77	1,382	1,505	By estimated usage
Insurance	97	33	390	520	By estimated usage
Depreciation	-	66	6,011	6,077	Per item by use
Photocopier	267	267	837	1,371	By estimated usage
Total Support Costs	2,331	7,778	34,407	44,516	

7) Staff Costs and Employee Benefits

	2025	*2024*
	£	*£*
Wages and salaries	201,307	*204,321*
Social security costs	1,894	*-*
Employer pension scheme contributions	2,078	*1,875*
	205,279	*206,196*

No employee (2025: nil) earned £60,000 or more. No director/trustee received any remuneration or payment of expenses in the year (2025: nil)

The average number of employees during the year was:

	2025	*2024*
	No.	*No.*
Average number of part time staff:	30.8	*36.1*
Average number of full time equivalents:	7.1	*6.8*

8) Tangible Fixed Assets

	Property Improvements	Office Furniture & Equipment	Total
COST	£	£	£
At 1 February 2024	33,130	22,635	55,765
Additions		794	794
Disposals		3,793	3,793
at 31 January 2025	33,130	19,636	52,766
DEPRECIATION			
At 1 February 2024	12,772	20,665	33,437
Disposals		(3,793)	(3,793)
Charge for year	5,174	903	6,077
At 31 January 2025	17,946	17,775	35,721
NET BOOK VALUE			
At 31 January 2025	15,184	1,861	17,045
At 31 January 2024	*20,358*	*1,970*	*22,328*

9) Debtors: Amounts due within one year

	2025	*2024*
	£	*£*
Other Debtors	2,652	*11,150*
Gift Aid Claim	1,390	*1,187*
Prepayments	6,780	*4,069*
Student Debtors	-	*-*
	10,822	*16,406*

10) Creditors: Amounts falling due within one year

	2025	*2024*
	£	*£*
Trade Creditors	5,653	*4,822*
Advance Training Fees	6,010	*1,257*
Taxation, Pension and Social Security	2,368	*1,525*
NHS Creditor	30,397	*16,558*
Accruals	1,384	*1,674*
	45,812	*25,836*

11) Restricted Funds

	Balance at 31 January 2024	Incoming Resources	Outgoing Resources	Balance at 31 January 2025
	£	£	£	£
Stroud Refurbishment (Mrs Winkleman)	60	-	60	-
CRM System (Benefact)	21,514	-	8,485	13,029
CRM System (Barnwood Trust)	14,000	-	-	14,000
High Severity Clients (Anchor)	1,435	-	1,435	-
Clients who Pay £5 and Under (GCF)	1,030	-	1,030	-
Complex or Aged 18-25 Clients (High Sheriff)	1,945	-	1,945	-
Family Therapy in the Forest (SLC - FODC)	-	10,000	-	10,000
Stroud Centre (SLOF)	-	10,000	4,189	5,811
Coffe & Chat & Check-Ins (Sylvanus Lysons)	-	6,000	3,381	2,619
Forest REACH (NHS)	-	8,961	8,961	-
Total	39,984	34,961	29,486	45,459

Stroud Refurbishment
A grant was obtained towards refurbishing the Stroud Centre.
CRM Grant
Grants were obtained to pay for a new CRM System
High Severity Clients
A grant was obtained (09/11/23) to provide counselling for high severity/complex needs clients (176 sessions at £22.70 per session)
Clients who Pay £5 and Under
A grant was obtained (13/12/23) to provide counselling for low income clients (83 sessions at £30 per session)
Complex or Aged 18-25 Clients
A grant was obtained (21/12/23) to provide counselling for clients aged 18-25 or with complex needs (166 sessions at £15 per session)
Family Therapy
A grant was obtained (09/08/2024) to provide family therapy in Coleford
Stroud Centre
A grant was obtained (02/08/2024) to cover costs for the Stroud Centre
Coffe & Chat & Check-Ins
A grant was obtained (01/05/2024) to pay for coffee & chat sessions, and telephone check-ins for waiting list clients
Forest REACH
A grant was obtained (28/03/2024) to provide counselling in the Forest of Dean. This is showing in the Balance Sheet, and being moved to the restricted income account as it is spent

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF
LISTENING POST COUNSELLING SERVICE LIMITED
FOR THE YEAR ENDED 31 JANUARY 2025

I report on the accounts of the charity for the year ended 31 January 2025, which are set out on pages 3 to 10.

This report is made solely to the charity's trustees, as a body, in accordance with section 145 of the Charities Act 2011. My work has been undertaken so that I might state to the charity's trustees those matters I am required to state to them in this report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other that the charity and the charity's trustees and a body, for my work, for this report, or the opinions I have formed.

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for the preparation of financial statements. The charity's trustees consider that an audit is not required for the year under Section 144 of the Charities Act 2011 ('The Charities Act') and that an independent examination is needed.
It is my responsibility to:

- examine the financial statements under section 145 of the Charities Act;
- to follow the procedures laid down in the General Directions given by the Charity Commission under section 145(5)(b) of the Charities Act; and
- to state whether particular matters have come to my attention.

Basis of independent examiner's report

My examination was carried out in accordance with the General Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts with those records. It also includes consideration of any unusual items or disclosures in the financial statements, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the financial statements present a 'true and fair
(a) view' and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with my examination, no matter has come to my attention:

which would give me reasonable cause to believe that in any material respect the requirements:

(b)
- to keep accounting records in accordance with section 130 of the Charities Act; and
- to prepare financial statements which accord with the accounting records and comply with the accounting requirements of the Charities Act;

have not been met; or

to which, in my opinion, attention should be drawn in order to enable a proper understanding of the financial statements to be reached.

Mr J Owens BSc FCA
Xeinadin
701 Stonehouse Park
Sperry Way
STONEHOUSE
Gloucestershire
GL10 3UT



Dated.....3 July 2025.....

Listening Post Counselling Service Limited

England & Wales - Charity number 1013442

Accounts

Listening Post Annual Report

Counselling and Training

1 February 2023

31 January 2024



Contact us

Tel: 01452 383820
www.listeningpost.org.uk

GLOUCESTER
St Mary de Lode Church
St Mary's Square,
Gloucester, GL1 2QT
lpostcounselling@listeningpost.org.uk
t: 01452 383820

CHELTENHAM
Hester's Way Community Resource Centre, Cassin Drive,
Cheltenham, GL51 7SU
lpostcheltenham@listeningpost.org.uk
t: 01242 256060

STROUD
Northcote House, Middle Street,
Stroud, GL5 1DZ
lpoststroud@listeningpost.org.uk
t: 01453 750123

Listening Post Counselling Service Limited

(Limited by guarantee and registered in the UK)

Company Number 2619615

Charity Number 1013442

Registered Office St Mary de Lode Church, St Mary's Square, GL1 2QT

Telephone Number 01452 383820

Email Address counselling@lpost.org.uk

Website www.listeningpost.org.uk

Facebook Listening Post Counselling

Twitter @ListeningPostco

Instagram @listeningpost_

Cheltenham Centre Hesters Way Community Resource Centre

Cassin Drive, Cheltenham, GL51 7SU

Telephone Number 01242 256060

Email Address: counselling@lpost.org.uk

Stroud Centre Northcote House, Middle Street, Stroud, GL5 1DZ

Telephone Number 01453 750123

Email Address counselling@lpost.org.uk

Independent Examiner

Mr Julian Owens BSc FCA, GCSD Accountants Ltd

Chartered Accountants & Registered Auditors

701 Stonehouse Park, Sperry Way, Stonehouse, GL10 3UT

Bankers

Charities Aid Foundation Bank Ltd, 25 Kings Hill Avenue, West Malling, Kent, ME19 4JQ.

Redwood Bank, The Nexus Building, Broadway, Letchworth Garden City, Hertfordshire, SG6 3TA.

Registered Charity Number 1013442

Meet Our Patrons and Trustees



Patron

The Right Revd Rachel Treweek



Patron

Dr David Drew



Chair

Mrs Rosie Clifford

Appointed: 15/7/19



Vice Chair

Mr Alastair Sammon

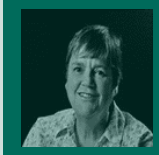
Appointed: 27/9/21



Treasurer

Mr Robert Kingston

Appointed: 11/09/2023



Trustee

Mrs Sheila Appleton

Appointed: 20/5/19



Trustee

Mrs Pauline Bayliss Jones

Appointed: 20/03/2023



Trustee

Ms Arlene Hanson

Resigned: 11/09/2023



Trustee

Mr David Monument

Appointed: 15/11/21

Foreword from the Chair:

Rosie Clifford

Past months have not, on the whole, been filled with the best news. We have heard of the many families who are struggling to make ends meet, of failures of trusted national institutions, and on the world stage, of escalating conflicts between countries, and the looming climate emergency.

In such a challenging environment many businesses and charities are finding it hard to make ends meet, we at Listening Post included. But we remain committed to our core aim of making counselling available to all adults regardless of ability to pay. No other agency locally advertises this commitment. But will we be able to meet the ongoing demand for our service without running out of resource? Sometimes it has felt as if a strong headwind makes our steps slow and difficult.

Despite this very testing environment, we celebrated significant moves forward this last year.

With the Diocese of Gloucester planning to sell St Aldate's church we looked extensively for new Gloucester offices but could not afford commercial property rates. And then in 2022 came the offer of the use of St Mary de Lode church within Gloucester's city centre near the Cathedral.

The trustees voted for this as the ideal base for our new Gloucester office and we began discussions with the Benefice's Parochial Church Council who had been looking to partner with others in the use of their historic building. We eventually moved in over Christmas 2023 after many long months liaising with the Diocese of Gloucester and contractors over permitted alterations to a Grade 1 listed, starred building. The protracted negotiations took time, energy and persistence.

Now installed with three warm and welcoming counselling rooms, an upstairs office, and the use of a well-fitted kitchen, in the coming years we are hoping it will welcome many who will find it a place of hope and support - including those from the local community. We are most grateful to the Diocese of Gloucester, Canon Nicky Arthy, Churchwarden Richard Lane and St Mary de Lode PCC, Roberts Limbrick Architects, and Men in Sheds.

Our long-term aim of acquiring a customer relationship management (CRM) system remains extant, in order to better manage our client journey from first contact to final counselling session. Having decided to use the funds originally earmarked for a particular system towards bespoking a different one, better suited to Listening Post needs, Daniel Whisson and Alice Wheeler are working towards a spring 2024 implementation. The system will include appointment and donation reminders, clinical notes and measures and will be semi-automated to reduce the administrative burden on Listening Post staff and counsellors. We hope this will enable us to work much more efficiently and effectively providing a more coordinated experience for our clients and counsellors.

Foreword from the Chair continued...

The clinical team headed by Vicki Paterson, have been providing great support as ever to our 70 to 80 counsellors, allocating clients, inducting new counsellors and providing safeguarding advice. They have worked hard to reduce the numbers on our waiting list although it remains longer than we would like.

We did not run a Diploma course this September but will restart in 2024. The Level 2/3 course was re-sited to our Cheltenham base as we moved from St Aldate's.

Jo Patrick, a very welcome addition to our team, joined us in the summer as our part-time fundraiser, bringing significant experience to the role. Alice Wheeler has been so effective over the past couple of years in securing significant grant funding, but her time is limited with many other responsibilities.

Linda and Jo have been engaging with the NHS and with other local charities to discuss the possibility of work in partnership, supporting those living with multiple challenges. Increased partnership working is a specific focus for these next three years, agreed as part of our strategic plan in March 2023. We remain committed to be:

> a professional and caring organisation, which delivers affordable, appropriate and timely counselling, trains people to be counsellors and enables the church and local community to play a part in alleviating emotional and psychological suffering.

Through our PeoplePlus contract we continued providing counselling to carers. Our work providing reflective supervision to the NHS has expanded to include Health and Wellbeing Coaches, as well as Social Prescriber Link Workers.

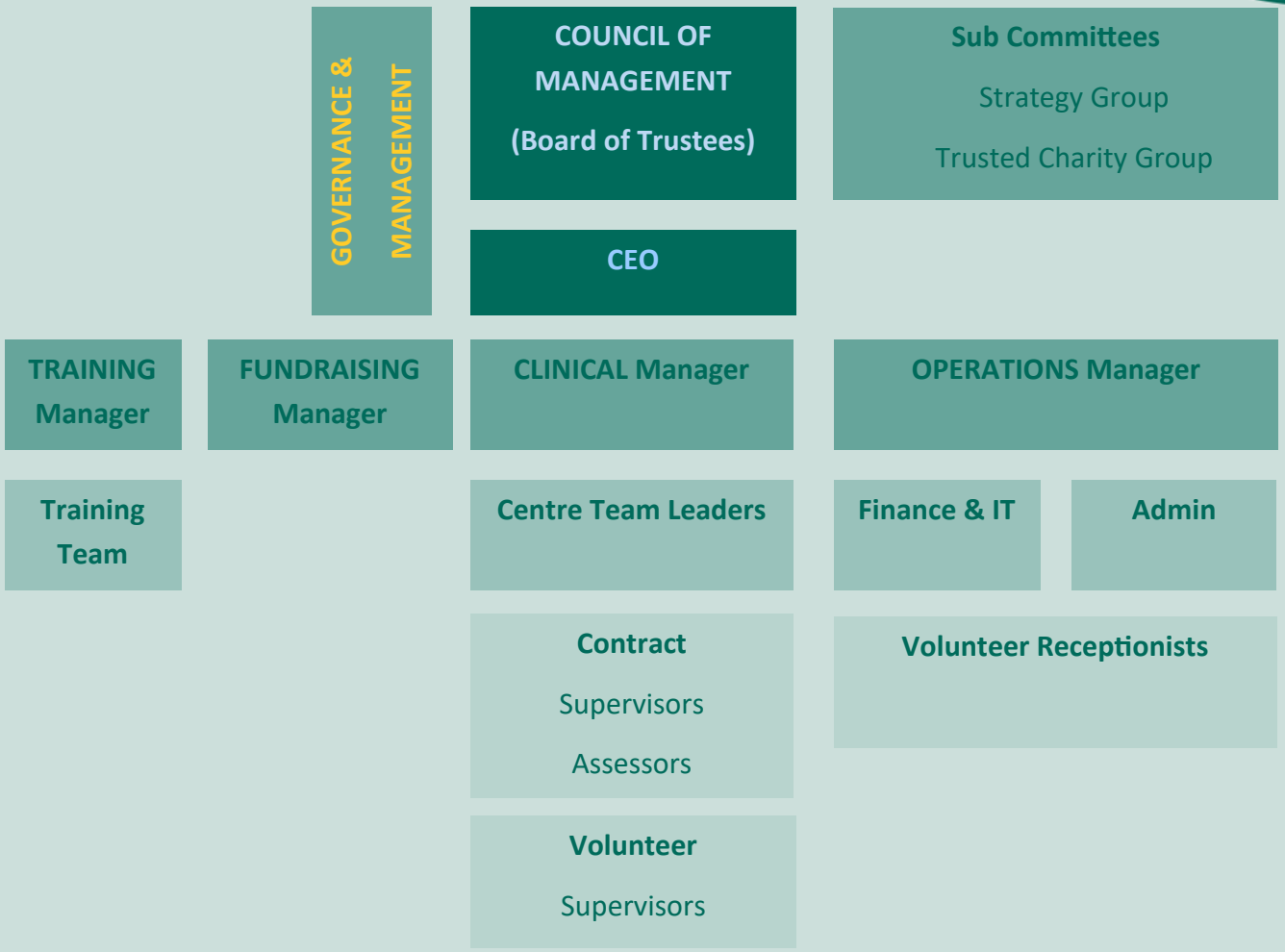
None of this would have been possible without our dedicated staff team, and all our volunteers, most of whom are counsellors. Huge thanks to them all. Many counsellors say how much they value the support of their peers in their counselling role, and the friendliness, warmth and welcome of the organisation.

I also want to thank the team of Trustees for steering the charity though these challenging times. Alastair Sammon, Vice Chair, is a man of many parts and has lent his considerable practical expertise to the Stroud and Gloucester offices, as well as giving of his astute mind to our debates. Robert Kingston, our treasurer, has an increased role as we expand our activity and see additional staff on the payroll. We bade farewell to Arlene Hanson as she stepped back from her role as Trustees to give her more time for her family. We thank her for her commitment over these past few years and her contribution.

We are very grateful to those organisations who have faithfully supported us financially over a number of years. Each contribution is greatly valued, especially in these stringent days.

For all blessings we, and those counselled have known,
we thank God.

Our Organisation



Our Vision

To walk alongside the broken-hearted and restore them to fuller life

Our Values

- Respect and nurture for all who come and all who serve at Listening Post
- Integrity and Compassion, rooted in love

www.listeningpost.org.uk

Our Strategic Plan: 2023-2026

Our three year Strategic Plan has been updated based on many months of discussions between Trustees and staff which were informed by client feedback forums. They will continue to govern our plans going forwards.

Strategic Aim	Strategic Objectives
To deliver counselling that is accessible, affordable, appropriate and available/ timely	1. Build on our established strengths by continuing to offer professional long-term counselling employing differing modalities, with positive client feedback. 2. Build organisation to a capacity of 100 counsellors; min of 2 sessions/ week each: a. Develop support to counsellors which makes retention attractive b. Provide incrementally more earning opportunities 3. Develop closer community and church integration: a. Pursue opportunities for counsellors embedded in community spaces b. Take a multi-disciplinary approach to counselling by providing mutual support to community organisations. c. Develop closer links to churches through counselling and training opportunities 4. Robustly demonstrate the difference counselling makes to a client: a. PHQ and GAD scores consistently applied and monitored. b. Client qualitative feedback gathered throughout process. 5. Offer clients: a. Assessment within one week of first contact b. 95% of clients offered support within 4 weeks of first contact c. Develop psychoeducation and personal contact to waiting list clients 6. Create a welcoming and warm environment at all centres.
To deliver training in counselling	1. To continue to run Listening Post training courses to high professional standards with a fully resourced training team: a. Promote Listening Skills course and deliver it twice per year b. Promote (Counselling and Psychotherapy Central Awarding Body (CPCAB) Level 2/3 Course and deliver it annually c. Build towards running a sustainable L4 Diploma 2. Provide dedicated administrative and leadership support to training team. 3. To deliver six short courses to Churches and Businesses per year. 4. To continue a CPD programme that is well advertised and attended.

Strategic Aim

Strategic Objectives

To be a professional and caring organisation

1. Secure funding that enables the organisation to meet the current demands upon it well, to continue to develop professionally and interpersonally and to support:
   a. Appropriate staff hours
   b. Appropriate staff pay
   c. Increased paid counselling roles
   d. Subsidised Continuous Professional Development (CPD)
   e. Volunteer mileage for qualified counsellors holding a minimum of 3 clients/ week each.
   f. Better access to services.

2. Focus on successfully managing the move to St Mary de Lode with ambitious and modern designs.

3. Use the new space available at St Mary creatively and in a community spirit.

4. Gain level 1 accreditation with "Trusted Charity" (formerly PQASSO), a quality standards framework for the Charity sector.

5. Conduct annual staff and volunteer reviews.

6. Conduct an annual staff and volunteer survey with satisfactory indicators.

7. Have an on-going three-year strategic plan.

8. Implement the CRM with minimum friction and excellent training.

9. Redeploy admin hours freed by the CRM with a focus on clients and training.

10. Consider how best Trustees can support:
    a. High profile members and associates to help network
    b. Members and associates to more accurately reflect social representation of Gloucestershire
    c. Planning and implementation of best possible methods of oversight.

To enable the Church community to play a part in alleviating emotional and psychological suffering

1. To be known, acknowledged and respected professionally for counselling and training and as a Christian organisation within churches and the local community.

2. To have established partnership working:
   a. With local churches and in the Diocese
   b. With the NHS
   c. With other teaching organisations
   d. With local communities (Including Community Mental Health Transformation (CMHT) projects)

3. Equip church members to support members with mental health needs- correspondent with point 3 of 'Deliver training in Counselling'

4. Through the fundraiser and church liaison roles, to develop and nurture contact with church members and churches through prayer-letters, financial support schemes, training courses and speaking engagements.

The reports that follow are aligned with our organisational structure

- Management - Governance
- Management - Clinical
- Management - Training
- Management - Operations
- Management - Fundraising and Finances

Management - Governance

Progress on our strategic plan: report from the Strategy group: February 2023– January 2024

A newly created strategic plan for 2023 – 2026, published on pages 6-7, was developed and refined by the Strategy Group, then discussed in depth at a professionally facilitated Strategy Away Day attended by Trustees and senior staff and incorporated client feedback from client feedback forums. The plan was presented to the AGM in September 2023 and has been adopted as our vision for the next three years, informing our day to day work.

As has been referred to in detail in the Chair's opening comments, the two major practical drives in the organisation have been to move to St Mary de Lode in Gloucester as our headquarters offices and to implement a Customer Relations Management (CRM) system.

With a strong lead from Jo Patrick, fundraising strategy has featured regularly in our discussions.

The length of our waiting list is a constant concern. Guided by and inspired by Vicki Paterson and driven from the client feedback groups, the strategy group has looked at ways to reduce the waiting time for counselling. This has been challenging in a situation where we are successfully increasing the number of clients completing treatment, and at the same time attracting more clients. We have looked at ways to 'hold' our clients in a better way - to offer regular and effective 'wraparound' support for those waiting for counselling and hope to attract the funding needed to implement these plans.

Alastair Sammon

Management – Governance

Trusted Charity Report: February 2023– January 2024

In 2016 Listening Post's Council of Management decided to work towards achieving the **Trusted Charity Standard** (at that time known as PQASSO). Built on eleven areas of quality, each aspect is broken down into two levels:

Level 1: to demonstrate organisation is operating effectively
Level 2: to demonstrate organisation is operating strategically

Organisations self-assess, with an option to go for external assessment for the award of the Trusted Charity Standard. As well as being a benchmark and a useful tool to ensure the right foundations are in place, it is a confirmation that the organisation has reached a recognised quality standard providing assurance for statutory and independent funders, users and other stakeholders. In 2021, NCVO handed over the oversight and support for the programme to the Growth Company.

We would have liked to have made further headway in these last twelve months, but we have needed to reserve our time and energies for fundraising, the relocation of our Gloucester office, and the development of our Customer Relationship Management system.

Members: Linda Bullock, Rosie Clifford (Chair), Robert Kingston, Alice Wheeler.

Rosie Clifford

Risk Register and Risk Management

The Governance Review Group met four times during the year and updated the Risk Register on an ongoing basis. The updated Risk Register was presented to the Board of Trustees for approval.

Robert Kingston

Management – Clinical

This year has been a year of stability and growth in the Clinical Team.
This is reflected in the 15% increase in client sessions across our centres this year.
Vicki Paterson has remained as Clinical Manager, with Alice Wheeler supporting her in a crossover role in the organisation. Vicki's ethos of the staff team looking after counsellors as well as they possibly can, so that in turn our counsellors can look after clients as well as they possibly can, is evident throughout the organisation. Feedback of counsellors as they leave is consistently that they felt well supported and cared for. Clients often report the warmth and kindness of everyone they encountered in the organisation. Retention of counsellors is better than ever and the centres are getting busy.

Client Feedback
The highlight of the Clinical year was perhaps a series of 1:1 feedback calls with former clients followed by two client feedback forums. We learnt so much about what would be helpful and also what new initiatives were superfluous to need and were so encouraged by the depth of change clients related to us from having experienced counselling. We intend to move forward with coproduction in the future, recruiting a steering group of former clients to help monitor service and vet new initiatives. As a direct result of these conversations we plan to implement check-in calls to clients every 6 weeks whilst on the waiting list, offer holding sessions for some clients and a drop in coffee morning for prospective, current and completed clients.

Bank counselling
Vicki suggested a 'Bank Counselling' initiative this year which has been successfully trialled and implemented, which aims to support newly qualified counsellors as they begin to find their feet in readiness for private practice. It also acts as a retention incentive and more of our counsellors feel able to continue to support us with voluntary hours as a consequence of this.

Team Leaders
As Team Leader, Natasha Dancy has continued to hold the Cheltenham centre with great efficiency, and care. She has been a driving force for positive change in the organisation, such as initiating guidelines for counsellors. Rachel Eggleton continued Team Leading both our Stroud and Gloucester centres, her counsellors will tell you how much she goes out of her way to look after them and she has been a wise voice in our Clinical team.

Paid counsellors
Our counsellors who see our most complex clients deserve so much thanks. Without them the waitlist for these clients would be untenably long. They work in a long-term manner with many trauma survivors and for this work, which is deeply rewarding as change happens, the counsellors also need emotional resilience and an incredible level of commitment to their caring work. Our counsellors delivering short term counselling to carers via the PeoplePlus contract are a wonderfully motivated and efficient team who have been receiving glowing feedback.

Our Volunteer Counsellors
Our sincere thanks go to our team of counsellors for your kindness and support of each other, the staff and your incredible commitment to of all our clients.
Here is a recent client quote:

'Please keep this enormously important service going. It has been life-changing for me. Thank you from the bottom of my heart.'

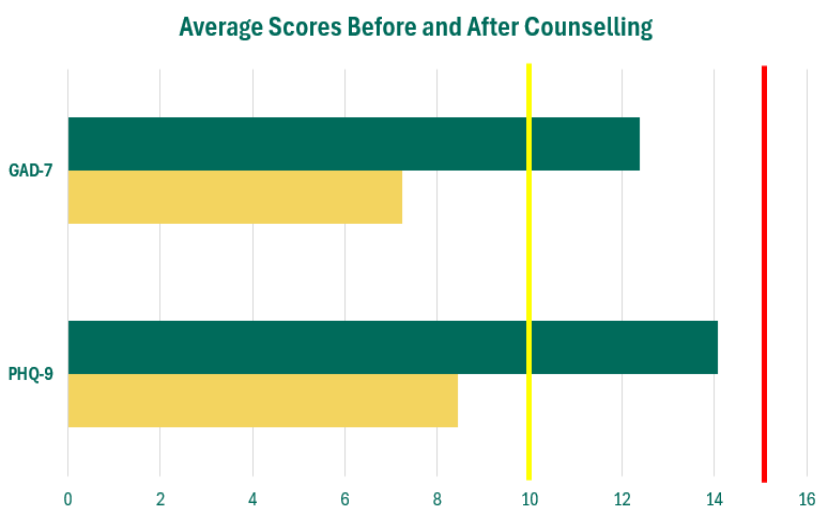
Management – Clinical continued...

Key Statistical Outcomes

Due to the work Jo Patrick has pioneered in Listening Post, in future years a breadth of clinical and wellbeing statistics will be available demonstrating the impact of counselling with longitudinal follow up embedded.

Currently we use the NHS outcome measures for depression and anxiety, PHQ-9 and GAD-7 and qualitative feedback.

The following data has been gathered from clients who ended in the year with at least two completed sets of data. In each case, their earliest set of data was compared with the most recent. In total, this produced 224 clients with GAD/PHQ data for the 2023-24 year.



Notes

- Patient Health Questionnaire – 9 Question Variant (PHQ-9), scored out of 27
- Generalised Anxiety Disorder – 7 Question Variant (GAD-7), scored out of 21
- The cut off point of 10 or greater is considered a 'yellow flag' for both scores, whilst 15 or greater is a 'red flag', indicating that active treatment is warranted.

Key Statistics:

10,093
People helped since 1991

100,350
Sessions run since 1991

5784
Sessions run in 2023-24

1259
Carers Sessions 2023-24

22.5
Average sessions attended
(clients with PHQ and GAD data)

406
New people helped in 2023-24

£14.42
Average client donation

£36.02
Mean cost of a session

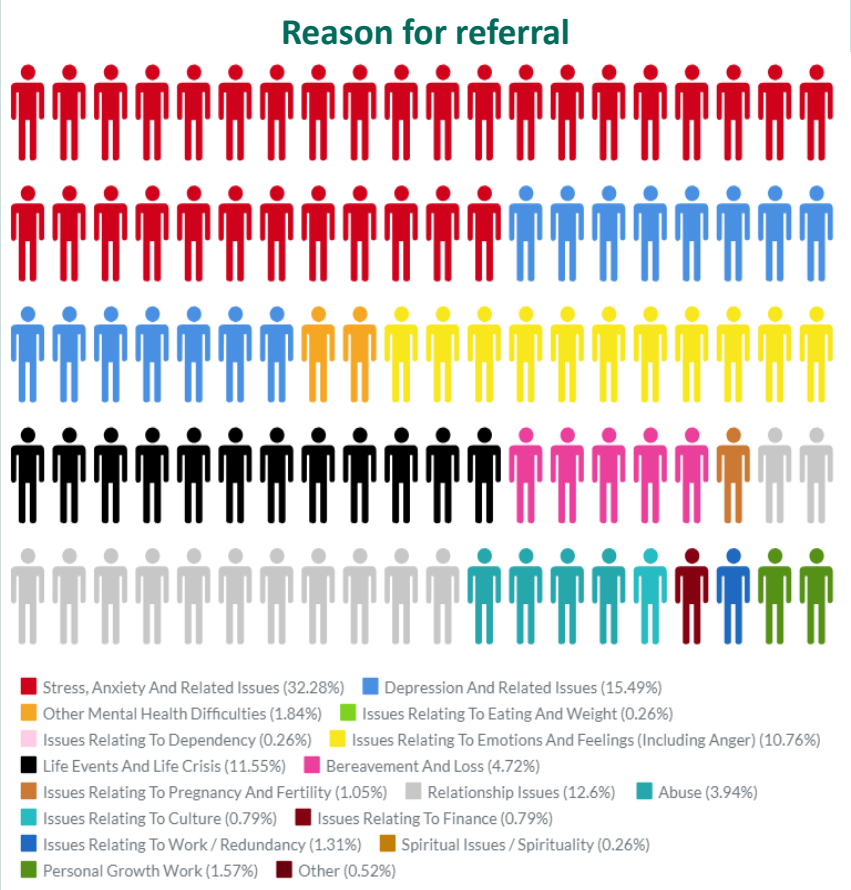
172 out of 224 clients tested showed an improvement in their GAD-7 score

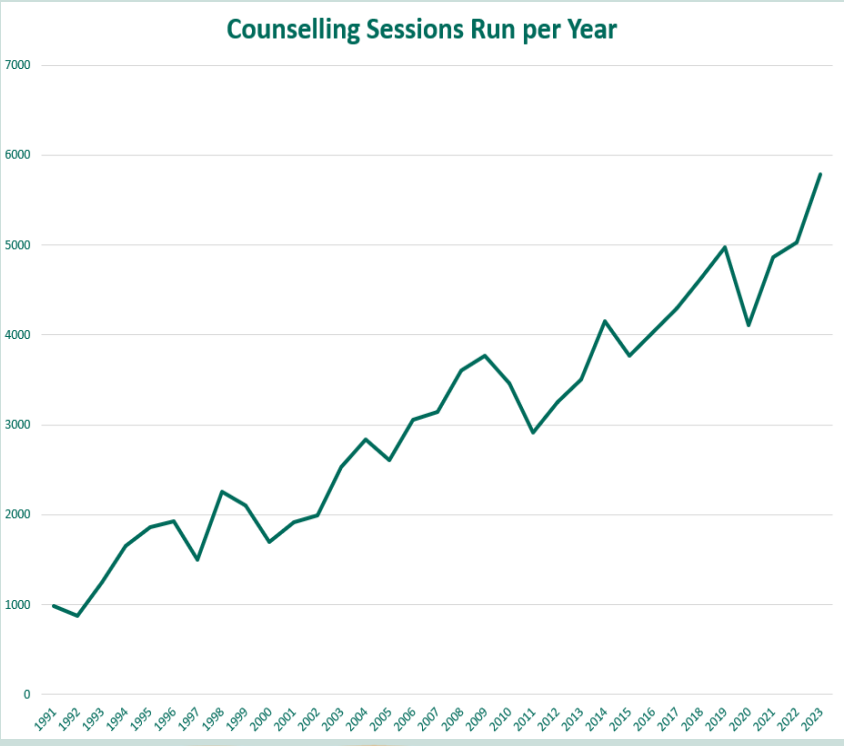
166 out of 224 clients tested showed an improvement in their PHQ-9 score



Management – Clinical continued...

Key statistical outcomes:





Counselling Delivery

Key Statistics

Sessions: Face to Face / Remote

Regular Clients:

4222 (73%)

Face to Face

1273 (22%)

Video Link

289 (5%)

Telephone

Carer Clients:

541 (43%)

Face to Face

240 (19%)

Video Link

478 (38%)

Telephone

www.listeningpost.org.uk

Management – Training

Listening Post provided the following training courses during the year:

Foundation Course in Counselling Skills and Studies (CPCAB L2 & L3)
(L3 Course commenced 2nd February 2023, ended 6th July 2023)
Tutors—Jill Evans and Julie Gates

12 students completed the combined course, gaining their L3 qualification.

Foundation Course in Counselling Skills and Studies (CPCAB L2 & L3)
(L2 Course commenced 17th September 2023, ended 25th January 2024)
Tutors—Jill Evans and Julie Gates

14 students completed and gained their L2 Qualification

Diploma Course in Therapeutic Counselling (CPCAB L4, Year 2)
(Ended 29th June 2023)
Tutors—Nicky Harber & Catherine Jones

15 students completed and gained their L4 Qualification.

Listening Post held the following CPD during the year:

'Working with Trauma' parts 1, 2 & 3 with Margaret Landale.

'Working with Bereavement' with Aileen McCormack

'Working with Neurodiversity' with Orly Koppel

'How to Write Session Notes' with Vicki Paterson

'Creative Counselling' with Vicki Paterson and guests

Management - Operations

PeoplePlus

In September 2019 Listening Post were sub-contracted by PeoplePlus to provide counselling services to Carers within Gloucestershire and we are delighted to report that the contract has been renewed for a further 2 years. Between 1 February 2023 and 31 January 2024, 204 carers were referred to us for counselling, a 12% increase from the previous financial year. During the period Listening Post provided 1259 sessions of counselling to these carers. Current statistics show that over 78% of the carers, who have received counselling, saw a positive improvement in both PHQ and GAD scores.

Networking

Our CEO Linda Bullock and our fundraiser, Jo Patrick have been extremely active in networking. Jo has forged relationships with multiple other agencies and has submitted various partnership bids. Linda maintains connections with third sector organisations and Alice Wheeler has been connecting with individuals and organisations who can help Listening Post build the platform of counsellors and clients to better represent the diversity of Gloucestershire residents. Maintaining links with the Community Mental Health Transformation initiative has remained a priority and funding bids have been made to develop an initiative in the Forest of Dean.

Organisation Systems (CRM)

In the previous reporting period, Listening Post had been successful in fundraising for a much-needed client management system. We used the funding to bespoke an off-the-shelf system which is free to charities. This considerable work of introducing integration and automation with our current processes has been steered by Alice Wheeler with her small team. Listening Post is indebted to Daniel Whisson's expert IT capacities for readying this CRM for a hoped for Spring '24 start. We will roll out a second phase of this project to enable ready data impact reporting and have sufficient funds to access two further much needed CRM components– a fundraising management platform and an HR management platform. We feel with this suite of new tech that the miracle of the fishes has been enacted in 2023 in Gloucestershire as much as in 1st century Galilee!

Management - Operations continued...

A Listening Post Christmas

Once again we moved our Christmas tree and a car full of decorations from centre to centre to celebrate together in our local teams. The Team Leaders did a fabulous job of the drinks and nibbles.

Move to St Mary de Lode

The move felt like a team building exercise, with amazing volunteer help from Rachel Eggleton's husband, the Neill family, Vicki Paterson's fortifying and delicious soup, bread and cheese and some precarious lifting operations; somehow we got a series of hulking cabinets up and over the balcony.





Management - Fundraising and finances

We recruited a committed and experienced Fundraising Manager, Jo Patrick, who helped to activate significant strategic and operational discussions around funding and finance. Predicting that core funding for our services would decrease, she began to help Listening Post explore innovative projects and partnership bids, to increase the quality of our service and develop our interconnectedness with the other statutory and non-statutory mental health service provision in the county. Since most of our service users are signposted by the NHS, Jo has been seeking ways to partner with the NHS, as a way to improve their offer and to help ensure Listening Post can continue to function as the lynchpin to accessible counselling in the county that it is. The fruit of this work may take some time to fully be realised and in the meantime, fundraising from trusts and funds has become ever more difficult since many are refining their priorities in the face of an overwhelming number of applicants; some of our regular donors have explained to us that they can no longer support Listening Post work for this reason. Jo and the Strategy group have been working hand in hand to find a viable way forward to secure sustainable funding for Listening Post.

Management - Fundraising and Finances continued...

Our grateful thanks go to the many Charitable Trusts, individuals, friends, members, churches and organisations who have supported us so generously with their time, donations, equipment, and use of facilities during this financial year. Thank you to each and every person and group who has contributed to us to meet the incredible and increasing demand for affordable mental health services in Gloucestershire.

Charitable Trusts & Organisations- £74,550

Langtree

Spirax Sarco

Jack Lane

Co-op

James Tudor

Benefact

Barnwood Trust

High Sheriff

Sylvanus Lysons

Gloucestershire Community Foundation

Anchor Foundation

Poverty Hurts

Friends and Members- £8,653

Churches- £2,182

St Andrew's Church, Churchdown

Cambray Baptist Church

St Mark's Methodist, Cheltenham

Cheltenham Quaker meeting

Highbury Congregational Church

Mariners' Church, Gloucester

St Mary's Church, Tetbury

General Donations- £8,993

Perdie Bennett (LP Christmas Card)

Jacobs Well (Esther the Musical)

Deer Park Archers (Community fun day)

Nicky Harber (collection)

Severn Sport (Football collection)

LP quiz night:

Jim Jones (host)

Asda (raffle prizes)

Morrisons and Tescos (food)

Legacies:

Gladys Dyson and Joan Vaughan-Hayes

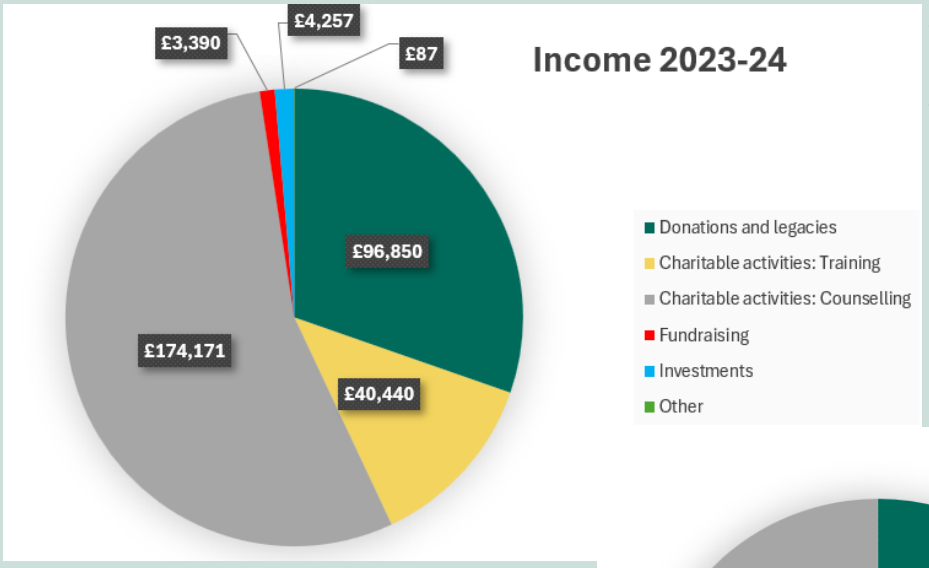
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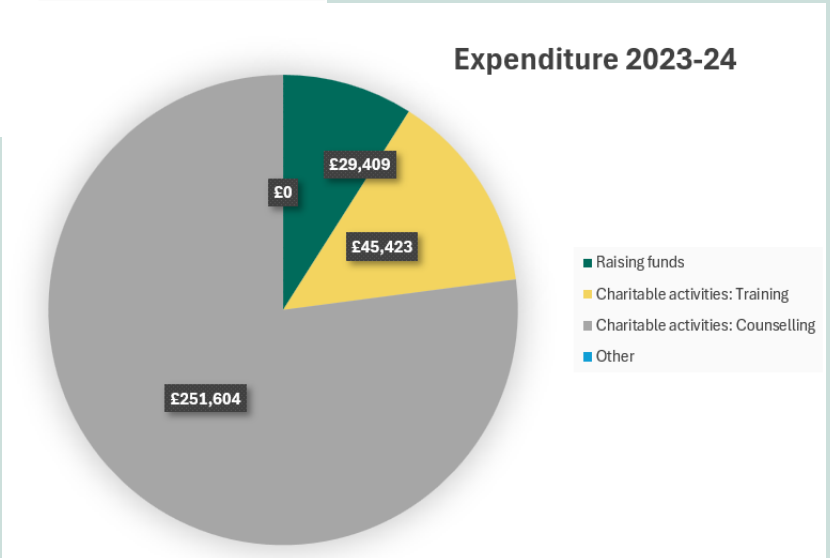
Finance Report

For the year ending 31 January 2024, total income rose by 3.5% increase to £319,195. Training income fell due to the absence of a diploma course, and Trusts and Foundations income fell from £95,399 last year to £74,550 this year, for reasons referred to in the fundraising report. There was a 51.8% increase in counselling related income due to an increase in demand for our services. Most of the increase came from two new sources. Firstly, a short-term NHS contract to provide supervision to social prescribers. Secondly an initiative to increase the number of clients we can help by enabling clients who can pay a fixed price for counselling with a paid counsellor to obtain a quicker service. Expenditure rose quite significantly overall, with a 17.8% increase to £326,436, reflecting inflation, the initiatives mentioned above and the recruitment of a fundraiser.

We finished the year with a deficit of £7,241, compared to last year's surplus of £31,347. However, the deficit understates the challenges we face mentioned elsewhere in this report. Accountancy rules for charities require restricted grants to be included in the Statement of Financial Activities (SOFA) when the money is received, usually some time before it is spent. The SOFA shows that the unrestricted funds deficit is much greater at £21,417.

During the year our general funds fell from £176,523 to £155,106. Following Charity Commission guidance, we have changed our reserves policy to focus on uncommitted unrestricted funds not invested in fixed assets. This figure fell from £169,893 at 01 Feb 2023 to £132,778 at 31 Jan 2024. Our reserves policy aims to retain uncommitted funds at between 4 and 6 months of planned operational expenditure. For 2024-25, budgeted operational expenditure (after deducting project expenditure covered by restricted funds) is £329,758 and thus we were holding 4.8 months of this in our uncommitted general funds.





A Final Word from the CEO:

Linda Bullock

Our Charitable Trust funders tell us that we are a great organisation. Organisations that signpost clients to us say the same. Ninety-five percent of our clients rate our service at the highest level (excellent).

I concur: Listening Post both maintains its core commitment to provide affordable counselling to adults in Gloucestershire and seeks to develop into a better service. It never rests on its laurels and constantly finds ways to maximise resources, incorporate client feedback and change for the better.

Yet despite the love for Listening Post and the excellent work that we are doing, it is becoming increasingly hard to access funds to cover our core costs, as you will have read in the financial reports contained in this Annual Report. This means that we fall more behind sector wage averages and staff feel pressure to over-deliver.

We are not unique, charitable trusts are telling us that there just aren't enough resources to fund all applications, even to those who they have given to consistently in the past. Signposting organisations don't have the budgets to accompany their service user into counselling with us, meaning we carry the cost.

We hope that these financial challenges will be like the irritant in an oyster which cause a pearl to grow. We are actively pursuing new sources of funding and ways to become more self-sustaining. We owe it to the mental health of the people of Gloucestershire, and our founders to keep finding our way forward. Our clients tell us that counselling works. Our statistics show us that counselling works. Research tells us that counselling works:

> *Hundreds of meta-analyses…on the efficacy of psychotherapy…[show] around **79 percent of clients who have therapy do better than the average person who has not had therapy… substantially larger than many medical or surgical procedures.'***
> *Cooper, 2008:22. Essential Research Findings in Counselling and Psychotherapy, Sage.*

Through our fantastic team of volunteers and staff we will continue to do all we can to ensure that Listening Post is able to continue to provide much-needed counselling support for many years to come and I just want to take this opportunity to say a huge thank you to all, including our friends, members and supporters for getting us this far and supporting us in our mission!

Linda Bullock

Company Number: 02619615
Registered Charity: 1013442

LISTENING POST COUNSELLING SERVICE LIMITED

(Limited by Guarantee)

ANNUAL REPORT AND UNAUDITED ACCOUNTS
31 JANUARY 2024

LISTENING POST COUNSELLING SERVICE LIMITED

ANNUAL REPORT AND UNAUDITED ACCOUNTS
FOR THE YEAR ENDED 31 JANUARY 2024

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LISTENING POST COUNSELLING SERVICE LIMITED

ANNUAL REPORT AND UNAUDITED ACCOUNTS
FOR THE YEAR ENDED 31 JANUARY 2024

CHARITY AND COMPANY INFORMATION

COMPANY NUMBER	02619615
CHARITY NUMBER	1013442
PATRONS	Dr D Drew The Right Reverend Rachel Treweek
CHIEF EXECUTIVE	Mrs L Bullock
COUNCIL OF MANAGEMENT	Mrs S M Appleton Ms P Bayliss-Jones Mrs R Clifford (chairperson) Mr R D Kingston Mr D Monument Dr A M Sammon
TREASURER	Mr R D Kingston
COMPANY SECRETARY	Miss A E Wheeler
REGISTERED OFFICE	St Mary de Lode Church St Marys Square GLOUCESTER GL1 2QT
INDEPENDENT EXAMINER	Mr J Owens BSc FCA GCSD Accountants Limited 701 Stonehouse Park Sperry Way STONEHOUSE Gloucestershire GL10 3UT
BANKERS	CAF Bank Ltd 25 Kings Hill Avenue West Malling Kent ME19 4JQ

LISTENING POST COUNSELLING SERVICE LIMITED

ANNUAL REPORT AND UNAUDITED ACCOUNTS
FOR THE YEAR ENDED 31 JANUARY 2024

THE REPORT OF THE COUNCIL OF MANAGEMENT

The Council of Management, who are the directors of the company and trustees of the charity, present their annual report with the unaudited accounts of the company for the year ended 31 January 2024. The trustees have adopted the provisions of Accounting and Reporting by Charities : Statement of Recommended Practice applicable to charities in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015).

CONSTITUTION AND OBJECTIVES OF THE CHARITY

Listening Post is a company limited by guarantee and governed by its Memorandum and Articles of Association and is a registered charity. The objects of the company, as stated in its Memorandum and Articles of Association (revised in 2016), is the relief of distress in Christian and non-Christian adults with emotional and psychological problems in such ways as the Council of Management may think fit and particularly by: Training and educating local Christians and non-Christians in counselling and related subject areas, providing counselling and related services within a Christian ethos and following Christian principles. This continues to be carried out within Gloucester, Cheltenham and Stroud.

ORGANISATION OF THE CHARITY

The charity is managed by the Council of Management and a Director of Service with a large team of volunteers without whom it would not be able to operate as effectively.

COUNCIL OF MANAGEMENT (DIRECTORS)

The directors who served the company during the year were as follows:

Mrs S M Appleton
Ms P Bayliss-Jones (Appointed March 2023)
Mrs R E Clifford
Mrs C A Dale (Resigned January 2023)
Mrs A Hanson (Resigned September 2023)
Mr R D Kingston (Appointed September 2023)
Mr D Monument
Dr A M Sammon

The directors are appointed in accordance with paragraphs 24 to 32 of the Articles of Association.

Signed on behalf of the Council of Management on... 15.07.2024

R E Clifford

Mrs R E Clifford
Chairperson

LISTENING POST COUNSELLING SERVICE LIMITED

STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 JANUARY 2024

	Unrestricted funds	Restricted funds	Total funds	*Prior period Total funds*	Further details See note:
Income from:					
Donations and legacies	**56,350**	**40,500**	**96,850**	*117,231*	2
Charitable activities:					
Training	**40,440**	**-**	**40,440**	*73,504*	3
Counselling	**174,171**	**-**	**174,171**	*114,749*	3
Other trading activities:					
Fundraising	**3,390**	**-**	**3,390**	*1,818*	
Investments	**4,257**	**-**	**4,257**	*1,203*	
Other	**87**	**-**	**87**	-	
Total	**278,695**	**40,500**	**319,195**	*308,505*	
Expenditure on:					
Raising funds	**29,409**	**-**	**29,409**	*13,499*	4
Charitable activities:					
Training	**45,423**	**-**	**45,423**	*62,265*	5
Counselling	**225,280**	**26,324**	**251,604**	*201,379*	5
Other			**-**	*15*	
Total	**300,112**	**26,324**	**326,436**	*277,158*	
Net income/(expenditure)	**(21,417)**	**14,176**	**(7,241)**	*31,347*	
Extraordinary items	**-**	**-**	**-**	-	
Transfers between funds	**-**	**-**	**-**	-	
Net movement in funds	**(21,417)**	**14,176**	**(7,241)**	*31,347*	
Reconciliation of funds:					
Total funds brought forward	**176,523**	**25,807**	**202,330**	*170,983*	
Total funds carried forward	**155,106**	**39,983**	**195,089**	*202,330*	

The notes on pages 7 to 10 form part of these accounts

LISTENING POST COUNSELLING SERVICE LIMITED

BALANCE SHEET AT 31 JANUARY 2024

	Note	Unrestricted Funds £	Restricted Funds £	2024 Total £	2023 Total £
Fixed Assets:					
Tangible fixed assets	8	**22,328**	-	**22,328**	*6,630*
Current Assets:					
Debtors	9	**16,406**	-	**16,406**	*19,612*
Cash at bank and in hand		**142,207**	**39,984**	**182,191**	*190,598*
		158,613	**39,984**	**198,597**	*210,210*
Liabilities:					
Creditors: Amounts falling due within one year	10	**25,836**	-	**25,836**	*14,510*
Net Current Assets		**132,777**	**39,984**	**172,761**	*195,700*
Total Assets Less Current Liabilities		**155,105**	**39,984**	**195,089**	*202,330*
Total Net Assets		**155,105**	**39,984**	**195,089**	*202,330*
Funds:					
General Funds				**155,106**	*176,523*
Restricted income fund	11			**39,983**	*25,807*
				195,089	*202,330*
Total charity funds					

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 January 2024.

The members have not required the charitable company to obtain an audit of its financial statements for the year ended 31 January 2024 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibility for ensuring that the company keeps proper accounting records which comply with Sections 386 and 387of the Act, and for preparing accounts which give a true and fair view of the state of affairs of the company as at the end of the financial year and of its surplus or deficit for the financial year in accordance with the requirements of Sections 394 and 395, and which otherwise comply with the requirements of the Companies Act 2006 relating to accounts, so far as applicable to the company.

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small charitable companies.

These accounts were approved by the Council of Management on 15.07.2024 and are signed on their behalf by:

R E Clifford

Mrs R E Clifford
Chairperson

Mr R D Kingston
Treasurer

The notes on pages 7 to 10 form part of these accounts

NOTES TO THE UNAUDITED ACCOUNTS
FOR THE YEAR ENDED 31 JANUARY 2024

1) ACCOUNTING POLICIES

Basis of accounting
The financial statements of the charitable company have been prepared in accordance with the Charities SORP (FRS 102) Accounting and Reporting by Charities : Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable (FRS 102) (effective 1 January 2015) and Companies Act 2006. The financial statements have been prepared under historical cost convention.

Cash flow statement
The charity has taken advantage of the disclosure exemption, as permitted by FRS 102, the requirements of Section 7 Statement of Cash Flows.

Donations
Income from donations represents income receivable during the year including estimated amounts not yet received where these can be determined with reasonable accuracy.

Gifts in kind are recognised as incoming resources at a reasonable estimate of their value to the charity as required by the Statement of Recommended Practice - Accounting by Charities.

Tangible fixed assets
Tangible fixed assets are included at cost less an appropriate provision for depreciation.

Depreciation
Depreciation is calculated so as to write off the cost of each asset over its estimated life as follows:

Property improvements	20% straight line
Office furniture and equipment	20% straight line

Support costs
Support costs include central functions and have been allocated to activity costs categories on a basis consistent with the use of the resources, e.g. staff costs are allocated by time spent, property costs by floor space and other costs, such as telephone, by apportioned estimate.

2) Income From Donations, Grants and Legacies

	Unrestricted Funds	Restricted Funds	2024 Total	*2023 Total*
	£	£	£	£
Donations	22,300	-	22,300	*21,832*
Trusts	34,050	40,500	74,550	*95,399*
	56,350	40,500	96,850	*117,231*

3) Income from Charitable Activities

	Unrestricted Funds	Restricted Funds	2024 Total	*2023 Total*
	£	£	£	£
a) Training & Seminars:				
Training Courses	39,200	-	39,200	*73,504*
Training Seminars	1,240	-	1,240	
	40,440	-	40,440	*73,504*
b) Counselling Services:				
Counselling Placement Administration Fees	1,125	-	1,125	*1,196*
Counselling Charged Clients	79,015	-	79,015	*46,630*
Counselling Client Donations	67,728	-	67,728	*59,817*
Counselling Client Assessment Booking Fees	7,146	-	7,146	*7,106*
Supervision Fees	19,157	-	19,157	-
	174,171	-	174,171	*114,749*

4) Expenditure on Raising Funds

	Unrestricted Funds £	Restricted Funds £	2024 Total £	*2023 Total £*
Direct costs	24,425	-	24,425	*10,268*
Support costs (see note 6)	4,984	-	4,984	*3,231*
	29,409	-	29,409	*13,499*

5) Expenditure on Charitable Activities

	Unrestricted Funds £	Restricted Funds £	2024 Total £	*2023 Total £*
a) Training & Seminars:				
Direct staff costs	25,221	-	25,221	*35,871*
Registration fees	7,327	-	7,327	*12,254*
Other Direct costs	6,291	-	6,291	*4,870*
Support costs (see note 6)	6,584	-	6,584	*9,270*
	45,423	-	45,423	*62,265*
b) Counselling Services:				
Direct staff costs	130,048	8,601	138,649	*109,948*
Professional indemnity insurance	1,200	-	1,200	*1,200*
Contracted Counsellors	9,987	-	9,987	-
Contracted Supervision	11,820	-	11,820	-
Supervision	24,143	-	24,143	*20,331*
Other Direct costs	8,898	633	9,531	*11,300*
Support costs (see note 6)	39,184	17,090	56,274	*58,600*
	225,280	26,324	251,604	*201,379*

6) Analysis of Support Costs

	Raising Funds £	Training £	Counselling £	Grand Total £	Basis of Allocation
Support staff costs	452	2,277	6,438	9,167	By time
Governance	1,983	3,063	16,964	22,010	In proportion with costs
Telephone	564	188	2,634	3,386	By estimated usage
Rent & rates	1,557	519	21,279	23,355	By estimated usage
Heat & light	-	-	933	933	By estimated usage
Insurance	93	31	374	498	By estimated usage
Depreciation	-	171	6,602	6,773	Per item by use
Photocopier	335	335	1,050	1,720	By estimated usage
Total Support Costs	4,984	6,584	56,274	67,842	

7) Staff Costs and Employee Benefits

	2024	2023
	£	£
Wages and salaries	204,321	184,775
Social security costs	-	43
Employer pension scheme contributions	1,875	1,093
	206,196	185,911

No employee (2024: nil) earned £60,000 or more. No director/trustee received any remuneration or payment of expenses in the year (2024: nil)

The average number of employees during the year was:

	2024	2023
	No.	No.
Average number of part time staff:	36.1	33.08
Average number of full time equivalents:	6.8	6.6

8) Tangible Fixed Assets

	Property Improvements	Office Furniture & Equipment	Total
COST	£	£	£
At 1 February 2023	13,660	22,641	36,301
Additions	19,470		19,470
Disposals		6	6
at 31 January 2024	33,130	22,635	55,765
DEPRECIATION			
At 1 February 2023	10,274	19,397	29,671
Charge for year	2,498	1,268	3,766
At 31 January 2024	12,772	20,665	33,437
NET BOOK VALUE			
At 31 January 2024	20,358	1,970	22,328
At 31 January 2023	*3,386*	*3,244*	*6,630*

9) Debtors: Amounts due within one year

	2024	2023
	£	£
Other Debtors	11,150	4,200
Gift Aid Claim	1,187	1,102
Prepayments	4,069	6,689
Student Debtors	-	7,621
	16,406	19,612

10) Creditors: Amounts falling due within one year

	2024	2023
	£	£
Trade Creditors	4,822	1,256
Advance Training Fees	1,257	-
Taxation, Pension and Social Security	1,525	1,147
NHS Creditor	16,558	11,333
Accruals	1,674	774
	25,836	14,510

11) Restricted Funds

	Balance at 31 January 2023	Incoming Resources	Outgoing Resources	Balance at 31 January 2024
	£	£	£	£
Stroud Refurbishment (Mrs Winkleman)	693.39	0.00	632.83	61
Stroud Centre (SLOF, Renishaw)	115.38	0.00	115.38	-
CRM System (Benefact)	25000.00	0.00	3486.01	21,514
Counselling & Admin Areas (Sylvanus Lyson	0.00	12500.00	12500.00	-
CRM System (Barnwood Trust)	0.00	14000.00	0.00	14,000
Admin Salaries (GCF)	0.00	5000.00	5000.00	-
High Severity Clients (Anchor)	0.00	4000.00	2565.10	1,435
Clients who Pay £5 and Under (GCF)	0.00	2500.00	1470.00	1,030
Complex or Aged 18-25 Clients (High Sheriff)	0.00	2500.00	555.00	1,945
Total	25,807	40,500	26,324	39,985

Stroud Refurbishment
A grant was obtained towards refurbishing the Stroud Centre
Stroud Centre
Grants were obtained towards running costs of the Stroud Centre
CRM System
Two grants were obtained to pay for a new CRM System
Grant for Creation of Counselling & Admin Areas
A grant was obtained to pay for building work for the Gloucester office move
Admin Salaries
A grant was obtained to pay for admin staff salaries
High Severity Clients
A grant was obtained to provide counselling for high severity/complex needs clients
Clients who Pay £5 and Under
A grant was obtained to provide counselling for low income clients
Complex or Aged 18-25 Clients
A grant was obtained to provide counselling for clients aged 18-25 or with complex needs

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF LISTENING POST COUNSELLING SERVICE LIMITED FOR THE YEAR ENDED 31 JANUARY 2024

I report on the accounts of the charity for the year ended 31 January 2024, which are set out on pages 3 to 10.

This report is made solely to the charity's trustees, as a body, in accordance with section 145 of the Charities Act 2011. My work has been undertaken so that I might state to the charity's trustees those matters I am required to state to them in this report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other that the charity and the charity's trustees and a body, for my work, for this report, or the opinions I have formed.

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for the preparation of financial statements. The charity's trustees consider that an audit is not required for the year under Section 144 of the Charities Act 2011 ('The Charities Act') and that an independent examination is needed.
It is my responsibility to:

- examine the financial statements under section 145 of the Charities Act;
- to follow the procedures laid down in the General Directions given by the Charity Commission under section 145(5)(b) of the Charities Act; and
- to state whether particular matters have come to my attention.

Basis of independent examiner's report

My examination was carried out in accordance with the General Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts with those records. It also includes consideration of any unusual items or disclosures in the financial statements, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the financial statements present a 'true and fair
(a) view' and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with my examination, no matter has come to my attention:

which would give me reasonable cause to believe that in any material respect the requirements:

(b)

- to keep accounting records in accordance with section 130 of the Charities Act; and
- to prepare financial statements which accord with the accounting records and comply with the accounting requirements of the Charities Act;

have not been met; or

to which, in my opinion, attention should be drawn in order to enable a proper understanding of the financial statements to be reached.

Mr J Owens BSc FCA
GCSD Accountants Limited
701 Stonehouse Park
Sperry Way
STONEHOUSE
Gloucestershire
GL10 3UT

Dated 11th June 2024

Listening Post Counselling Service Limited

England & Wales - Charity number 1013442

Accounts

Listening Post Annual Report

Counselling and Training

1 February 2022- 31 January 2023



Contact us

Tel: 01452 383820
www.listeningpost.org.uk

GLOUCESTER
St. Aldate Church, Finlay Road
Gloucester, GL4 6TN
lpostcounselling@listeningpost.org.uk
t: 01452 383 820

CHELTENHAM
Hester's Way Community Resource Centre,
Cassin Drive, Cheltenham, GL51 7SU
lpostcheltenham@listeningpost.org.uk
t: 01242 256 060

STROUD
Northcote House, Middle Street,
Stroud, GL5 1DZ
lpoststroud@listeningpost.org.uk
t: 01453 750 123

Listening Post Christian Counselling Service Ltd
(Limited by guarantee and registered in the UK)

Company Number	2619615
Charity Number	1013442

Registered Office	St Aldate Church, Finlay Road, Gloucester, GL4 6TN
Telephone Number	01452 383820
Email Address	counselling@lpost.org.uk
Website	www.listeningpost.org.uk
Facebook	Listening Post Counselling
Twitter	@ListeningPostco

Cheltenham Centre	Hesters Way Community Resource Centre Cassin Drive, Cheltenham, GL51 7SU
Telephone Number	01242 256060
Email Address:	counselling@lpost.org.uk

Stroud Centre	Northcote House, Middle Street, Stroud, GL5 1DZ
Telephone Number	01453 750123
Email Address	counselling@lpost.org.uk

Independent Examiner
Mr Julian Owens BSc FCA, GCSD Accountants Ltd
Chartered Accountants & Registered Auditors
701 Stonehouse Park, Sperry Way, Stonehouse, GL10 3UT

Bankers
Charities Aid Foundation Bank Ltd, 25 Kings Hill Avenue, West Malling, Kent, ME19 4JQ.

Redwood Bank, The Nexus Building, Broadway, Letchworth Garden City, Hertfordshire, SG6 3TA.

How we work
The Charity is managed by its Council of Management (Trustees/Company Directors) through its Senior Management Team, all of whom are part-time.

We have a large team of volunteer Counsellors, Supervisors and Administrative support workers, without whom we could not operate.

Trustees are appointed in accordance with paragraphs 24-32 of the Articles of Association

www.listeningpost.org.uk

Tel: **01452 383820**

Meet Our Patrons and Trustees



Patron
The Right Revd Rachel Treweek
Bishop of Gloucester



Patron
Dr David Drew



Chair
Mrs Rosie Clifford



Vice Chair
Mr Alastair Sammon



Trasurer
Mr Robert Kingston



Trustee
Mrs Christine Dale



Trustee
Mrs Sheila Appleton



Trustee
Mrs Sue Ingleby
Resigned 16/05/2022



Trustee
Ms Arlene Hanson



Trustee
Mr David Monument



Trustee
Mr Mark Hammond
Deceased in post 20/07/2022

Foreword from the Chair:

Rosie Clifford

2022 – a year when Covid lessened its grip on our lives, though leaving in its wake many living with long-term viral effects, and others struggling with the impact of lockdown since the resulting isolation and lack of social contact had significant impacts on emotional and mental wellbeing.

On the world stage President Volodymyr Zelenskyy emerged as an inspirational leader in his country's bold resistance to seizure of territory by Russia. Here in the UK, we celebrated 70 years of Queen Elizabeth II's reign, before mourning her death, giving thanks for her dedicated life of service to the peoples of this nation and to the Commonwealth. Both figures are great examples of lives lived with an unwavering commitment to their countries and people.

Most of us play out our lives on smaller stages away from the photographer's lens and the reporter's microphone. But we can, like higher profile personalities and leaders, choose to commit our time and energies in ways to enable others to thrive and flourish. Linda Bullock, our CEO, is one of these. Joining Listening Post twenty years or so ago, she has overseen the charity's growth and development and has an unrivalled knowledge of the organisation, of its staff and volunteers. We are hugely grateful for her continued leadership and commitment.

Behind inspirational leaders are teams of those who work behind the scenes, going above and beyond, ensuring, as far as they are able, that all is running smoothly. 2022 saw the strengthening of our clinical team, working well together, supporting our experienced and newly qualified counsellors. The difficult economic situation and increased demand for counselling saw a few of our volunteer counsellors decide to leave to set up in their own private practice. We were sad to see them go. I met with most of those who chose to leave us to gain a better understanding of their time working with Listening Post and to learn how we might support each of our valued counsellors more effectively. Our admin team have continued to develop and refine our office systems to improve our responsiveness, and more effectively support our employed and volunteer staff.

2022 was, for many, a year of waiting – for overdue hospital check-ups, for elusive GP appointments, for buses which had been cancelled due to a shortage of qualified drivers, and also for some of our clients. We have continued to be disappointed that we cannot always offer counselling to those who come to us as quickly as we would like. However, with increased funding we have been able to increase our capacity, offering payment to some of our voluntary counsellors.

Our long-term aim is to continue to grow the number of counsellors who work with us. We want too to strengthen our training team. This year we continued to offer training to those who want to pursue a qualification in Counselling, though did not offer a new Diploma level course in September.

Registered Charity Number 1013442

Foreword from the Chair continued...

We remain keen to see our three office bases in Gloucester, Cheltenham and Stroud to be places of welcome and life. There have been improvements this year in both Cheltenham and Stroud, providing additional space and a more attractive environment. We have continued to work on finding a new location for the Gloucester office with the closure of St Aldate's church. Alastair Sammon, Vice chair, has been the lead trustee and I am grateful for his commitment and expertise in what is proving to be a complex and protracted undertaking.

Our previous Vice Chair, Mark Hammond, died very suddenly in July. We do miss his thoughtful wisdom, his gentle spirit and his legal expertise. Previous Chair and long-standing trustee, Sue Ingleby, decided not to seek re-election when she came to the end of her term of office in the summer. We are very grateful for her committed and dedicated support over the years. I want to thank her and all my fellow trustees for all that they do to steer us forward. John Paterson, Associate to the Board, has also continued to make a significant contribution and we are extremely grateful not him.

There can be no standing still or marking time for an organisation such as Listening Post in these challenging times. Increasingly we expect to partner with other organisations as we look, with them, to support the ever-growing number of those living with complex problems doing their best to navigate tough times. Our ongoing counselling provision for carers through PeoplePlus continues to be valued and we have been pleased to begin to provide supervision for NHS social prescribers.

Our commitment to providing counselling regardless of clients' ability to pay remains a huge challenge, but so crucial at these times of financial hardship. We are grateful to all those individuals, churches, and grant-making bodies who have generously given to us this year. It has made an enormous difference.

Rosie Clifford
Chair

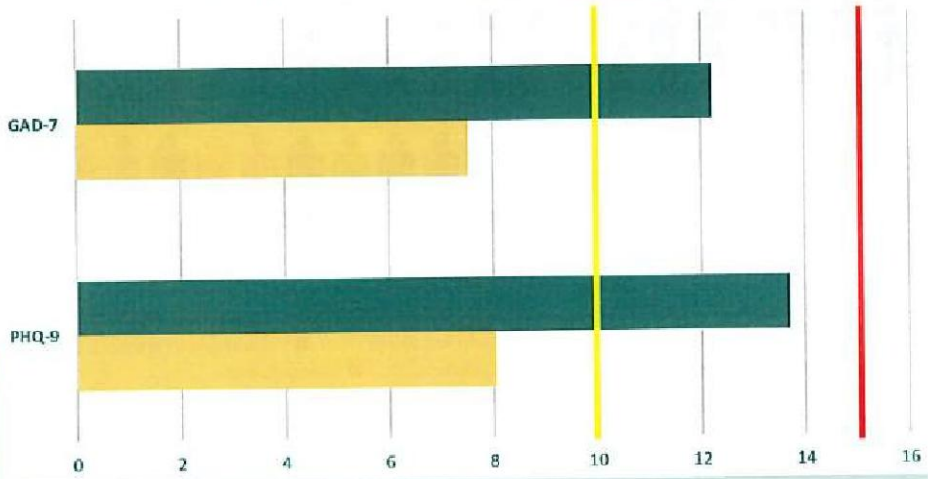
Registered Charity Number 1013442

Key Statistics

Outcomes

Listening Post has spent two years using the NHS approved scales; PHQ-9 (measures depression) and GAD-7 (measures anxiety) questionnaires, instead of CORE-34. Results compare the earliest score with last score taken. Only clients who have successfully recorded 2 repeat tests at least 6 weeks apart are included. This includes 170 clients in the reporting period.

Average Scores Before and After Counselling



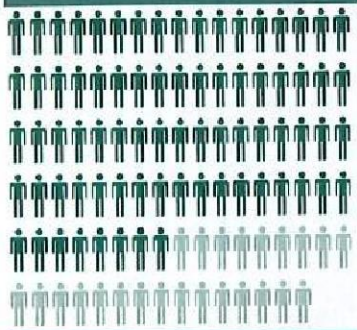
Delivery of Counselling Training Key Statistics:

9,687

People helped since 1991

94,566

Sessions run since 1991



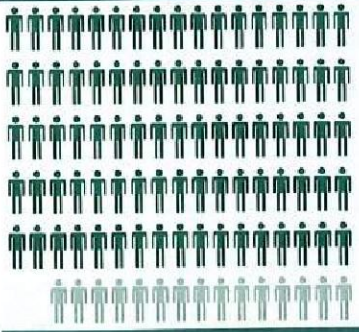
130 out of 170 clients tested showed an improvement in their GAD-7 score

5032

Sessions run in 2022

427

New people helped in 2022



140 out of 170 clients tested showed an improvement in their PHQ-9 score

£11.89

Mean client donation

£34.59

Mean cost of a session

21.4

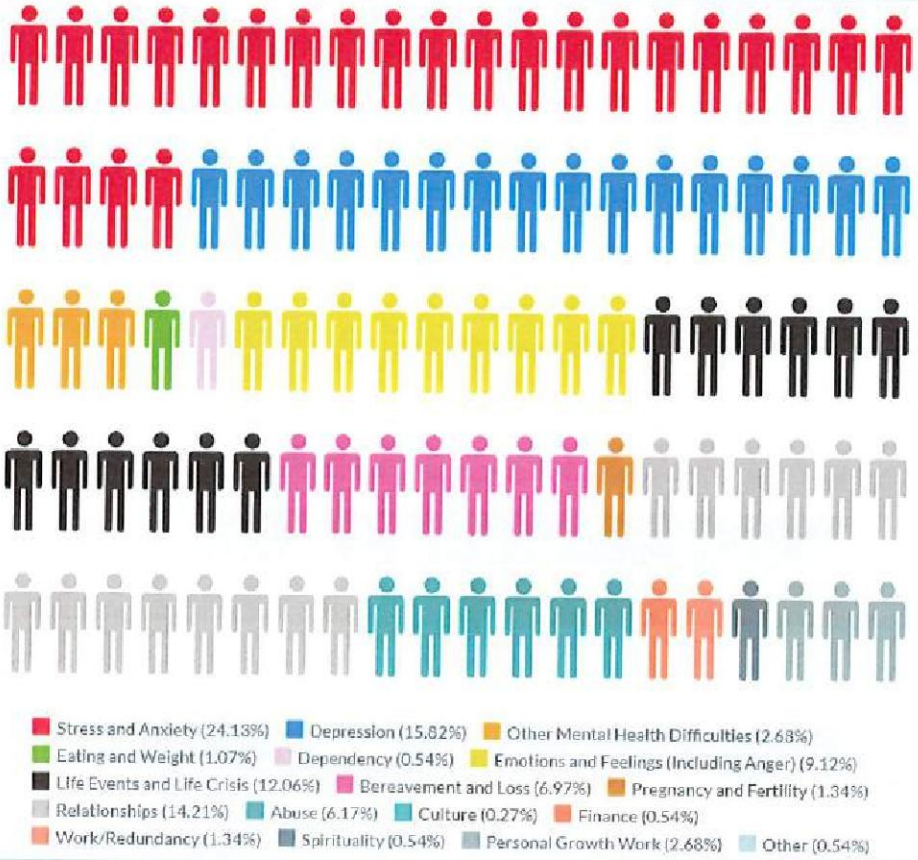
Mean sessions attended

Notes

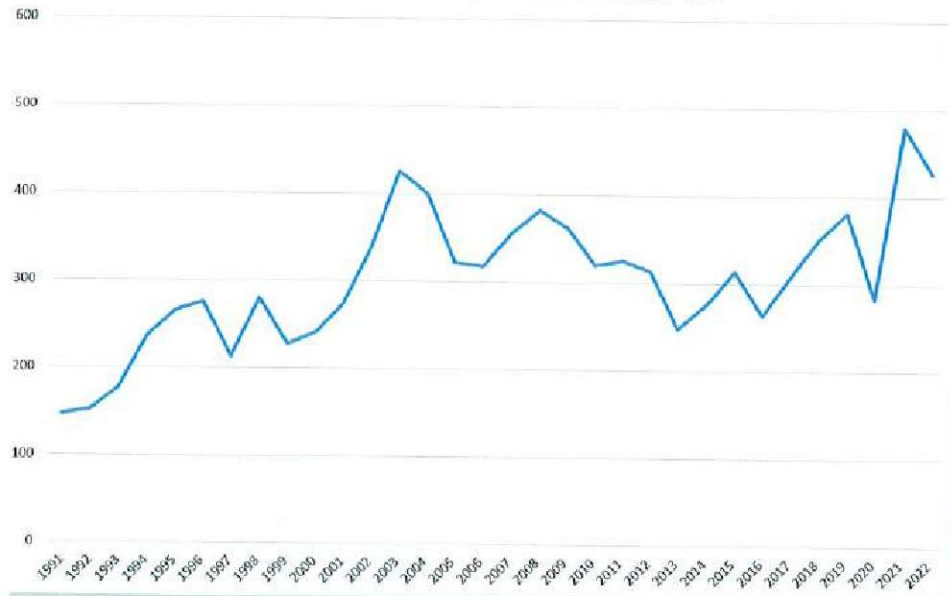
- Generalised Anxiety Disorder Questionnaire – 7 Question Variant (GAD-7)
- Patient Health Questionnaire – 9 Question Variant (PHQ-9)
- The cut off point of 10 or greater is considered a 'yellow flag' for both scores, whilst 15 or greater is a 'red flag', indicating that active treatment is warranted.

Key Statistics

Primary reason for referral



New Clients Onboarded/Assessments Run per Year



Counselling Delivery Key Statistics Face to Face / Remote Sessions

Regular Clients:

3,472 (69%)
Face to Face

352 (7%)
Telephone

1,208 (24%)
Video Link

Carer Clients:

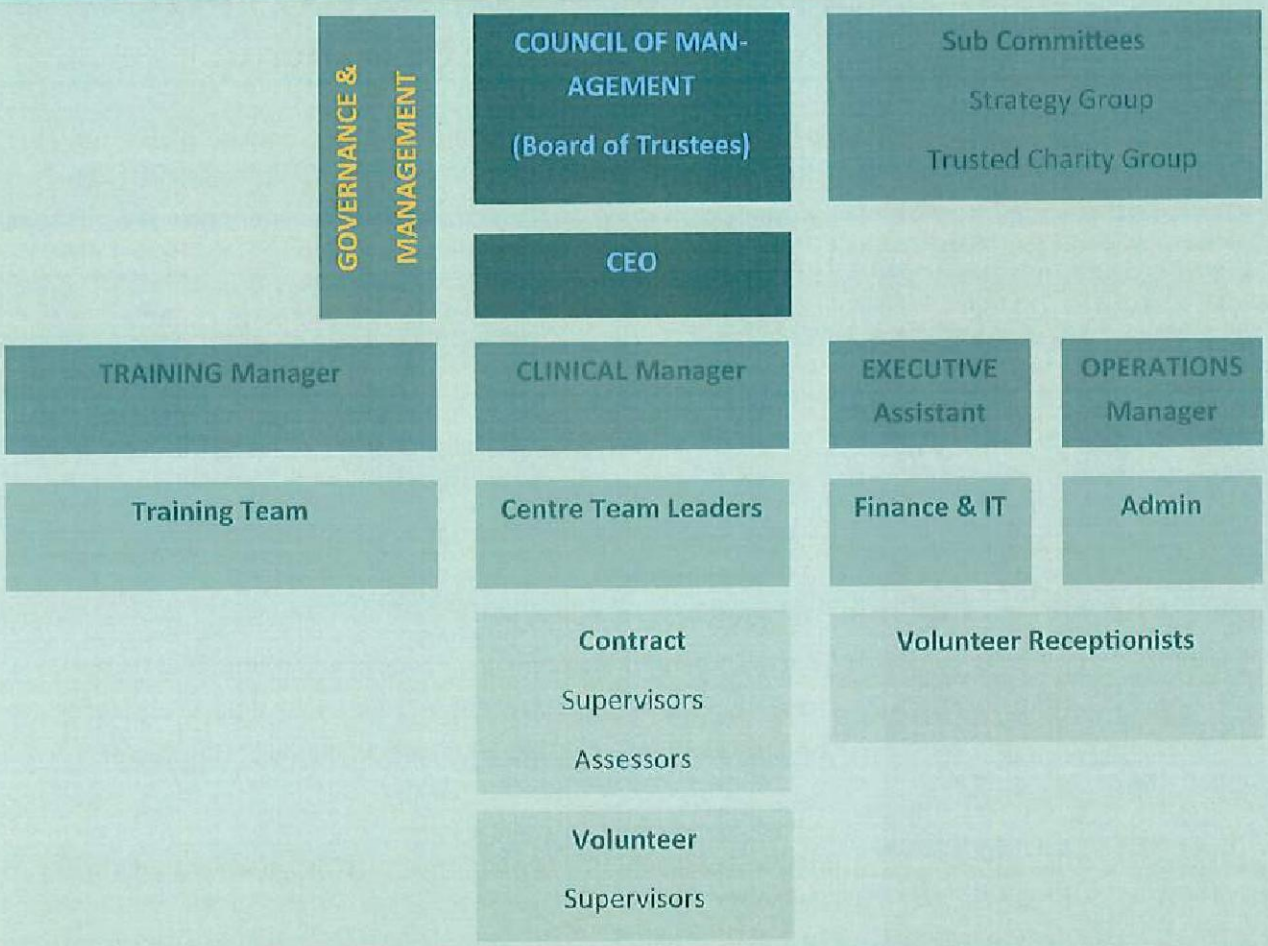
391 (41%)
Face to Face

363 (38%)
Telephone

200 (21%)
Video Link

LISTENING POST counselling & training

Our Organisation



Our Vision

To walk alongside the broken-hearted and restore them to fuller life

Our Values

- Respect and nurture for all who come and all who serve at Listening Post
- Integrity and Compassion, rooted in love

www.listeningpost.org.uk

Our Strategic Plan: 2019-2022

Our three year Strategic Plan continued to govern our direction of work during the reporting period.

Strategic Aim	Strategic Objectives
To deliver counselling that is accessible, affordable, appropriate and available/timely	1. To build on our established strengths by continuing to offer professional long term counselling employing differing modalities, with positive client feedback. 2. To be able to offer clients: I. Assessment within one week of first contact II. Counselling within three weeks of first contact 3. To increase our capacity, offering: I. 25% more qualified counsellor sessions II. 25% more supervisor sessions 4. To have made arrangements to provide counselling for: I. Three churches II. Three EAP's 5. To have created a welcoming and warm environment at all centres, supported by good reception cover, with a particular focus on upgrading facilities and working conditions at Gloucester
To deliver training in counselling	1. To have consolidated the training team 2. To have developed a training business model and established our ability to deliver: I. The Listening Skills Course II. The Foundation Course III. The Diploma Course 3. To have an organisational training plan which includes seminars 4. To be using timely professional publicity and promotional material for all CPD and training 5. To have created affordable and accessible Listening Skills Courses 6. To have identified Christian trainers for Listening Skills courses for churches 7. To have consulted churches as to the support Listening Post could provide. To have developed an off-the shelf training programme 8. To have delivered six courses in churches and other organisations

LISTENING POST counselling & training

Strategic Plan: 2019-2022 continued...

Strategic Aim	Strategic Objectives
To be a professional and caring organisation	1. To have gained level 1 accreditation with 'Trusted Charity' a quality standards framework for the Charity sector 2. To be ready for sustained training course accreditation with the BACP 3. To conduct an annual staff and volunteer survey with satisfactory indicators 4. To have an on-going three year strategic plan 5. To be able to fund the current strategic plan 6. To have secured retention of counsellors 7. To have a fully staffed and adequately trained workforce 8. To have an operational Customer Relationship Management (CRM) system
To enable the Church community to play a part in alleviating emotional and psychological suffering	1. To be known, acknowledged and respected professionally for counselling and training and as a Christian organisation within churches and the local community 2. To have established partnership working

The progress achieved in these Strategic areas is delineated in the Governance report which follows.

The reports that follow are aligned with our organisational structure

- Governance
- Management – Clinical
- Management – Training
- Management – Operations

Governance

Progress on our strategic plan: report from the Strategy group: January 2022– January 2023

Set up in 2015, the Strategy group is tasked with determining an on-going strategy for discussion and agreement by the Council of Management, in line with the vision and aims enshrined in the agency's Memorandum and Articles. The group has met monthly over the last year and the following issues occupied most of our time; creating a strategy for 2023-2026 and finding a new home for Listening Post. **Review of our aims for the preceding three years** shows much achieved and some still to be worked on.

Listening Post's aims remained during this time:

1. To deliver counselling that is accessible, affordable, appropriate and available/timely
2. To deliver training in counselling
3. To enable the church community to play a part in alleviating emotional and psychological suffering
4. To be a professional and caring organisation

1. **Counselling.**

- We delivered a year on year increase of delivered client sessions– 5032.
- We continued the contract with People Plus for counselling to carers and provided 954 counselling sessions, a year on year increase.
- We secured a contract with NHS to provide reflective supervision to social prescribers
- The Stroud centre has been refurbished. An extra counselling room has been rented in Cheltenham. Heating was improved at Gloucester and a new training room made available.

Registered Charity Number 1013442

Progress on Our Strategic Plan, continued...

2. Training

- Listening skills and L2, L3, and L4 courses continued with excellent student retention and pass rates and outstanding course assessments from CPCAB.
- Bespoke listening skills courses delivered
- Annual CPD programmed continued
- Small pool of Christian counsellors attracted
- Church liaison contact established

3. Church and local community cooperation

- Links with nine other counselling charities and thirteen other organisations developed
- Partnership with People Plus developed
- Partnership established with the NHS
- Links with two community groups established
- Respect as a professional agency shown by 2/3rds of our clients being signposted to us by NHS services.

4. Professional and caring organisation

- Increase in volunteer counsellors
- Full complement of self-employed supervisors
- Clinical team now includes team leaders for each centre
- Excellent core team established, with pay made more competitive
- Fundraising targets exceeded
- Steady progress towards 'Trusted Charity' accreditation.

A new Strategic Plan for 2023 – 2026 has been developed and approved by the Council after input from a management team Away Day. There will be some wider consultation within the organisation and with its service users before final adoption. The aims are ambitious and aspirational. (See pages 12-15 for the draft strategic plan).

A new home for Listening Post in Gloucester

Finding a new Centre for Listening Post became necessary because of the intention of the Diocese to sell St Aldate church. The diocese has been flexible about the date of moving out.

A lengthy process of identifying a new site resulted in the choice of a move to St Mary de Lode Church near the Cathedral. It is an ideal site in many ways – a welcoming church community, an adaptable building, a central site with good parking. The process of agreeing internal alterations and broadband connection have been fraught with many problems associated with a very historic grade 1 starred and listed building, and after much time, some of these problems are still in the process of resolution.

Registered Charity Number 1013442

Draft Strategic Plan: 2023-2026

Our three year Strategic Plan, updated from the previous iteration, is currently open to feedback from client focus groups and organisational members. It is due to be implemented in 2023.

Strategic Aim

Deliver counselling that is accessible, affordable, appropriate and available/ timely

Strategic Objectives

1. To build on our established strengths by continuing to offer professional long term counselling employing differing modalities, with positive client feedback.
2. Build organisation to a capacity of 100 counsellors; 3 sessions/week each:
   a. Develop support to counsellors which makes retention attractive.
   b. Provide incrementally more earning opportunities
3. Develop closer community and church integration
   a. Pursue opportunities for counsellors embedded in community spaces
   b. Take a multi-disciplinary approach to counselling by providing mutual support to community organisations
   c. Develop closer links to churches through counselling and training opportunities
4. Robustly demonstrate the difference counselling makes to a client:
   a. PHQ and GAD scores consistently applied and monitored.
   b. Client qualitative feedback gathered throughout process.
5. Offer clients:
   a. Assessment within one week of first contact
   b.95% of clients to receive support within 8 weeks of first contact.
   c. Develop psychoeducation and personal contact to waiting list clients
6. Maintain a welcoming and warm environment at all centres.

Registered Charity Number 1013442

Draft Strategic Plan: 2023-2026 continued...

Strategic Aim	Strategic Objectives
Deliver training in counselling	1. To continue to run Listening Post training courses to high professional standards with a fully resourced training team: a. Promote Listening Skills course and deliver it twice per year. b. Promote CPCAB Level 2/3 Course and deliver it annually. c. Build towards running a sustainable L4 Diploma 2. Provide dedicated administrative and leadership support to training team a. To deliver six short courses to Churches and Businesses per year. b. To continue a CPD programme that is well advertised and attended.
Enable the Church and local community to play a part in alleviating emotional and psychological suffering	1. To be known, acknowledged and respected professionally for counselling and training and as a Christian organisation within churches and the local community. 2. To have established partnership working: a. With local churches and in the Diocese b. With the NHS c. With other teaching organisations d. Local communities including via Community Mental Health Transformation (CMHT) projects e. Equip church members to support members with mental health needs- correspondent with point 3 of 'Deliver training in Counselling' 3. Through the fundraiser and church liaison roles, to develop and nurture contact with church members and churches through prayer-letters, financial support schemes, training courses and speaking engagements.

Registered Charity Number 1013442

Draft Strategic Plan: 2023-2026 continued...

Strategic Aim

Be a professional and caring organisation

Strategic Objectives

1. Secure funding that enables the organisation to meet the current demands upon it well, to continue to develop professionally and interpersonally and to support:
   a. Appropriate staff hours
   b. Appropriate staff pay
   c. Increased paid counselling roles
   d. Subsidised CPD
   e. Volunteer mileage for qualified, volunteer counsellors taking 3 clients/ week
   f. Better access to services
2. Focus on successfully managing the move to St Mary de Lode with ambitious and modern designs.
3. Use the new space available at St Mary creatively and in a community spirit.
4. Gain level 1 accreditation with 'Trusted Charity' (formerly PQASSO), a quality standards framework for the Charity sector.
5. Conduct annual staff and volunteer reviews.
6. Conduct an annual staff and volunteer survey with satisfactory indicators.
7. Have an on-going three-year strategic plan.
8. Implement the CRM with minimum friction and excellent training.
9. Redeploy admin hours freed by the CRM with a focus on clients and training.
10. Consider how best Trustees can support high profile members and associates to help network.
11. Members and associates to more accurately reflect social representation of Gloucestershire
12. Planning and implementation of best possible methods of oversight.

Registered Charity Number 1013442

Trusted Charity Report
January 2022– January 2023

In 2016 Listening Post's Council of Management decided to work towards achieving the **Trusted Charity** (at that time known as PQASSO) Quality mark. Built on eleven areas of quality, each aspect is broken down into two levels:

Level 1: to demonstrate organisation is operating effectively
Level 2: to demonstrate organisation is operating strategically

Organisations self-assess, with an option to go for external assessment for the award of the Trusted Charity Mark. As well as being a benchmark and a useful tool to ensure the right foundations are in place, it is a confirmation that the organisation has reached a recognised quality standard providing assurance for statutory and independent funders, users and other stakeholders.

The group drawing together the required evidence for external assessment for the award of level 1 of the Trusted Charity Mark met twice in 2022. We still need to progress submission of this evidence.

In 2021, NCVO handed over the oversight and support for the programme and transferred it to the Growth Company. We understand that the Growth Company has no plans to significantly change the standard, or its cost to participating organisations.

Members: Robert Kingston (Chair), Linda Bullock, Rosie Clifford, Alice Wheeler.

Robert Kingston
Chair of the Governance Review Group

Risk Register and Risk Management

The Governance Review Group met three times during the year and as part of the September meeting the Risk Register was updated. The updated Risk Register was presented to the Board of Trustees for approval.

Robert Kingston
Chair of the Governance Review Group

Management – Clinical

During this year we have continued to undergo some fairly significant changes in the Clinical Management Structure. With Vicki Paterson maintaining the role of Clinical Manager throughout, we had to say goodbye to Rachel Allen due to increasing family commitments. Alice Wheeler extended the remit of her Operational role to support Vicki in her clinical role. Rachel Eggleton and Natasha Dancy maintained their Team Leader positions, sharing the Stroud centre after Vikki Smith's resignation until January of 2023, when Rachel took over the role in its entirety. In addition Annie Anderton, stepped into support the Team Leaders by mentoring new students as a voluntary position. We hope that others will follow in her footsteps as this help is proving invaluable!

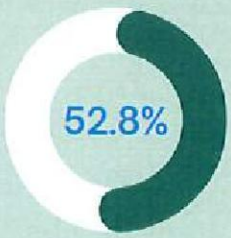
Having dedicated and consistent Team Leadership has been significant in changing the level of support counsellors have at Listening Post, and altering their experience for the better. Our thanks go to Natasha and Rachel for the level of commitment and professionalism they bring to their roles.

We are working hard on improving our processes, and agreeing Clinical guidelines which help counsellors operate in a consistent manner throughout our service.

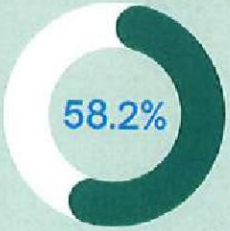
Our thanks go out to our team of counsellors , so many of whom are giving their time for free to see our service flourish in support of Gloucestershire Communities. We are incredibly grateful to you. Thank you for making our vision come alive to 'Walk alongside the broken-hearted and restore them to fuller life'.

Reduction in PHQ-9 and GAD-7 Scores

Listening Post Statistics 2022-2023



Clients who started at or above the "yellow-flag" threshold for PHQ-9 and ended below it



Clients who started at or above the "yellow-flag" threshold for GAD-7 and ended below it

Notes

- Total surveyed participants= 170 clients
- Generalised Anxiety Disorder Questionnaire – 7 Question Variant (GAD-7)
- Patient Health Questionnaire – 9 Question Variant (PHQ-9)

Client Feedback in 2022, reproduced with permission.

'Excellent professional service, with the worry of costs removed. It was so reassuring to know I could pay what I could afford'.

'From start to finish it was a fantastic source of support. I had the time to feel safe and the support given will be forever remembered. It gave me the strength and confidence in myself to heal and I'll always be grateful for that.'

Registered Charity Number 1013442

Management – Training

Listening Post provided the following training courses during the year:

Foundation Course in Counselling Skills and Studies (CPCAB L2 & L3) (L3 Course commenced February 2022, ended July 2022)

Tutors - Brad Hartsoe & Clara Aldridge

16 students completed and gained their L3 Qualification.

Foundation Course in Counselling Skills and Studies (CPCAB L2 & L3) (L2 Course commenced September 2022, ended January 2023)

Tutors Julie Gates and Jill Evans

14 students completed and gained their L2 Qualification and 13 students plan to continue onto the L3 commencing in February 2023.

Diploma Course in Therapeutic Counselling (CPCAB L4, Year 2) (Finished June 2022)

Tutors—Nicky Harber & Fiona Adams

9 students completed and gained their L4 Qualification.

Diploma Course in Therapeutic Counselling (CPCAB L4, Year 1) (Commenced September 2021)

Tutors – Nicky Harber and Catherine Jones

15 students completed Year 1 of our level 4 Diploma Course and plan to continue to year 2.

Diploma Course in Therapeutic Counselling (CPCAB L4, Year 2) (Continued September 2022)

Tutors—Nicky Harber & Catherine Jones

15 students continued into the second year of their Diploma studies. 1 student joined for the 2nd year totalling 16 students.

Listening Post held the following CPD during the year:

November 2022	Working with Survivors of Sexual Violence (Magda Gulcz-Hayward, GRASAC)
November 2022	DASH Risk Assessment Training (Adela Lategan, GDASS)
December 2022	Safeguarding Level 2 (Clare Lucas, Gloucestershire County Council)
January 2023	Working with Neurodiversity (Orly Koppel)
January 2023	Substance Misuse Training (Emma Powell, CGL)

Management - Operations

PeoplePlus

In September 2019 Listening Post were sub-contracted by PeoplePlus to provide counselling services to Carers within Gloucestershire. Between 1 February 2022 and 31 January 2023 182 carers were referred to us for counselling, a slight increase from the previous financial year. During the period Listening Post provided 954 sessions of counselling to these carers. Current statistics show that over 80% of the carers, who have received counselling, saw a positive improvement in both PHQ and GAD scores.

Networking

Last year in our Annual Report we described Mental Health Services in Gloucestershire as a tapestry. The main threads are NHS service provision with GPs, 'Let's Talk' Service, Psychiatric services and more. Secondarily are the voluntary and private sector service threads which interlink and fill out the forming picture. This year is no different with 2/3rds of our clients consistently signposted to us via NHS services. Now as the Community Mental Health Transformation initiative begins to gain momentum, this interweaving of services is becoming ever more central to service delivery. The NHS Long Term Plan and NHS Mental Health Implementation Plan 2019/20– 2023/24, demonstrate the need for the NHS to develop new and integrated models of primary and secondary health care to give greater choice and control over health care and enable local access. Listening Post embraces this integration and is keen to continue and develop in the co-production of Mental Health Service delivery for adults in Gloucestershire, and is attending every event hosted by the Integrated Care Board and the Gloucestershire Voluntary and Community Sector Alliance to understand how to support and be supported in the sector.

Linda our CEO has continued to develop, maintain and broaden our connections with other organisations and has met with the new CEO of Gloucestershire Counselling Service, Fiona Phelps, the counselling coordinator of Change Grow Live, Emma Powell, Footsteps Counselling and Care, GL11 Community Hub, Diverse Leap and the Redwell centre in Matson. Linda had the opportunity to take part in a Community of Practice run by the Complex Emotional Needs Service for Gloucestershire Health and Care NHS Foundation Trust. She notes how much she appreciates this work in joining together to help alleviate the ever increasing burden placed on Mental Health Services.

Organisation Systems (CRM)

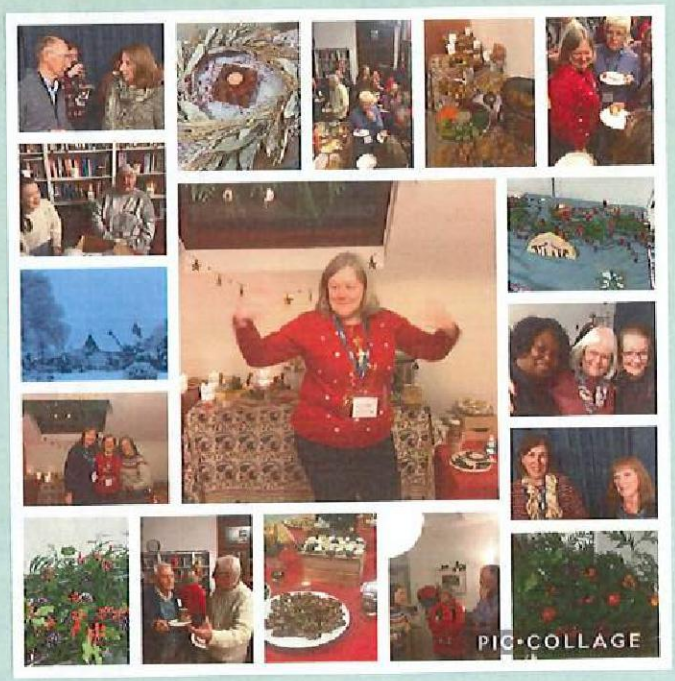
Alice has been leading a team on selecting a Customer Relations Management (CRM) System that will simplify and ease the client journey from initial booking, to final feedback form. This is an important step for Listening Post to ease the administrative burdens it faces and to support clients and counsellors more effectively.

Registered Charity Number 1013442

Management - Operations continued...

Fundraising

In 2022-2023 Listening Post raised £117,234 from all fundraising efforts of which £95,398 came from Trusts and Charitable Organisations. Alice was responsible for fundraising and is delighted that Listening Post has taken the decision to recruit a qualified fundraising manager to take the responsibility for the scale up in funding needed for the 2023-2024 period!



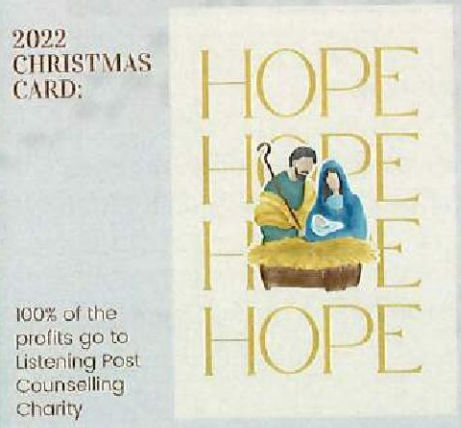
A Listening Post Christmas

This year the Team Leaders and Operations Team went to town to try and make Christmas special for each centre. With nibbles and beautifully prepared crafts (thanks Debbie), this felt like a special moment celebrating the unique life of each centre and the counsellors who give us so much.

Listening Post Christmas Card

Perdie and Harry Bennett from **Draw and Wonder** yet again designed, printed and sold Christmas Cards for Listening Post which raised **£453**

We are so grateful to Perdie and Harry for their continued support!





www.listeningpost.org.uk

Management– Operations continued...

Volunteers Week

It's impossible to celebrate our volunteers enough. Without them, Listening Post could not do what it does in bringing hope and healing to individuals, and through them, to communities. Our volunteers were invited to come and eat some of Jacqui's beautiful cakes in June.



Human Resources

With an average of 60-70 counsellors actively working for us at any time, with 20 students starting their placement during the year and a certain amount of staff change, HR (under Alice and then Debbie) has been as busy as usual.

During the year we appointed two new tutors for our L2 and L3 course, Jill Evans and Julie Gates.

Alice changed job role, moving from Operations Manager to Executive Assistant in order to reflect the span of work between Operations and assisting the Clinical Team and Debbie took on HR from Alice as well as a church liaison role.

We said goodbye to Rachel Allen one of our Clinical Managers, Vikki Smith, our Stroud Team Leader and a number of our volunteer counsellors.

Registered Charity Number 1013442

LISTENING POST counselling & training

Financial Support

Our grateful thanks go to the many Charitable Trusts, Individuals, Friends, Members, Churches and Organisations who have supported us so generously with their time, donations, equipment, and use of facilities during this financial year. Thank you to each and every person and group who has contributed to us to meet the incredible and increasing demand for affordable mental health services in Gloucester.

Charitable Trusts & Organisations- £95,398

Jack Lane
Whesby
Notgrove
Co-op
Emmaus
Langtree
Spirax Sarco
Dent-Brocklehurst
Ethical Giving
Mains Grants
Ecclesiastical
Stroud Hospital League of Friends
Summerfield CT
Barnwood Trust
High Sheriff
Renishaw
Benefact Trust.

General Donations

£6,582 raised

Churches- £3978

Churchdown Methodist
St Mark's Methodist, Cheltenham
Highbury Congregational
St Andrew's, Churchdown
Mariners' Church
St Mark's, Cheltenham
St Christopher's, Warden Hill

Friends, Members and fundraising

Friends & Members, fundraising - £11,276
34 friends & members
Gift Aid Claim
Amazon Smile
Christmas Cards- £453
Lazy Graze—£723
New Year's Gig at the Vine—£485
Sophie's Memory

Registered Charity Number 1013442

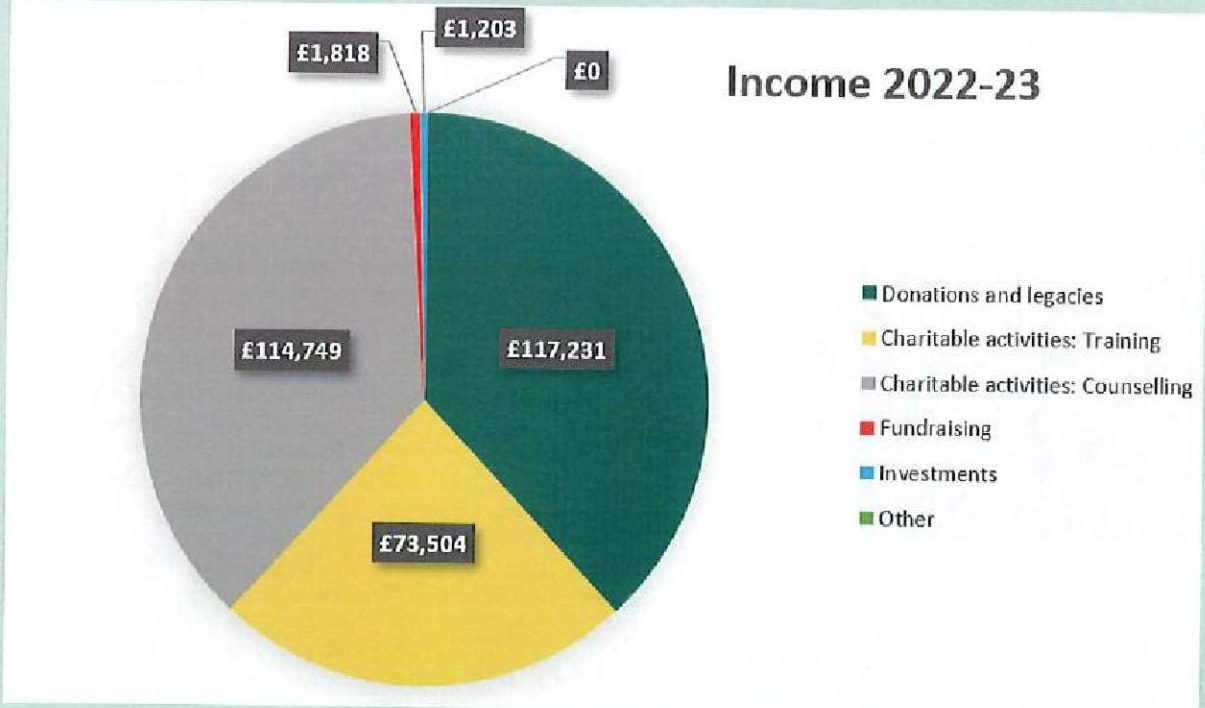
Finance Report

For the year ending 31 January 2023, we finished with a surplus of £31,347, compared to last year's shortfall of £10,088. However, the majority of the increase lies in a restricted fund designated for the CRM system. Income increased in all areas, averaging 24%. Expenditure also rose overall, by around 7%, but with decreases in expenditure on training and fundraising.

Unrestricted Funds
In the Financial Year ending 31 January 2023 Unrestricted Funds amounted to £176,523.

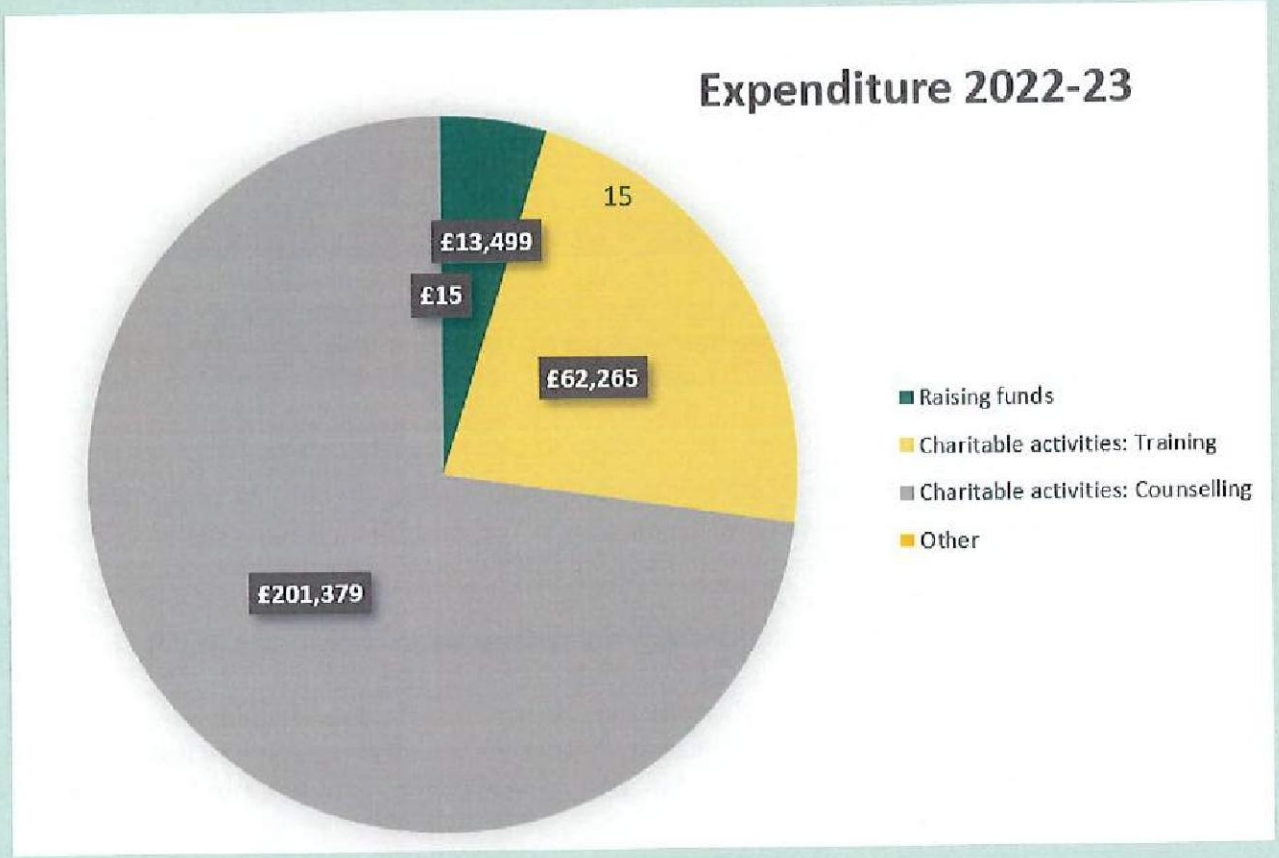
Restricted Funds
In the Financial Year ending 31 January 2023 Restricted Funds amounted to £25,807.

Monies Available
The unrestricted monies available to the Council of Management for the staffing and running of the charity are therefore £176,523. Expenditure for the year commencing 1 February 2023 is estimated to be £413,341, though this includes several large-scale projects for which restricted funds have been ear-marked, totalling £104,200. Without these projects the budgeted expenditure for running costs is therefore £309,141, and the monies available will therefore cover 6.9 months of costs, meeting our reserves policy of holding at least 6 months reserves.



Registered Charity Number 1013442

Finance report Continued...



Report from the Treasurer

The year ended 31 January 2023 was another year of growth, and a challenging year financially as we experienced the almost universal cost inflation. We were successful in increasing our income from Trusts and foundations and finished the year well, obtaining a grant of £25,000 towards new computer software which we hope to introduce in 2023. The accountancy rules prescribe that we include this as income, and this is primarily responsible for the large surplus for the year. Income from trusts and foundations is an increasing source of the funds we need to meet the rising demand for our services. Applications are often time consuming and complicated, and we look to appoint a fundraising manager to further strengthen the team in this area.

Robert Kingston
Treasurer

Registered Charity Number 1013442

A Final Word from the CEO:

Linda Bullock

I hope you've enjoyed reading this Annual Report and found it both informative and helpful in understanding the work of Listening Post. It never ceases to amaze me how much is actually achieved in a year here at Listening Post and this year is no different thanks to the continued dedication and work of all of our staff, volunteers, friends, members and supporters.

Thanks to you we were able to:

- Increase the number of counselling sessions offered to clients compared to last year. Our clients showed almost a 5 point improvement in their depression and anxiety scores, a clinically significant change.
- Provide our L2, L3 and L4 counselling courses training counsellors for qualification within the County.

It warms my heart to know that these achievements remain true to the fundamental vision of our founders back in 1991 when Listening Post was formed.

In addition to this, thanks to your support, we've also ended the financial year in a better position than in previous years. However, we do know we face an extremely challenging year ahead financially as we plan our next budget and employ the funds we have reserved for a Customer Relations Management (CRM) software support tool. Therefore, we plan to recruit a Fundraising Manager over the coming months to work with us to develop our strategy in order to make Listening Post sustainable and strengthen our position so that we can ensure that Listening Post will be here for years to come for the people of Gloucestershire!

The counselling that people receive at Listening Post really does make a difference and we want to make sure we can continue to provide this much-needed support to people who are not able to find the help they need elsewhere...

Thank you for supporting us in our mission!
Linda Bullock
Chief Executive Officer

Client Feedback 2022, reproduced with permission:

'Although my life was incredibly manic at times and I wasn't able to keep up with appointments, I can genuinely say that my sessions really had me re-evaluate certain situations I was facing and try to overcome them. Because of my mental health disabilities, I wouldn't have gotten the correct help or I would have been waiting for years for a counsellor through the local let's talk teams. Listening Post evaluated me correctly and had my mental health and stability at the core of the services they offered me. They were super flexible and even though I am on benefits they made it accessible in my time of need. I would absolutely recommend them and want to thank them so much for helping me through a really tough time'.

Company Number: 02619616
Registered Charity: 1013442

LISTENING POST CHRISTIAN COUNSELLING SERVICE LIMITED
(Limited by Guarantee)

ANNUAL REPORT AND UNAUDITED ACCOUNTS
31 JANUARY 2023

LISTENING POST CHRISTIAN COUNSELLING SERVICE LIMITED

ANNUAL REPORT AND UNAUDITED ACCOUNTS
FOR THE YEAR ENDED 31 JANUARY 2023

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LISTENING POST CHRISTIAN COUNSELLING SERVICE LIMITED

ANNUAL REPORT AND UNAUDITED ACCOUNTS
FOR THE YEAR ENDED 31 JANUARY 2023

CHARITY AND COMPANY INFORMATION

COMPANY NUMBER	02619615
CHARITY NUMBER	1013442
PATRONS	Dr D Drew The Right Reverend Rachel Treweek
CHIEF EXECUTIVE	Mrs L Bullock
COUNCIL OF MANAGEMENT	Mrs S M Appleton Mrs R Clifford (chairperson) Mrs C A Dale Mrs A Hanson Mr R D Kingston Mr D Monument Dr A M Sammon
TREASURER	Mr R D Kingston
COMPANY SECRETARY	Miss Alice Wheeler
REGISTERED OFFICE	St Aldate Church Finlay Road GLOUCESTER GL4 6TN
INDEPENDENT EXAMINER	Mr J Owens BSc FCA GCSD Accountants Limited 701 Stonehouse Park Sperry Way STONEHOUSE Gloucestershire GL10 3UT
BANKERS	CAF Bank Ltd 25 Kings Hill Avenue West Malling Kent ME19 4JQ

LISTENING POST CHRISTIAN COUNSELLING SERVICE LIMITED

ANNUAL REPORT AND UNAUDITED ACCOUNTS
FOR THE YEAR ENDED 31 JANUARY 2023

THE REPORT OF THE COUNCIL OF MANAGEMENT

The Council of Management, who are the directors of the company and trustees of the charity, present their annual report with the unaudited accounts of the company for the year ended 31 January 2023. The trustees have adopted the provisions of Accounting and Reporting by Charities : Statement of Recommended Practice applicable to charities in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015).

CONSTITUTION AND OBJECTIVES OF THE CHARITY

Listening Post is a company limited by guarantee and governed by its Memorandum and Articles of Association and is a registered charity. The objects of the company, as stated in its Memorandum and Articles of Association (revised in 2016), is the relief of distress in Christian and non-Christian adults with emotional and psychological problems in such ways as the Council of Management may think fit and particularly by: Training and educating local Christians and non-Christians in counselling and related subject areas, providing counselling and related services within a Christian ethos and following Christian principles. This continues to be carried out within Gloucester, Cheltenham and Stroud.

ORGANISATION OF THE CHARITY

The charity is managed by the Council of Management and a Director of Service with a large team of volunteers without whom it would not be able to operate as effectively.

COUNCIL OF MANAGEMENT (DIRECTORS)

The directors who served the company during the year were as follows:

Mrs S M Appleton
Mrs R E Clifford
Mrs C A Dale
Mr M D Hammond (Deceased 20th July 2022)
Mrs A Hanson
Mrs S F Ingleby (Terminated 16th May 2022)
Mr R D Kingston
Mr D Monument
Dr A M Sammon

The directors are appointed in accordance with paragraphs 24 to 32 of the Articles of Association.

Signed on behalf of the Council of Management on 24.07.2023

R Clifford

Mrs R Clifford
Chairperson

LISTENING POST CHRISTIAN COUNSELLING SERVICE LIMITED

STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 JANUARY 2023

	Unrestricted funds	Restricted funds	Total funds	*Prior period Total funds*	Further details See note:
Income from:					
Donations and legacies	49,624	67,607	117,231	*79,048*	2
Charitable activities:					
Training	73,504	-	73,504	*68,416*	3
Counselling	114,749	-	114,749	*99,252*	3
Other trading activities:					
Fundraising	1,818	-	1,818	*1,283*	
Investments	1,203	-	1,203	*15*	
Other	-	-	-	*10*	
Total	240,898	67,607	308,505	*248,024*	
Expenditure on:					
Raising funds	13,445	54	13,499	*19,582*	4
Charitable activities:					
Training	60,820	1,445	62,265	*69,664*	5
Counselling	154,771	46,608	201,379	*168,866*	5
Other	15	-	15	-	
Total	229,051	48,107	277,158	*258,112*	
Net income/(expenditure)	11,847	19,500	31,347	*(10,088)*	
Extraordinary items	-	-	-	-	12
Transfers between funds	-	-	-	-	
Net movement in funds	11,847	19,500	31,347	*(10,088)*	
Reconciliation of funds:					
Total funds brought forward	164,676	6,307	170,983	*181,071*	
Total funds carried forward	176,523	25,807	202,330	*170,983*	

The notes on pages 7 to 11 form part of these accounts

LISTENING POST CHRISTIAN COUNSELLING SERVICE LIMITED

BALANCE SHEET AT 31 JANUARY 2023

	Note	Unrestricted Funds £	Restricted Funds £	2023 Total £	2022 Total £
Fixed Assets:					
Tangible fixed assets	8	6,630	-	6,630	9,762
Current Assets:					
Debtors	9	19,612	-	19,612	7,894
Cash at bank and in hand		164,791	25,807	190,598	158,089
		184,403	25,807	210,210	165,983
Liabilities:					
Creditors: Amounts falling due within one year	10	14,510	-	14,510	4,762
Net Current Assets		169,893	25,807	195,700	161,221
Total Assets Less Current Liabilities		176,523	25,807	202,330	170,983
Total Net Assets		176,523	25,807	202,330	170,983
Funds:					
General Funds				176,523	164,676
Restricted income fund	11			25,807	6,307
Total charity funds				202,330	170,983

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 January 2023.

The members have not required the charitable company to obtain an audit of it financial statements for the year ended 31 January 2023 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibility for ensuring that the company keeps proper accounting records which comply with Sections 386 and 387of the Act, and for preparing accounts which give a true and fair view of the state of affairs of the company as at the end of the financial year and of its surplus or deficit for the financial year in accordance with the requirements of Sections 394 and 395, and which otherwise comply with the requirements of the Companies Act 2006 relating to accounts, so far as applicable to the company.

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small charitable companies.

These accounts were approved by the Council of Management on 24.07.2023 and are signed on their behalf by:

R Clifford

Mrs R Clifford
Chairperson

Mr R D Kingston
Treasurer

The notes on pages 7 to 11 form part of these accounts

LISTENING POST CHRISTIAN COUNSELLING SERVICE LIMITED

NOTES TO THE UNAUDITED ACCOUNTS
FOR THE YEAR ENDED 31 JANUARY 2023

1) ACCOUNTING POLICIES

Basis of accounting
The financial statements of the charitable company have been prepared in accordance with the Charities SORP (FRS 102) Accounting and Reporting by Charities : Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable (FRS 102) (effective 1 January 2015) and Companies Act 2006. The financial statements have been prepared under historical cost convention.

Cash flow statement
The charity has taken advantage of the disclosure exemption, as permitted by FRS 102, the requirements of Section 7 Statement of Cash Flows.

Donations
Income from donations represents income receivable during the year including estimated amounts not yet received where these can be determined with reasonable accuracy.

Gifts in kind are recognised as incoming resources at a reasonable estimate of their value to the charity as required by the Statement of Recommended Practice - Accounting by Charities.

Tangible fixed assets
Tangible fixed assets are included at cost less an appropriate provision for depreciation.

Depreciation
Depreciation is calculated so as to write off the cost of each asset over its estimated life as follows:

Property improvements	20% straight line
Office furniture and equipment	20% straight line

Support costs
Support costs include central functions and have been allocated to activity costs categories on a basis consistent with the use of the resources, e.g. staff costs are allocated by time spent, property costs by floor space and other costs, such as telephone, by apportioned estimate.

2) Income From Donations, Grants and Legacies

	Unrestricted Funds £	Restricted Funds £	2023 Total £	*2022 Total £*
Donations	21,832	-	21,832	*25,117*
Trusts	27,792	67,607	95,399	*53,931*
	49,624	67,607	117,231	*79,048*

3) Income from Charitable Activities

	Unrestricted Funds £	Restricted Funds £	2023 Total £	*2022 Total £*
a) Training & Seminars:				
Training Courses	73,504	-	73,504	*68,416*
	73,504	-	73,504	*68,416*
b) Counselling Services:				
Counselling Placement Administration Fees	1,196	-	1,196	*1,700*
Counselling Charged Clients	46,630	-	46,630	*35,280*
Counselling Client Donations	59,817	-	59,817	*54,616*
Counselling Client Assessment Booking Fees	7,106	-	7,106	*7,656*
	114,749	-	114,749	*99,252*

4) Expenditure on Raising Funds

	Unrestricted Funds	Restricted Funds	2023 Total	*2022 Total*
	£	£	£	*£*
Direct costs	10,214	54	10,268	*15,426*
Support costs (see note 6)	3,231	-	3,231	*4,156*
	13,445	54	13,499	*19,582*

5) Expenditure on Charitable Activities

	Unrestricted Funds	Restricted Funds	2023 Total	*2022 Total*
	£	£	£	*£*
a) Training & Seminars:				
Direct staff costs	34,426	1,445	35,871	*29,996*
Registration fees	12,254	-	12,254	*10,796*
Other Direct costs	4,870	-	4,870	*9,156*
Support costs (see note 6)	9,270	-	9,270	*19,717*
	60,820	1,445	62,265	*69,665*
b) Counselling Services:				
Direct staff costs	78,933	31,015	109,948	*52,208*
Professional indemnity insurance	1,200	-	1,200	*963*
Supervision	10,752	9,579	20,331	*15,681*
Other Direct costs	9,883	1,417	11,300	*11,715*
Support costs (see note 6)	54,003	4,597	58,600	*88,299*
	154,771	46,608	201,379	*188,866*

6) Analysis of Support Costs

	Raising Funds	Training	Counselling	Grand Total	Basis of Allocation
	£	£	£	£	
Support staff costs	12	4,346	17,981	22,339	By time
Governance	842	3,886	12,567	17,295	In proportion with costs
Telephone	708	236	3,302	4,246	By estimated usage
Rent & rates	1,310	437	17,898	19,645	By estimated usage
Heat & light	-	-	1,106	1,106	By estimated usage
Insurance	90	30	360	480	By estimated usage
Depreciation	-	66	4,541	4,607	Per item by use
Photocopier	270	270	845	1,385	By estimated usage
Total Support Costs	3,232	9,271	58,600	71,103	

7) Staff Costs and Employee Benefits

	2023	2022
	£	£
Wages and salaries	184,775	163,021
Social security costs	43	-
Employer pension scheme contributions	1,093	1,142
	185,911	164,163

No employee (2022: nil) earned £60,000 or more. No director/trustee received any remuneration or payment of expenses in the year (2022: nil)

The average number of employees during the year was:

	2023	2022
	No.	No.
Average number of part time staff:	33.08	31.83
Average number of full time equivalents:	6.6	7.5

8) Fixed Assets

	Property Improvements	Office Furniture & Equipment	Total
	£	£	£
COST			
At 1 February 2022	12,184	22,641	34,825
Additions	1,476		1,476
at 31 January 2023	13,660	22,641	36,301
DEPRECIATION			
At 1 February 2022	8,907	16,157	25,064
Charge for year	1,367	3,240	4,607
At 31 January 2023	10,274	19,397	29,671
NET BOOK VALUE			
At 31 January 2023	3,386	3,244	6,630
At 31 January 2022	*3,277*	*6,484*	*9,761*

9) Debtors: Amounts due within one year

	2023	2022
	£	£
Other Debtors	4,200	2,110
Gift Aid Claim	1,102	-
Prepayments	6,689	5,784
Student Debtors	7,621	-
	19,612	7,894

10) Creditors: Amounts falling due within one year

	2023	2022
	£	£
Trade Creditors	1,256	2,107
Advance Training Fees		436
Taxation, Pension and Social Security	1,147	1,509
NHS Creditor	11,333	-
Accruals	774	710
	14,510	4,762

11) Restricted Funds

	Balance at 31 January 2022	Incoming Resources	Outgoing Resources	Balance at 31 January 2023
	£	£	£	£
Stroud Refurbishment (Mrs Winkleman)	1,310	-	617	693
Supervision (Sylvanus Lysons)	4,579	-	4,579	-
Stroud Centre (SLOF, Renishaw)	364	13,500	13,750	114
New Website (Hobson)	54	-	54	-
Kickstarter (DWP)	-	3,107	3,107	-
Admin Staff (Summerfield Trust)	-	3,500	3,500	-
Supervision (Barnwood Trust)	-	5,000	5,000	-
Fixed Term Counsellors (Barnwood Trust)	-	5,000	5,000	-
Admin/Ops Staff (Barnwood Trust)	-	5,000	5,000	-
Counselling Management (Barnwood Trust)	-	5,000	5,000	-
High Sherriff Grant	-	2,500	2,500	-
CRM System (Benefact)	-	25,000	-	25,000
Total	6,307	67,607	48,107	25,807

Stroud Refurbishment
A grant was obtained towards refurbishing the Stroud centre, and has been partially spent.
Supervision
A grant was obtained towards providing supervision, and has been spent.
Stroud Centre
Grants were obtained towards running costs of the Stroud Centre, and have been partially spent.
New Website
A grant was obtained towards a new Listening Post website, and has been spent.
Kickstarter
A grant was obtained towards training and employing a staff member through the Kickstarter scheme, and has been spent.
Admin Staff
A grant was obtained towards admin staff costs from April, and has been spent
Wages & Supervision
A grant was obtained to be equally split amongst counsellor wages, admin wages, counsellor management and supervision.
High Sherriff Grant
A grant was obtained to pay for sessions for young people (ages 18-25), and has been spent.
CRM Grant
A grant was obtained to pay for a new CRM System.

12) **Extraordinary Items**
None in the year.

13) **Taxation**
The company is a registered charity and has no charge to corporation tax in the financial year.

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF
LISTENING POST CHRISTIAN COUNSELLING SERVICE LIMITED
FOR THE YEAR ENDED 31 JANUARY 2023

I report on the accounts of the charity for the year ended 31 January 2023, which are set out on pages 3 to 11.

This report is made solely to the charity's trustees, as a body, in accordance with section 145 of the Charities Act 2011. My work has been undertaken so that I might state to the charity's trustees those matters I am required to state to them in this report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other that the charity and the charity's trustees and a body, for my work, for this report, or the opinions I have formed.

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for the preparation of financial statements. The charity's trustees consider that an audit is not required for the year under Section 144 of the Charities Act 2011 ('The Charities Act') and that an independent examination is needed.
It is my responsibility to:

- examine the financial statements under section 145 of the Charities Act;
- to follow the procedures laid down in the General Directions given by the Charity Commission under section 145(5)(b) of the Charities Act; and
- to state whether particular matters have come to my attention.

Basis of independent examiner's report

My examination was carried out in accordance with the General Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts with those records. It also includes consideration of any unusual items or disclosures in the financial statements, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the financial statements present a 'true and fair view' and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with my examination, no matter has come to my attention:

(a) which would give me reasonable cause to believe that in any material respect the requirements:

- to keep accounting records in accordance with section 130 of the Charities Act; and
- to prepare financial statements which accord with the accounting records and comply with the accounting requirements of the Charities Act;

have not been met; or

(b) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the financial statements to be reached.

Mr J Owens BSc FCA
GCSD Accountants Limited
701 Stonehouse Park
Sperry Way
STONEHOUSE
Gloucestershire
GL10 3UT



Dated 31 MAY 2023

Listening Post Counselling Service Limited

England & Wales - Charity number 1013442

Accounts

Listening Post Annual Report

Counselling and Training

1 February 2021-
31 January 2022



Contact us

Tel: **01452 383820**
www.listeningpost.org.uk

GLOUCESTER
St. Aldate Church, Finlay Road
Gloucester, GL4 6TN
lpostcounselling@listeningpost.org.uk
t: 01452 383 820

CHELTENHAM
Hester's Way Community Resource Centre,
Cassin Drive, Cheltenham, GL51 7SU
lpostcheltenham@listeningpost.org.uk
t: 01242 256 060

STROUD
Northcote House, Middle Street,
Stroud, GL5 1DZ
lpoststroud@listeningpost.org.uk
t: 01453 750 123

Listening Post Christian Counselling Service Ltd
(Limited by guarantee and registered in the UK)
Company Number 2619615
Charity Number 1013442

Registered Office St Aldate Church, Finlay Road, Gloucester, GL4 6TN
Telephone Number 01452 383820
Email Address counselling@lpost.org.uk
Website www.listeningpost.org.uk
Facebook Listening Post Counselling
Twitter @ListeningPostco

Cheltenham Centre Hesters Way Community Resource Centre
Cassin Drive, Cheltenham, GL51 7SU
Telephone Number 01242 256060
Email Address: counselling@lpost.org.uk

Stroud Centre Northcote House, Middle Street, Stroud, GL5 1DZ
Telephone Number 01453 750123
Email Address counselling@lpost.org.uk

Independent Examiner
Mr Julian Owens BSc FCA, GCSD Accountants Ltd
Chartered Accountants & Registered Auditors
701 Stonehouse Park, Sperry Way, Stonehouse, GL10 3UT

Bankers
Charities Aid Foundation Bank Ltd
25 Kings Hill Avenue, West Malling, Kent, ME19 4JQ

How we work
The Charity is managed by its Council of Management (Trustees/Company Directors) through its Senior Management Team, all of whom are part-time.

We have a large team of volunteer Counsellors, Supervisors and Administrative support workers, without whom we could not operate.

Trustees are appointed in accordance with paragraphs 24-32 of the Articles of Association.

www.listeningpost.org.uk

Tel: 01452 383820

Meet Our Patrons and Trustees



Patron
Dr David Drew



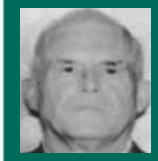
Patron
The Right Revd Rachel Treweek
Bishop of Gloucester



Chair
Mrs Rosie Clifford



Treasurer
Mr Robert Kingston



Trustee
Mr Mark Hammond



Trustee
Mrs Christine Dale



Trustee
Mrs Sheila Appleton



Trustee
Mrs Sue Ingleby



Trustee
Ms Arlene Hanson
Appointed 27 September 2021



Trustee
Mr David Monument
Co-opted 15 November 2021



Trustee
Mr Alastair Sammon
Appointed 27 September 2021

Foreword from the Chair:

Rosie Clifford

2021, like 2020 before it, was a year dominated by the Covid 19 pandemic with further restrictions on gathering, directives to work from home where possible, and advice on ways to reduce transmission of the virus. Meanwhile Listening Post continued to offer both training and counselling without interruption, albeit in ways that sought to protect all involved as much as possible.

This was a time when we began to more fully understand the impact of the pandemic on individuals, and on the fabric of our society. We began as a country to count the cost to those on our front lines of care and support and on the mental health and wellbeing of swathes of the population, many cut off from family and friends for months on end. We have seen a huge increase in those contacting us seeking counselling, and understood better the toll on our counsellors, many of whom have missed peer support and have missed being able to offer face-to-face counselling. A few have decided to step back from their role with Listening Post, to retire or to commit their time elsewhere. We are grateful to them and all those who choose to work with us through these difficult times.

Our centres saw some of their essential life blood drain away during the months of lockdown when they had lain empty. We've been pleased to be able to open up these hubs again to enable face-to-face counselling to resume, whilst we continue to offer counselling also online or via phone. Each has had a face -lift and we are keen to see them return to being vibrant hubs of activity and life in the months ahead. We are grateful to Stroud League of Friends for their generous donation to the running of the Stroud Centre and we were pleased to see that our in-year concerns regarding our centre in Cheltenham have been allayed, with the emergence of a new landlord. COP-26 challenged us to think more deeply about our carbon footprint and our impact on the environment.



Throughout the year Covid 19 has been the backdrop to our thinking in our service provision, as we sought to protect our clients, staff, volunteers, and students. Our training courses continued throughout, thanks to our tutors. During the summer, the vacant Lady Chapel at the Gloucester centre base has been repurposed as our new training facility. It's a very welcome addition.

Keen to come together to mark our 30th birthday we delayed our celebration until September in the hope that as many people as possible would be able to attend. Combining it with our AGM, we gathered informally café style, in St Aldate's church, decorated with balloons and posies of flowers.

Registered Charity Number 1013442

Foreword from the Chair continued…



We heard from those involved in Listening Post's early days and from a client who has recently received counselling.

CEO, Linda, and Chair of Trustees, Rosie, spoke of more recent developments and some of the challenges ahead. Patron, Bishop Rachel, was unable to join us, but we were delighted to welcome her to the Gloucester office towards the end of the year when we spoke of our aim to be a resource for the church and to strengthen our links with the Diocese of Gloucester.

Linda, and the whole team, have continued to 'work their socks off', labouring long hours and pitching in when needed to turn a key piece of work round. We as trustees are hugely grateful, but keen above all that all connected with Listening Post take time to care for themselves, taking adequate time off and holidays due.

As trustees, we have continued to meet monthly via Zoom, with good attendance. We have been pleased to welcome sales director, Arlene Hanson, and digital marketing manager, David Monument, to the trustee body as well as bringing Alastair Sammon, an experienced pair of hands back onto the board. Mark Hammond was elected Vice Chair. A few of us were privileged to join with many others to give thanks for the life of Frankie Marsh, former Vice Chair and volunteer with Listening Post, who died in March 2021. Over £4,000 has been given in her memory to Listening Post. We have invested in a library of counselling books in her memory, available to counsellors and students alike. We are deeply grateful for her contribution and for those who gave so generously. I am indebted to all my fellow trustees for their support throughout the year and to John Paterson, Associate to the Board, who has continued to give freely of his time and expertise.

Providing affordable counselling is an ever-increasing challenge. We are grateful to all those individuals, churches, and grant-making bodies who have generously given to us this year. We are acutely aware that with increasing pressure on the cost of living the task is not about to become any easier. We remain committed to doing all that we can to continue to support those who turn to us in their time of need, regardless of their ability to pay.

Rosie Clifford
Chair

Delivery of Counselling Training Key Statistics:

9,260

People Helped Since 1991

89,534

Sessions Run Since 1991



42 out of 53 clients tested showed an improvement in their GAD-7 scores

4,870

Sessions Run in 2021

479

New People Helped in 2021



41 out of 53 clients tested showed an improvement in their PHQ-9 scores

£11.21

Average Client Donation

£30.24

Average Cost of a Session

14.5

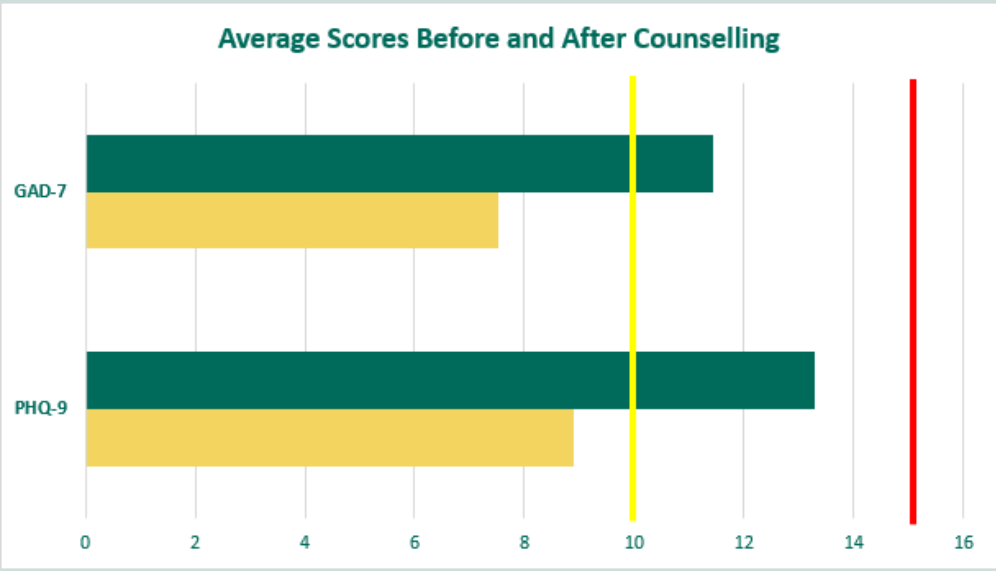
Average Sessions Attended

877

Carers Sessions 2021

Key Statistics Outcomes

Listening Post has spent a year using the NHS approved PHQ-9 (measures depression) and GAD-7 (measures anxiety) questionnaires, instead of CORE-34. Results compare the earliest score with latest score. Only clients who have successfully recorded 2 repeat tests at least 6 weeks apart are included. This is 53 clients in the reporting period.



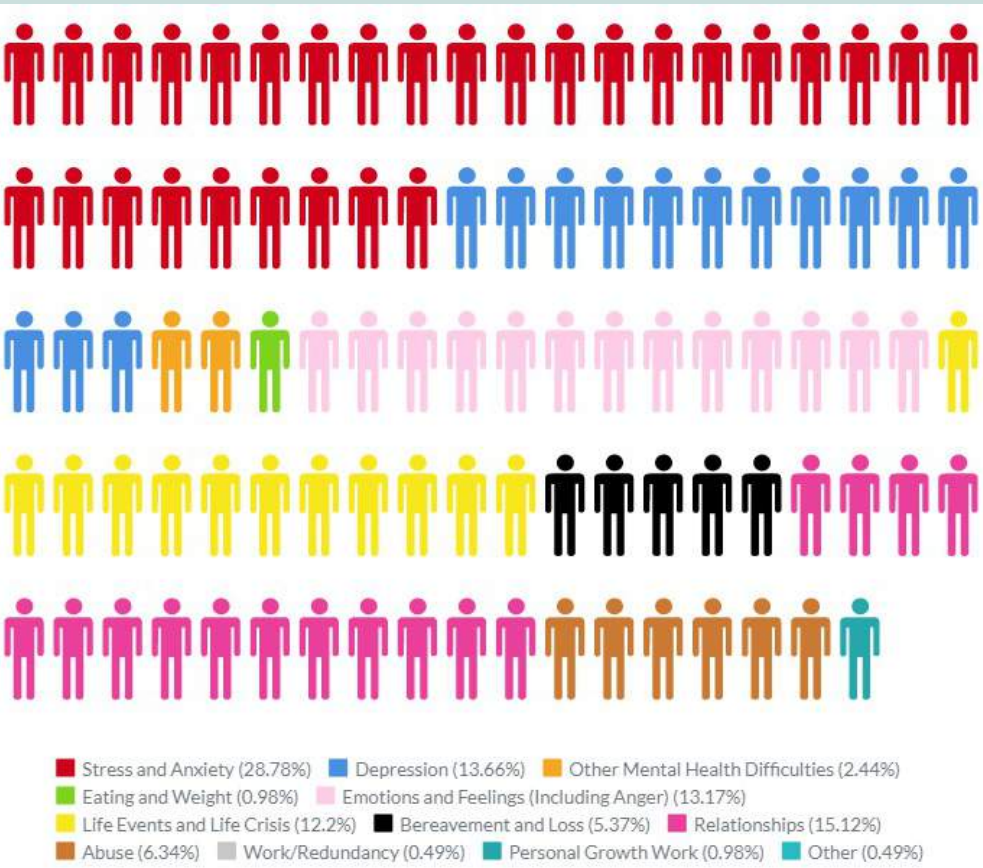
Notes

- Generalised Anxiety Disorder Questionnaire – 7 Question Variant (GAD-7)
- Patient Health Questionnaire – 9 Question Variant (PHQ-9)
- The cut off point of 10 or greater is considered a 'yellow flag' for both scores, whilst 15 or greater is a 'red flag', indicating that active treatment is warranted.

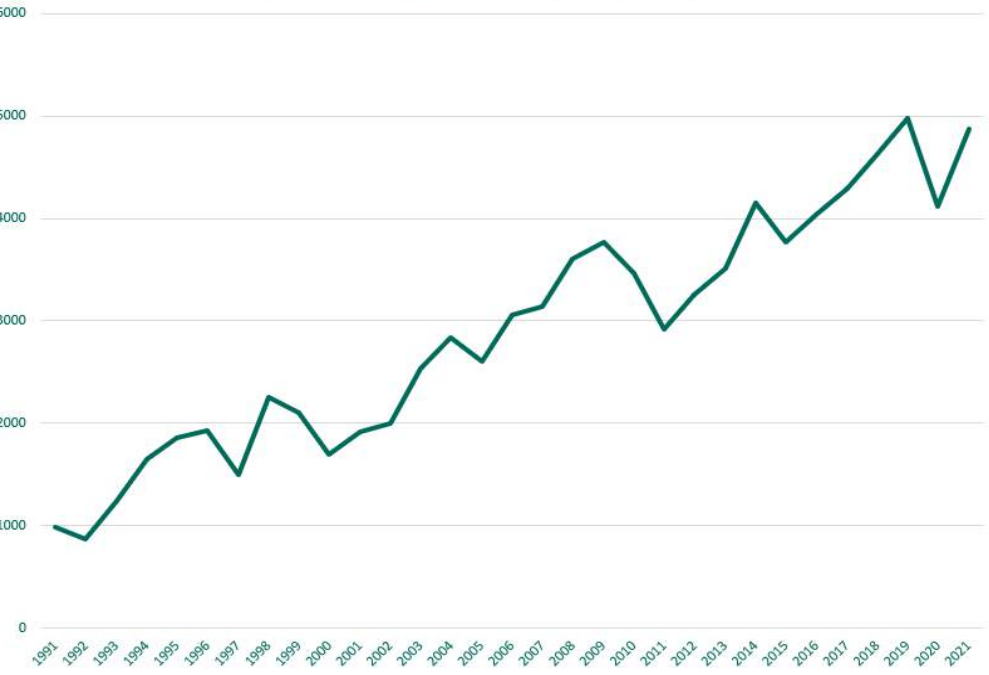
Registered Charity Number 1013442

Key Statistics

Reason for referral



Counselling Sessions Run per Year



Registered Charity Number 1013442

Counselling Delivery

Key Statistics

Face to Face / Remote

Regular Clients:

1,432 (30%)

Face to Face

1,142 (23%)

Telephone

2,296 (47%)

Video Link

Carer Clients:

132 (15%)

Face to Face

544 (62%)

Telephone

201 (23%)

Video Link

www.listeningpost.org.uk

Our Organisation

GOVERNANCE & MANAGEMENT

COUNCIL OF MAN-AGEMENT

(Board of Trustees)

Sub Committees

Strategy Group

Trusted Charity Group

CEO

TRAINING Manager

CLINICAL Manager

OPERATIONS Manager

Training Team

Centre Team Leaders

Finance & IT

Admin

Contract

Supervisors

Assessors

Volunteer Receptionists

Volunteer

Supervisors

Our Vision

To walk alongside the broken-hearted and restore them to fuller life

Our Values

- Respect and nurture for all who come and all who serve at Listening Post
- Integrity and Compassion, rooted in love

www.listeningpost.org.uk

Registered Charity Number 1013442

Our Strategic Plan: 2019-2022

Our three year Strategic Plan, implemented on 1 February 2019, continued to govern our direction of work during the reporting period. However, due to the pressures of the pandemic and re-orienting the organisation to become a remotely accessible organisation, the focus remained on maintaining and adapting to circumstance over the course of this year.

Strategic Aim	Strategic Objectives
To deliver counselling that is accessible, affordable, appropriate and available/timely	1. To build on our established strengths by continuing to offer professional long term counselling employing differing modalities, with positive client feedback 2. To be able to offer clients: I. Assessment within one week of first contact II. Counselling within three weeks of first contact 3. To increase our capacity, offering: I. 25% more qualified counsellor sessions II. 25% more supervisor sessions 4. To have made arrangements to provide counselling for: I. Three churches II. Three EAP's 5. To have created a welcoming and warm environment at all centres, supported by good reception cover, with a particular focus on upgrading facilities and working conditions at Gloucester
To deliver training in counselling	1. To have consolidated the training team 2. To have developed a training business model and established our ability to deliver: I. The Listening Skills Course II. The Foundation Course III. The Diploma Course 3. To have an organisational training plan which includes seminars 4. To be using timely professional publicity and promotional material for all CPD and training 5. To have created affordable and accessible Listening Skills Courses 6. To have identified Christian trainers for Listening Skills courses for churches 7. To have consulted churches as to the support Listening Post could provide. To have developed an off-the shelf training programme 8. To have delivered six courses in churches and other organisations

Strategic Plan: 2019-2022 continued...

Strategic Aim

To be a professional and caring organisation

To enable the Church community to play a part in alleviating emotional and psychological suffering

Strategic Objectives

1. To have gained level 1 accreditation with 'Trusted Charity' a quality standards framework for the Charity sector

2. To be ready for sustained training course accreditation with the BACP

3. To conduct an annual staff and volunteer survey with satisfactory indicators

4. To have an on-going three year strategic plan

5. To be able to fund the current strategic plan

6. To have secured retention of counsellors

7. To have a fully staffed and adequately trained workforce

8. To have an operational Customer Relationship Management (CRM) system

1. To be known, acknowledged and respected professionally for counselling and training and as a Christian organisation within churches and the local community

2. To have established partnership working

The progress achieved in these Strategic areas is delineated in the Governance report which follows.

Registered Charity Number 1013442

The reports that follow are aligned with our organisational structure

- Governance
- Management – Clinical
- Management – Training
- Management – Operations

Governance

Progress on our strategic plan: report from the Strategy group: January 2021– January 2022

Set up in 2015, the Strategy group is tasked with determining an on-going strategy for discussion and agreement by the Council of Management, in line with the vision and aims enshrined in the agency's Memorandum and Articles.

Listening Post's aims remain:

1. To deliver counselling that is accessible, affordable, appropriate and available/timely
2. To deliver training in counselling
3. To enable the church community to play a part in alleviating emotional and psychological suffering
4. To be a professional and caring organisation

What progress did we make in 2021-2022?

1. The delivery of counselling that is accessible, affordable, appropriate and available/timely

A key focus was the reshaping of Listening Post's clinical leadership team following the resignation of two of its three members and the recognition that there was insufficient resource allocated for the demands of the challenge. The new team of five, two managers and three team leaders, was in place by the end of the year. The members of the team carry less responsibility for supervision, thus freeing them up to provide more focussed guidance, management and support for our large team of counsellors. We hope it will help in retention, a key issue, when the demand for counselling is high. A number of our counsellors have chosen to leave, some to retire and some to embark on private practice.

With the rising number of referrals, it has been important to be able to keep those waiting list updated on the likely wait until they are allocated a counsellor. Additional admin support, with a centralised booking system, has helped. We are also considering ways in which we can offer some support before counselling begins. Meanwhile discussions have taken place throughout the year to specify a Customer Relationship Management (CRM) system with a potential supplier.

Progress on strategic plan continued...

2. The delivery of training in counselling

The student year started with a strong training team and a full complement of students for the Foundation course and first year of the Diploma course. The training manager post is vacant. Accommodation for our courses became an issue in-year. The unoccupied Lady Chapel at St Aldate's church, the base for the Gloucester office, is now in use several evenings a week. We are aware that there will be additional competition for students from September 2022 as another provider enters the market.

3. To enable the church community to play a part in alleviating emotional and psychological suffering

We have made limited progress on this aim. Rosie, Chair, and Linda, CEO met with our Patron, The Bishop of Gloucester, at the end of 2021. We hope to develop Listening Skills courses to churches/ groups of churches or Christian organisations, specialized to their requirements.

4. To be a professional and caring organisation

This year has been a difficult year for all our staff. Our counsellors have, at times, not had the support they were used to, or would have liked. We hope to see our centres regain their sense of being a supportive hub, places to chat over a cup of coffee, to gain support from one another. All three centres are in better shape following redecoration and decluttering.

CEO Linda gave much time to student counsellor induction in summer 2021 supporting them as they embarked on their counselling career and accruing their qualifying hours.

We met as a strategy group four times during the year. A report of each meeting of the group was presented to the Council of Management. A fundraising sub-group was formed towards the end of the year to oversee our approaches to grant-making bodies and to consider the employment of an in-house fundraiser.

Strategy group membership: Linda Bullock (CEO), Rosie Clifford (Chair of Strategy Group), Robert Kingston (Treasurer), Janice Ludlam (Voluntary Counsellor, Cheltenham Centre until June 2021), John Paterson (Associate to the Board of Trustees), Vicki Paterson (Clinical Manager – joined Strategy Group Jan 22), Alastair Sammon (Trustee), Alice Wheeler (Company Secretary and joint Operations Manager).

We would like to record our thanks to Janice Ludlam for her membership of this group over a number of years. She resigned as a counsellor in summer 2021.

Rosie Clifford
Chair of Trustees

Registered Charity Number 1013442

Trusted Charity Report
January 2021– January 2022

In 2016 Listening Post's Council of Management decided to work towards achieving the **Trusted Charity** (at that time known as PQASSO) Quality mark. Built on eleven areas of quality, each aspect is broken down into two levels:

Level 1: to demonstrate organisation is operating effectively
Level 2: to demonstrate organisation is operating strategically

Organisations self-assess, with an option to go for external assessment for the award of the Trusted Charity Mark. As well as being a benchmark and a useful tool to ensure the right foundations are in place, it is a confirmation that the organisation has reached a recognised quality standard providing assurance for statutory and independent funders, users and other stakeholders.

The group drawing together the required evidence for external assessment for the award of level 1 of the Trusted Charity Mark met twice in 2021. There were too many competing priorities to give it the full attention it requires. We had hoped to have made more progress in these last 12 months, but Covid-19 has caused us to redirect our energies and resources.

In 2021, NCVO handed over the oversight and support for the programme and transferred it to the Growth Company. We understand that the Growth Company has no plans to significantly change the standard, or its cost to participating organisations.

Members: Linda Bullock, Rosie Clifford (Chair), Robert Kingston, Alice Wheeler.

Rosie Clifford
Chair of Trustees

Risk Register and Risk Management

The Governance Review Group met four times during the year and as part of the February and September meeting the Risk Register was updated to take account of the changing circumstances and the impact of these on the organisation. The updated Risk Register was presented to the Board of Trustees for approval.

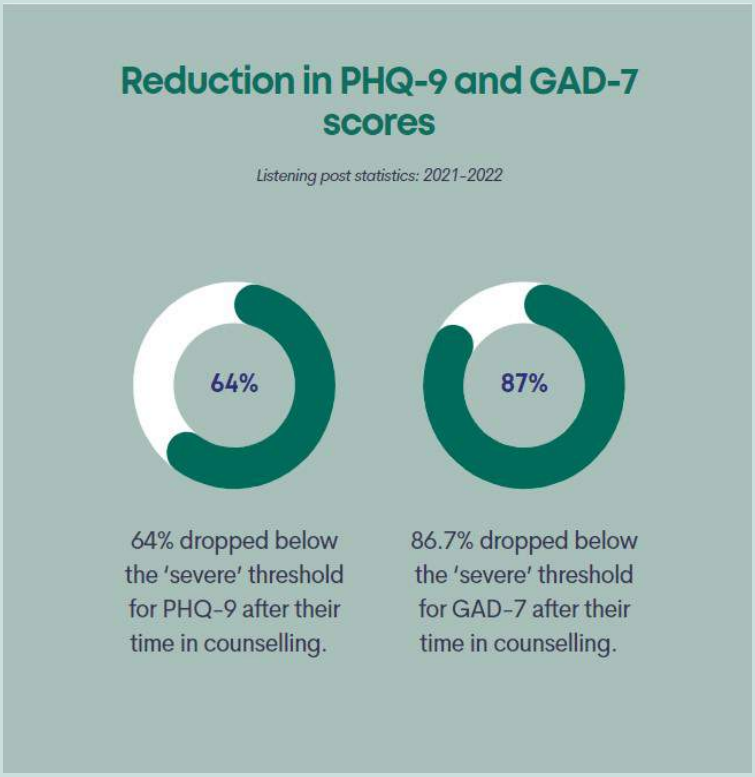
Robert Kingston
Chair of the Governance Review Group

Management – Clinical

It is fair to say that during the year the Clinical Management team within Listening Post has undergone a significant amount of change in terms of staffing. We started the year with Fiona Stephens resigning from her position of Clinical Manager and Caroline Salter resigning from her position of Stroud Centre Clinical Co-ordinator leaving Vicki Paterson, then Cheltenham Centre Clinical Co-ordinator, the main point of contact for all things Clinical within Listening Post, holding a team of 80+ Volunteer Counsellors. In response to this staffing crisis and following a period of reassessment and recruitment the following people were appointed into key positions.

Vicki Paterson and Rachel Allan were appointed Clinical Manager in a shared role and Nicola Stait and Lee Evans were appointed Team Leaders. Nicola with oversight of the Cheltenham Centre Counsellors and Lee with oversight of Stroud Centre Counsellors. Due to unforeseen circumstances both Nicola and Lee left their roles within months of being appointed and Listening Post were forced to reassess and undergo a further period of recruitment. I am delighted to say that we then appointed Natasha Dancy, Rachel Eggleton and Vikki Smith into the Team Leader positions for the Cheltenham, Gloucester and Stroud Centres respectively and finally it seems that we have some stability within the clinical management team. This year has also seen a first for Listening Post! The recruitment of a small number of Counsellors into paid Fixed Term Contract positions to work with our clients presenting with more complex mental health needs. We hope to see this trend continue over the coming months and years.

Our sincere thanks go to our team of counsellors for your patience, support and adaptability during this time and for your continued dedication to the work of Listening Post and our clients you really do make a difference! Recently, a client ending counselling told us:



Notes

- Total surveyed participants= 53 clients
- Generalised Anxiety Disorder Questionnaire – 7 Question Variant (GAD-7)
- Patient Health Questionnaire – 9 Question Variant (PHQ-9)

'I have nothing but praise for the way my counselling sessions were conducted. I felt totally supported by a very empathetic Counsellor. I felt as if I was on a journey with a non judgemental friend . I would recommend Listening Post to anyone struggling with what life throws at us'.

As a team we have carried out a total of **5,644** counselling sessions during the year (Regular clients plus PeoplePlus Carers) which is a phenomenal achievement given the complexities that we've faced as an organisation. And, as you can see, our clients have seen a significant improvement in their mental health!

Registered Charity Number 1013442

Management – Training

The Covid-19 pandemic continued to prove a challenge for our training courses throughout the academic year. Courses were taught in person for the majority but remote from time to time in response to Government advice. Once again, our training team responded phenomenally well and we acknowledge the sheer hard work, commitment and dedication of our Tutors as they have continued to provide a rich learning experience for our students.

During the year we welcomed Brad Hartsoe and Clara Attridge onto the training team to teach our Foundation Course which commenced in September 2021. We also welcomed Catherine Jones onto the training team to join Nicky Harber in teaching our Diploma Course which also commenced in September 2021.

Listening Post Courses

Listening Post provided the following training courses during the year:

Listening Skills Course, 10 week Introduction *(Commenced January 2022)*
Tutors - Natasha Dancy & Rachel Smith
7 students completed our 10 week Listening Skills Course.

Foundation Course in Counselling Skills and Studies (L2&L3) *(Course ended July 2021)*
Tutors - Nicky Harber & Fiona Adams
9 of 13 students completed our Foundation Course and gained their Level 2 & Level 3 qualification.

Foundation Course in Counselling Skills and Studies (L2&L3) *(Commenced September 2021)*
Tutors - Brad Hartsoe & Clara Attridge
15 students commenced our Foundation Course.

Diploma Course in Therapeutic Counselling (L4—Year 1) *(Commenced September 2021)*
Tutors—Nicky Harber & Catherine Jones
15 students commenced our L4 Diploma Course.

Diploma Course in Therapeutic Counselling (L4—Year 2) *(Commenced September 2021)*
Tutors—Nicky Harber & Fiona Adams
9 students continued into the second year of their Diploma studies.

Listening Post Seminars

Listening Post held the following seminars during the year:

March 2021	Sowing the Seeds of Cultural Competence (Roland Kandiah)
April & May 2021	Working with Trauma (Jane Blackhurst)
June 2021	Working with Mental Health Issues in Counselling (Karl Gregory)

Management - Operations

PeoplePlus

In September 2019 Listening Post were sub-contracted by PeoplePlus to provide counselling services to Carers within Gloucestershire. Between 1 February 2021 and 31 January 2022 177 carers were referred to us for counselling, an increase of 40% from the previous financial year. During the period Listening Post provided 877 sessions of counselling to these carers. Current statistics show that 80% of the carers, who have received counselling, saw a positive improvement in both PHQ and GAD scores. Listening Post is delighted to have had the contract extended for a further 2 years.

Networking

Imagine Mental Health Services in Gloucestershire as a tapestry. The cloth is the NHS service provision, including the GPs, 'Let's Talk' Service, psychiatric services and more. The interwoven threads are private sector and voluntary services that are sewn onto the fabric and delineate the fuller picture. Listening Post, and each service, only makes sense within its context. 69% of our clients are referred on from NHS services.

This being said, we strongly feel the need to both maintain connections and to broaden them. As CEO, Linda has met with Let's Talk, Gloucestershire Health & Care NHS Foundation Trust, Gloucestershire Rape and Sexual Abuse Centre (GRASAC), Network Counselling & Training (Bristol), We Hear You (Bath), The Well (Malvern), Willows Counselling & Training (Swindon), Cotswold Counselling, Footsteps Counselling & Care, The West Cheltenham Churches Team and Churches Together in Stroud. Learning from others about service delivery, best practice and practical systems: interlinking services where appropriate and finding our complementary places in the county is vital to a system that can help refer appropriately, and grow and respond to the ever increasing burden placed on Mental Health Services.

Communications

The pandemic has changed the way Listening Post works forever. Having had to learn how to work remotely, we now find it convenient to continue to do so in part. Striking a balance between reduced travel and the spark that comes from in person interaction is the fine line we are trying to walk.

Listening Post has worked with a lovely local company called Colour Connection to update its graphics and style. As such, the Spring, Autumn and Christmas Newsletters looked professional and in harmony with our website and other major documentation. The updated style of this Annual Report is also thanks to them.

Organisation Systems (CRM)

Since Daniel, Linda and others invested many hours on investigating a Customer Relationship Management (CRM) system prior to the pandemic, they are experiencing a certain déjà vu right now as we gather our resources again for this important organisational change, taking into account the significant lessons learnt since we transferred to an online working system based on the use of Teams. A CRM is a semi- automated piece of software that should help us to keep better communications with clients, and to cut out some of the administrative labour involved in the client journey.

Registered Charity Number 1013442

Management- Operations continued...

Ed Mitchell who works as a tech consultant, has over the course of this year, walked us through a process of understanding our current systems, and guided the development of a proposal for what we need and would like going forward. The implementation of this system will be a significant moment for Listening Post. We hope to achieve it next year.

Fundraising

In 2021-2022 Listening Post raised £80,330 from donations, subscriptions, fundraising and charitable bodies. This was in line with what we hoped to achieve although we still ran an expected deficit of income over expenditure of just over £10,000. Alice, as joint Operations Manager took on increasing responsibility for the fundraising role over the course of the year under the guidance of Anthony Oliver, our fundraising consultant. The Benefact Trust (formerly known as AllChurches Trust) has been extremely pro-active in seeking ways to benefit charitable development in the region, including running some excellent (and free!) fundraising training.

Listening Post Christmas Card

In September 2020 we were approached by Perdie and Harry Bennett from **Draw and Wonder** who offered to design, print and sell a Christmas Card for Listening Post which raised an amazing **£742.** Our grateful thanks go to Perdie and Harry.







Registered Charity Number 1013442

Management– Operations continued…

Human Resources
With up to 130 staff and volunteers working with Listening Post at any one time, the HR associated with recruitment and leaving is a fairly continuous merry go round! A special 'thank you' to all the counsellor panellists who have volunteered their time to assess students applying for placements.

During the year we appointed a new Clinical Manager (Rachel Allen), 3 New Team Leaders (Rachel Eggleton, Natasha Dancy and Vikki Smith), an Operations Manager, Alice Wheeler, a new administration manager, Debbie Godsell, an admin assistant on the Kickstarter programme, Paige Renouf-Preece, 3 tutors (Clara Attridge, Brad Hartsoe and Catherine Jones) and 18 students on placement.

We said goodbye to our Administrator, Claire Midwinter after 8 years in post. Also to our Team Leader for Stroud, Lee Evans; and Katherine Shipton as Stroud Office Manager (Katherine remains on team as an Assessor). We also want to extend our very grateful thanks to the volunteer counsellors who stepped down this year, they have poured so much time and care into the clients and team at Listening Post.

Health and Safety
Compliance with Listening Post General and Fire Risk Assessments, including checking and updating of fire equipment, panic alarm systems and other equipment has been carried out over the course of the year.

The novel coronavirus, Covid-19, continued to be a significant health risk for most of the reporting period. The risk assessment and Listening Post policy had to be updated at various points to reflect changing government guidance. From the summer of 2021 onwards, we began to reintroduce face to face working with safety measures in place, with restrictions slowly lifting over the course of the year.

Thank you to everyone for adapting rapidly and effectively and helping us to continue to counsel adults in Gloucestershire despite the conditions of the pandemic. What a collective achievement!

Alice Wheeler and Jacqui Gill

Registered Charity Number 1013442

Financial Support

Our grateful thanks go to the many Charitable Trusts, Individuals, Friends, Members, Churches and Organisations who have supported us so generously with their time, donations, equipment, and use of facilities during this financial year. We have seen a 74% increase in client registrations since the end of the last lockdown in 2020. Thank you to each and every person and group who has contributed to us to meet the incredible demand for affordable mental health services in Gloucester.

Charitable Trusts & Organisations

£53,140 raised

Emmaus
Ethical Giving
Gloucestershire Community Foundation
Gloucestershire Emergency Relief Fund
Henry Smith Charity
James Tudor
Langtree
Renishaw
Spirax Sarco
Souter Charitable Trust
Stroud Hospital League of Friends
Sylvanus Lysons
The Albert Hunt Memorial Trust
The Growth Hub

General Donations

£10,899 raised

£4,300 of these were donations in memory of Frankie Marsh, former Trustee of Listening Post

Churches

£3,950 raised

Bethesda Methodist Church
Highbury Congregational Church
Mariners Church
Monastery of Our Lady and St Bernard
St Andrews, Churchdown
St Mark's, Cheltenham
St Mark's, Methodist

Friends, Members and fundraising

£12,341 raised

Our 40 friends and members
Gift Aid claimed
Emma Simpson (Ecclesiastical Voluntary Day)
Donors through Everyclick/Amazon smile
A & B Village Cars
Sophie's memory
Christmas Card donations (thanks to Harry and Perdie Bennet and all who bought cards

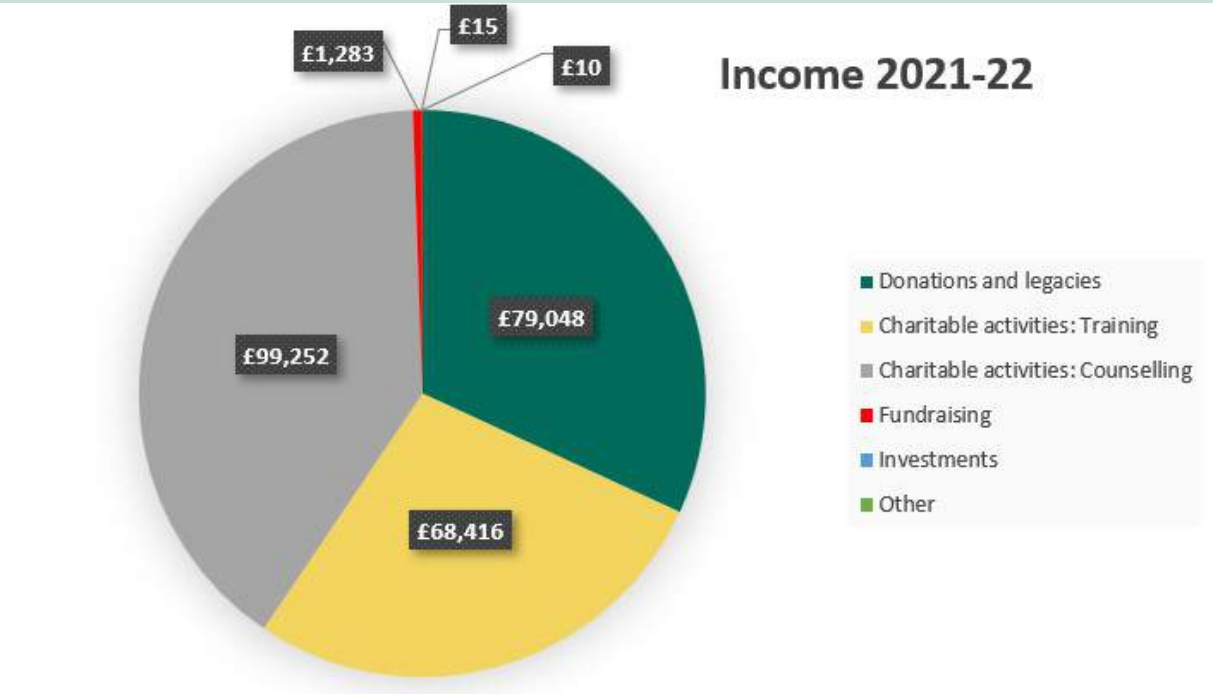
Registered Charity Number 1013442

Finance Report

For the year ending 31 January 2022, we finished with a shortfall of £10,088, compared to last year's surplus of £66,066. Income was very slightly higher than last year overall, with income from training and counselling rising by 42.5% but donations and trust funding falling by 37.5%. Expenditure rose by around 42%, accounting for the shortfall for the year.

Unrestricted Funds
In the Financial Year ending 31 January 2022 Unrestricted Funds amounted to £164,676.

Restricted Funds
In the Financial Year ending 31 January 2022 Restricted Funds amounted to £6,307.



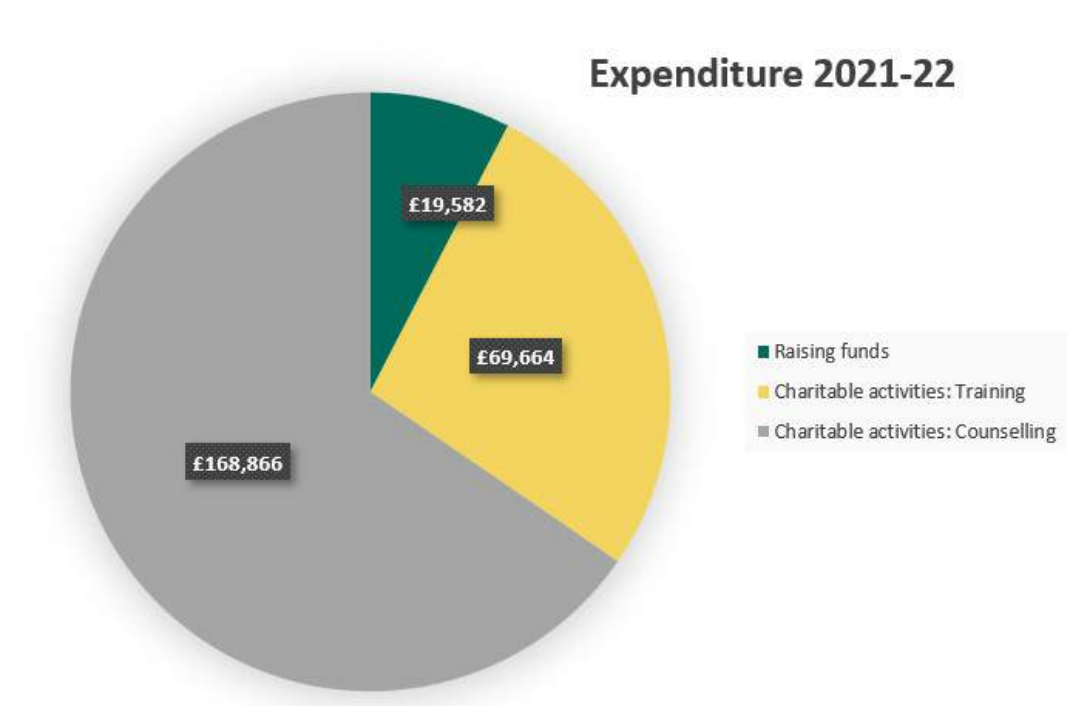
Daniel Whisson
Finance and IT Officer

Registered Charity Number 1013442

Finance report Continued...

Monies Available

The unrestricted monies available to the Council of Management for the staffing and running of the charity are therefore £164,676. Expenditure for the year commencing 1 February 2022 is estimated to be £298,313. The monies available will therefore cover 6.6 months of costs, meeting our reserves policy of holding at least 6 months reserves.



Report from the Treasurer

A good year overall with results in line with the budget. This included an ambitious target of £80,0000 from trusts and foundations, which we almost reached. While this is less than last year's total, 2021 was exceptional with the range of Covid grants we were able to access, and this year's result is significantly larger than income from Trusts and foundations in earlier years. Thanks to those who worked hard to achieve this good result. The deficit for the year was planned as we decided to spend £12000 of last year's surplus to help address our increasing waiting list. Demand for our services is increasing following Covid, partly driven by NHS referrals due to limited NHS provision in areas of wellbeing and counselling. Like many other charities we have lost volunteers during Covid and this presents challenges to our work as operate going forward. The Council of Management are looking to hold a strategy day to consider this and other challenges in the 'new normal'.

Robert Kingston
Treasurer

A Final Word from the CEO:

Linda Bullock



As I'm writing, I came across this image (on the right). I'm not a boating enthusiast, I know that some of you are, and to be honest, I've never actually been on a barge before, unless it's moored and it's been serving coffee and cake, so I don't really know whether this analogy that I'm going to use is accurate or not. However, what I can say with all honesty, is that being at the Helm of Listening Post this year, yet again, has felt like steering a barge, trying to keep it out of trouble.

We've all needed to be on high alert, at all times, to keep the organisation on the straight and narrow to avoid disaster. And yes, I believe it would be a disaster for people living within Gloucestershire if they did not have access to the support that Listening Post provide through our thoroughly wonderful and dedicated team.

One of the key rules when steering a barge is to 'TAKE YOUR TIME' and 'ALWAYS PLAN YOUR MANOUEVERS WELL IN ADVANCE' I feel that this has been easier said than done in Listening Post over the last year. Quite often, due to the daily changing environment, and the impact of this, we've found ourselves being reactive instead of proactive. However, I just want to take this opportunity to thank each and every one of you for your support through this time. At times, particularly with the number of staff changes that have taken place, the boat has felt a little unsteady and the waters a little choppy but we hope and pray that very soon around the next bend, the water will be a little smoother and we'll be able to enjoy a smoother cruise, which allegedly is a wonderful experience!

I am immensely proud of how the organisation has responded to every turn of the tiller this year and for a team of just over 120 people this is no easy task. Listening Post has gone through a significant number of changes with every turn and over the coming weeks and months we should start to see the organisation respond.

So let us look forward with anticipation, keeping our engines topped up ready for the journey—I'm grateful that you're all joining me on this ride, I enjoy your company very much, and I look forward to embarking on the next stage of our adventure!



Linda Bullock
Chief Executive Officer

Registered Charity Number 1013442

Company Number: 02619615
Registered Charity: 1013442

LISTENING POST CHRISTIAN COUNSELLING SERVICE LIMITED

(Limited by Guarantee)

ANNUAL REPORT AND UNAUDITED ACCOUNTS
31 JANUARY 2022

LISTENING POST CHRISTIAN COUNSELLING SERVICE LIMITED

ANNUAL REPORT AND UNAUDITED ACCOUNTS
FOR THE YEAR ENDED 31 JANUARY 2022

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LISTENING POST CHRISTIAN COUNSELLING SERVICE LIMITED

ANNUAL REPORT AND UNAUDITED ACCOUNTS
FOR THE YEAR ENDED 31 JANUARY 2022

CHARITY AND COMPANY INFORMATION

COMPANY NUMBER	02619615
CHARITY NUMBER	1013442
PATRONS	Dr D Drew The Right Reverend Rachel Treweek
CHIEF EXECUTIVE	Mrs L Bullock
COUNCIL OF MANAGEMENT	Mrs S M Appleton Mrs R Clifford (chairperson) Mrs C A Dale Mr M D Hammond Mrs A Hanson Mrs S F Ingleby Mr R D Kingston Mr D Monument Dr A M Sammon
TREASURER	Mr R D Kingston
COMPANY SECRETARY	Mrs L Bullock
REGISTERED OFFICE	St Aldate Church Finlay Road GLOUCESTER GL4 6TN
INDEPENDENT EXAMINER	Mr J Owens BSc FCA GCSD Accountants Limited 701 Stonehouse Park Sperry Way STONEHOUSE Gloucestershire GL10 3UT
BANKERS	CAF Bank Ltd 25 Kings Hill Avenue West Malling Kent ME19 4JQ

LISTENING POST CHRISTIAN COUNSELLING SERVICE LIMITED

ANNUAL REPORT AND UNAUDITED ACCOUNTS
FOR THE YEAR ENDED 31 JANUARY 2022

THE REPORT OF THE COUNCIL OF MANAGEMENT

The Council of Management, who are the directors of the company and trustees of the charity, present their annual report with the unaudited accounts of the company for the year ended 31 January 2022. The trustees have adopted the provisions of Accounting and Reporting by Charities : Statement of Recommended Practice applicable to charities in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015).

CONSTITUTION AND OBJECTIVES OF THE CHARITY

Listening Post is a company limited by guarantee and governed by its Memorandum and Articles of Association and is a registered charity. The objects of the company, as stated in its Memorandum and Articles of Association (revised in 2016), is the relief of distress in Christian and non-Christian adults with emotional and psychological problems in such ways as the Council of Management may think fit and particularly by: Training and educating local Christians and non-Christians in counselling and related subject areas, providing counselling and related services within a Christian ethos and following Christian principles. This continues to be carried out within Gloucester, Cheltenham and Stroud.

ORGANISATION OF THE CHARITY

The charity is managed by the Council of Management and a Director of Service with a large team of volunteers without whom it would not be able to operate as effectively.

COUNCIL OF MANAGEMENT (DIRECTORS)

The directors who served the company during the year were as follows:

Mrs S M Appleton
Mrs R E Clifford
Mrs C A Dale
Mr M D Hammond
Mrs A Hanson (appointed 28 June 2021)
Mrs S F Ingleby
Mr R D Kingston
Mrs F Marsh (deceased 2 March 2021)
Mr D Monument (appointed 15 November 2021)
Dr A M Sammon (appointed 27 September 2021)

The directors are appointed in accordance with paragraphs 24 to 32 of the Articles of Association.

Signed on behalf of the Council of Management on.... 24 August 22

Mrs R Clifford
Chairperson

LISTENING POST CHRISTIAN COUNSELLING SERVICE LIMITED

STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 JANUARY 2022

	Unrestricted funds	Restricted funds	Total funds	*Prior period Total funds*	Further details See note:
Income from:					
Donations and legacies	**57,876**	**21,172**	**79,048**	*126,621*	2
Charitable activities:					
Training	**68,416**	-	**68,416**	*46,311*	3
Counselling	**99,252**	-	**99,252**	*71,243*	3
Other trading activities:					
Fundraising	**1,283**	-	**1,283**	*3,735*	
Investments	**15**	-	**15**	*76*	
Other	**10**	-	**10**	-	
Total	**226,852**	**21,172**	**248,024**	*247,986*	
Expenditure on:					
Raising funds	**19,582**	-	**19,582**	*13,903*	4
Charitable activities:					
Training	**69,664**	-	**69,664**	*44,904*	5
Counselling	**136,449**	**32,417**	**168,866**	*123,091*	5
Other	-	-	-	*22*	
Total	**225,695**	**32,417**	**258,112**	*181,920*	
Net income/(expenditure)	**1,157**	**(11,245)**	**(10,088)**	*66,066*	
Extraordinary items	-	-	-	-	12
Transfers between funds	-	-	-	-	
Net movement in funds	**1,157**	**(11,245)**	**(10,088)**	*66,066*	
Reconciliation of funds:					
Total funds brought forward	**163,519**	**17,552**	**181,071**	*115,005*	
Total funds carried forward	**164,676**	**6,307**	**170,983**	*181,071*	

The notes on pages 5 to 8 form part of these accounts

LISTENING POST CHRISTIAN COUNSELLING SERVICE LIMITED

BALANCE SHEET AT 31 JANUARY 2022

	Note	Unrestricted Funds £	Restricted Funds £	2022 Total £	*2021 Total £*
Fixed Assets:					
Tangible fixed assets	*8*	**9,762**	-	**9,762**	*10,524*
Current Assets:					
Debtors	*9*	**7,894**	-	**7,894**	*5,808*
Cash at bank and in hand		**151,782**	**6,307**	**158,089**	*168,605*
		159,676	**6,307**	**165,983**	*174,413*
Liabilities:					
Creditors: Amounts falling due within one year	*10*	**4,762**	-	**4,762**	*3,866*
Net Current Assets		**154,914**	**6,307**	**161,221**	*170,547*
Total Assets Less Current Liabilities		**164,676**	**6,307**	**170,983**	*181,071*
Total Net Assets		**164,676**	**6,307**	**170,983**	*181,071*
Funds:					
General Funds				**164,676**	*146,855*
Designated Funds	*13*			-	*16,664*
Restricted income fund	*11*			**6,307**	*17,552*
				170,983	*181,071*
Total charity funds					

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 January 2022.

The members have not required the charitable company to obtain an audit of it financial statements for the year ended 31 January 2022 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibility for ensuring that the company keeps proper accounting records which comply with Sections 386 and 387of the Act, and for preparing accounts which give a true and fair view of the state of affairs of the company as at the end of the financial year and of its surplus or deficit for the financial year in accordance with the requirements of Sections 394 and 395, and which otherwise comply with the requirements of the Companies Act 2006 relating to accounts, so far as applicable to the company.

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small charitable companies.

These accounts were approved by the Council of Management on ..... and are signed on their behalf by:

Mrs R Clifford
Chairperson

Mr R D Kingston
Treasurer

The notes on pages 5 to 8 form part of these accounts

LISTENING POST CHRISTIAN COUNSELLING SERVICE LIMITED

NOTES TO THE UNAUDITED ACCOUNTS
FOR THE YEAR ENDED 31 JANUARY 2022

1) ACCOUNTING POLICIES

Basis of accounting
The financial statements of the charitable company have been prepared in accordance with the Charities SORP (FRS 102) Accounting and Reporting by Charities : Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable (FRS 102) (effective 1 January 2015) and Companies Act 2006. The financial statements have been prepared under historical cost convention.

Cash flow statement
The charity has taken advantage of the disclosure exemption, as permitted by FRS 102, the requirements of Section 7 Statement of Cash Flows.

Donations
Income from donations represents income receivable during the year including estimated amounts not yet received where these can be determined with reasonable accuracy.

Gifts in kind are recognised as incoming resources at a reasonable estimate of their value to the charity as required by the Statement of Recommended Practice - Accounting by Charities.

Tangible fixed assets
Tangible fixed assets are included at cost less an appropriate provision for depreciation.

Depreciation
Depreciation is calculated so as to write off the cost of each asset over its estimated life as follows:

Property improvements	20% straight line
Office furniture and equipment	20% straight line

Support costs
Support costs include central functions and have been allocated to activity costs categories on a basis consistent with the use of the resources, e.g. staff costs are allocated by time spent, property costs by floor space and other costs, such as telephone, by apportioned estimate.

2) Income From Donations, Grants and Legacies

	Unrestricted Funds	Restricted Funds	2022 Total	*2021 Total*
	£	£	£	£
Donations	25,117	-	25,117	*20,486*
Trusts	32,759	21,172	53,931	*106,135*
Legacies	-	-	-	*-*
	57,876	21,172	79,048	*126,621*

3) Income from Charitable Activities

	Unrestricted Funds	Restricted Funds	2022 Total	*2021 Total*
	£	£	£	£
a) Training & Seminars:				
Training Courses	68,416	-	68,416	*46,311*
Training Seminars	-	-	-	*-*
	68,416	-	68,416	*46,311*
b) Counselling Services:				
Counselling Placement Administration Fees	1,700	-	1,700	*1,175*
Counselling Charged Clients	35,280	-	35,280	*19,830*
Counselling Client Donations	54,616	-	54,616	*46,841*
Counselling Client Assessment Booking Fees	7,656	-	7,656	*3,397*
	99,252	-	99,252	*71,243*

4) Expenditure on Raising Funds

	Unrestricted Funds	Restricted Funds	2022 Total	*2021 Total*
	£	£	£	*£*
Direct costs	15,426	-	15,426	*10,427*
Support costs (see note 6)	4,156	-	4,156	*3,476*
	19,582	-	19,582	*13,903*

5) Expenditure on Charitable Activities

	Unrestricted Funds	Restricted Funds	2022 Total	*2021 Total*
	£	£	£	*£*
a) Training & Seminars:				
Direct staff costs	29,996	-	29,996	*18,309*
Registration fees	10,795	-	10,796	*8,313*
Other Direct costs	9,156		9,156	*3,149*
Support costs (see note 6)	19,717	-	19,717	*15,133*
	69,664	-	69,665	*44,904*
b) Counselling Services:				
Direct staff costs	41,176	11,032	52,208	*24,991*
Professional indemnity insurance	963	-	963	*634*
Supervision	8,260	7,421	15,681	*6,650*
Other Direct costs	9,987	1,728	11,715	*8,147*
Support costs (see note 6)	76,063	12,236	88,299	*82,669*
	136,449	32,417	168,866	*123,091*

6) Analysis of Support Costs

	Raising Funds	Training	Counselling	Grand Total	Basis of Allocation
	£	£	£	£	
Support staff costs	-	13,839	46,897	60,736	By time
Governance	1,259	4,480	10,859	16,598	In proportion with costs
Telephone	1,149	383	5,363	6,895	By estimated usage
Rent & rates	1,358	453	18,558	20,369	By estimated usage
Heat & light	-	-	1,575	1,575	By estimated usage
Insurance	90	30	359	479	By estimated usage
Depreciation	-	233	3,749	3,982	Per item by use
Photocopier	300	299	939	1,538	By estimated usage
Total Support Costs	4,156	19,717	88,299	112,172	

7) Staff Costs and Employee Benefits

	2022	*2021*
	£	*£*
Wages and salaries	163,021	*107,718*
Social security costs	-	*55*
Employer pension scheme contributions	1,142	*892*
	164,163	*108,665*

No employee (2021: nil) earned £60,000 or more. No director/trustee received any remuneration or payment of expenses in the year (2021: nil)

The average number of employees during the year was:

	2022	*2021*
	No.	*No.*
Average number of part time staff:	31.83	*28.75*
Average number of full time equivalents:	7.5	*4.5*

8) Fixed Assets

	Property Improvements	Office Furniture & Equipment	Total
COST	£	£	£
At 1 February 2021	12,184	19,421	31,605
Additions		3,220	3,220
at 31 January 2022	12,184	22,641	34,825
DEPRECIATION			
At 1 February 2021	7,740	13,341	21,081
Charge for year	1,166	2,816	3,982
At 31 January 2022	8,906	16,157	25,063
NET BOOK VALUE			
At 31 January 2022	3,278	6,484	9,762
At 31 January 2021	*4,444*	*6,080*	*10,524*

9) Debtors: Amounts due within one year

	2022	*2021*
	£	*£*
Other debtors	2,110	*1,073*
Tax recoverable	-	*1,287*
Prepayments	5,784	*3,448*
	7,894	*5,808*

10) Creditors: Amounts falling due within one year

	2022	2021
	£	£
Trade creditors	2,107	1,331
Advance Training Fees	436	1,292
Taxation and social security	1,509	553
Accruals	710	690
	4,762	3,866

11) Restricted Funds

	Balance at 31 January 2021	Incoming Resources	Outgoing Resources	Balance at 31 January 2022
	£	£	£	£
Stroud Refurbishment (Mrs Winkleman)	1,500	-	190	1,310
Supervision (Sylvanus Lysons)	-	12,000	7,421	4,579
Mobile 'Phones, Remote Internet & Supervision (via Barnwood Trust)	907	-	907	-
Stroud Centre (Renishaw)	-	350	-	350
Stroud Centre (SLOF)	8,954	-	8,939	15
New Website (Hobson)	1,191	-	1,138	53
Covid Relief (Lottery)	5,000	-	5,000	-
Assessments (Emmaus)		2,000	2,000	-
Laptops (G First)		2,790	2,790	-
Kickstarter (DWP)		4,032	4,032	-
Total	17,552	21,172	32,417	6,307

Stroud Refurbishment
A grant was obtained towards refurbishing the Stroud centre and has been partlally spent on painting.
Supervision
A grant was obtained towards providing supervision, and has been mostly spent, on supervisors' costs.
Mobile 'Phones, Remote Internet & Supervision
A grant was obtained for remote working, and has been fully spent.
Stroud Centre
Two grants were obtained towards running costs of the Stroud Centre, and have been partially spent.
New Website
A grant was obtained towards a new Listening Post website, and has been partially spent.
Covid Relief
A grant was obtained towards running costs as a result of Covid and has been fully spent.
Assessments
A grant was obtained towards providing assessment sessions, and has been fully spent.
Laptops
A grant was obtained to provide new laptop computers and has been spent.
Kickstarter
A grant was obtained to employ a Kickstart Scheme worker, and is being spent monthly as it is received.

12) Extraordinary Items
None in the year.

13) Designated Funds
None in the year.

14) Taxation
The company is a registered charity and has no charge to corporation tax in the financial year.

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF
LISTENING POST CHRISTIAN COUNSELLING SERVICE LIMITED
FOR THE YEAR ENDED 31 JANUARY 2022

I report on the accounts of the charity for the year ended 31 January 2022, which are set out on pages 3 to 8

This report is made solely to the charity's trustees, as a body, in accordance with section 145 of the Charities Act 2011. My work has been undertaken so that I might state to the charity's trustees those matters I am required to state to them in this report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other that the charity and the charity's trustees and a body, for my work, for this report, or the opinions I have formed.

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for the preparation of financial statements. The charity's trustees consider that an audit is not required for the year under Section 144 of the Charities Act 2011 ('The Charities Act') and that an independent examination is needed.
It is my responsibility to:

- examine the financial statements under section 145 of the Charities Act;
- to follow the procedures laid down in the General Directions given by the Charity Commission under section 145(5)(b) of the Charities Act; and
- to state whether particular matters have come to my attention.

Basis of independent examiner's report

My examination was carried out in accordance with the General Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts with those records. It also includes consideration of any unusual items or disclosures in the financial statements, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the financial statements present a 'true and fair view' and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with my examination, no matter has come to my attention:

(a) which would give me reasonable cause to believe that in any material respect the requirements:

- to keep accounting records in accordance with section 130 of the Charities Act; and
- to prepare financial statements which accord with the accounting records and comply with the accounting requirements of the Charities Act;

have not been met; or

(b) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the financial statements to be reached.

Mr J Owens BSc FCA
GCSD Accountants Limited
701 Stonehouse Park
Sperry Way
STONEHOUSE
Gloucestershire
GL10 3UT



Dated 27/7/2022

Listening Post Counselling Service Limited

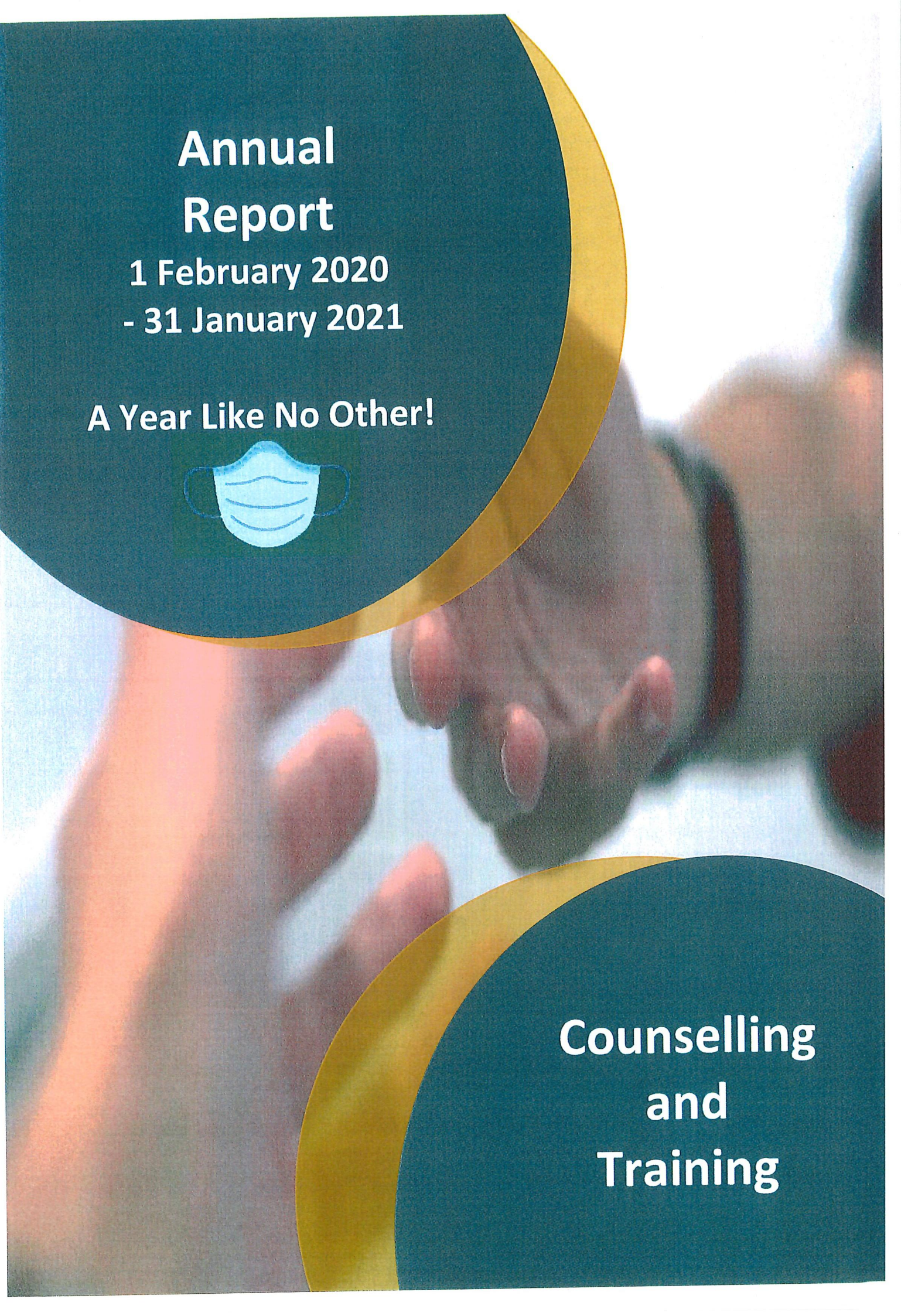
England & Wales - Charity number 1013442

Accounts

Annual Report

1 February 2020 - 31 January 2021

A Year Like No Other!



Counselling and Training

Listening Post Christian Counselling Service Ltd
(Limited by guarantee and registered in the UK)
Company Number: 2619615
Charity Number: 1013442

Registered Office:
St Aldate Church, Finlay Road, Gloucester, GL4 6TN
Telephone Number: 01452 383820
Email Address: Counselling@lpost.org.uk
Website: www.listeningpost.org.uk
Facebook: Listening Post Counselling
Twitter: @ListeningPostco

Cheltenham Centre:
Hesters Way Community Resource Centre
Cassin Drive, Cheltenham, GL51 7SU
Telephone Number: 01242 256060
Email Address: Cheltenham@lpost.org.uk

Stroud Centre:
Northcote House, Middle Street, Stroud, GL5 1DZ
Telephone Number: 01453 750123
Email Address: Stroud@lpost.org.uk

Independent Examiner:
Mr Julian Owens BSc FCA, GCSD Accountants Ltd
Chartered Accountants & Registered Auditors
701 Stonehouse Park, Sperry Way, Stonehouse, GL10 3UT

Bankers:
Charities Aid Foundation Bank Ltd
25 Kings Hill Avenue, West Malling, Kent, ME19 4JQ

How we work:
The Charity is managed by its Council of Management (Trustees/Company Directors) through its Senior Management Team, all of whom are part-time.

We have a large team of volunteer Counsellors, Supervisors and Receptionists without whom we could not operate.

Trustees are appointed in accordance with paragraphs 24-32 of the Articles of Association.

Meet our Patrons and Trustees...



Patron
Dr David Drew



Patron
The Right Revd Rachel Treweek
Bishop of Gloucester



Chair of Trustees
Mr Alastair M Sammon
Retired: 28.09.2020



Trustee/Treasurer
Mr Robert D Kingston



Trustee
Mr Mark D Hammond



Trustee
Mrs Susan F Ingleby



Trustee
Mrs Frances Marsh
Withdrew: 14.12.2020
Resigned: 02.03.2021



Trustee
Mrs Christine A Dale



Trustee / Chair of Trustees
Mrs Rosemary E Clifford
Appointed Chair: 28.09.2020



Trustee
Mr Andrew L Brown
Resigned: 18.05.2020



Trustee
Mrs Sheila Appleton
Co-opted: 16.11.2020

Foreword from the Chair

2020 – a year like no other! Dominated by a new virus sweeping through swathes of unprotected populations, bringing death, sickness, long-term disability, isolation with months spent under lockdown, loss of livelihood, anxiety and instability. The list could go on and on....

Amongst the loss and grief, we became aware of the courage, skill and sheer hard work of the many who kept our vital services running, those who tended the sick and suffering with care and compassion, and those who provided practical support to those in need. "Overnight" we learned how to redesign systems, use new technology to deliver services in unimagined ways. Transformations which might have taken years to negotiate were embraced and used to great effect.

With the country in lockdown from March 2020, ongoing service provision became a priority for Listening Post, as for other agencies and organisations. We are hugely indebted to our CEO, Linda Bullock, as well as all our staff and volunteers, who learned how to work remotely, to "see" clients via video link or phone, who were ready to adapt tried and tested ways of working. Many, many extra hours were worked, staff and volunteers making themselves available out of normal working hours. A few counsellors chose to pause, feeling less comfortable with remote working. Our receptionists were also unable to support us as previously. We have missed their contribution. Our trainers, Nicky Harber and Fiona Adams, also rose to the challenge of delivering our training courses online, when other local providers put their provision on hold. A huge credit to them and to their students.

We were able to access generous funding from grant-making bodies and local authorities, as well as receiving support from churches and individuals, enabling us to invest in mobile phones and video-conferencing platforms and training for our counsellors. Staff and volunteers were enabled to work from home through a computer system upgrade to Office 365 and Microsoft Teams. We were also able to afford to pay those who carry out assessments and to offer some counsellors short-term contracts to see clients with more complex needs, improving overall waiting time for counselling. Normal fundraising efforts were on hold and client donations were significantly reduced. Nevertheless, we ended the year in a healthy financial position and are grateful to Robert Kingston and Daniel Whisson for their financial work through the year.

Our offices lay unoccupied through much of the year. We took the opportunity to upgrade our rooms, increasing space for counselling in Cheltenham, and redecorating the Gloucester and Stroud offices, in anticipation of returning face-to-face. The acquisition of new software has seen the three centres' administrative procedures centralised in the Gloucester office.

As trustees we continued to meet monthly via the online platform Zoom, with a clear focus at every meeting on the prevailing pandemic challenges. Alastair Sammon stood down as Chair in July after four years in the role. We owe him a huge debt of gratitude. His commitment has been unswerving, his wisdom and calm approach greatly valued.

We were very pleased that he agreed to continue to serve on the Council of Management as a co-opted member. We were extremely sad to lose Frankie Marsh from the trustee body. She withdrew in December 2020 due to ill-health and sadly died three months later. A former vice chair, volunteer receptionist and trustee for many years, she brought a huge concern for others, grounded common sense and great commitment. Our condolences to her husband, Ian, and her family...

We were pleased to welcome Sheila Appleton, a former Director of Listening Post, to the Council of Management in October 2020. We hope to welcome new trustees as we look to strengthen the Council of Management. I would like to record my thanks to each one who has given up time and energy in the last year and to record my special thanks to John Paterson, Associate to the Board of Trustees, who has given freely of his time and expertise.

Propelled into new ways of working, like virtually every other organisation and charity, Listening Post has discovered it can work both effectively and efficiently in unimagined ways. It would never have happened without the courage, vision, agility and many hours of sheer hard work by Linda and the staff team, together with the willingness of our volunteers to step into the unknown. Throughout, Linda's aim was to keep all our staff and volunteers connected and supported.

Some of our planned developments have had to be put on hold, to be revisited when capacity and opportunity allow. The pandemic, and our concern for the wellbeing of the staff team, crystallised the decision to appoint two people to share the role of Operations Manager, to free up our CEO from some of her many responsibilities. It is a great credit to Linda that she also found time to head up the launch of a new website and logo, and to change our measures of clinical outcome to be in line with those used in the NHS.

It can be easy to think of 2020 as a year of unmitigated loss. I think that would be a wrong conclusion. We have learned to do things differently, that we can be agile and responsive. We have learned to harness technology more effectively. However, Covid-19 and its effects on our physical and mental health remain. We also remain to be there for those who will need someone to walk alongside them in their hour of need.



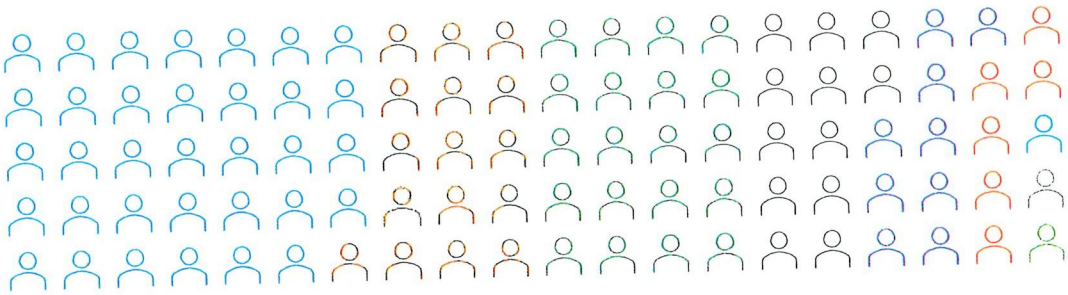
Let's us look forward to 2021 with hope as we plan to celebrate Listening Post's 30th Birthday at our AGM in September! You are all cordially invited and I look forward to "meeting" you all then.



Rosie Clifford
Chair

Key Facts

Main Presenting Issues of clients ending counselling in 2020/21



Other MH 1%

Abuse 1%

Work 1%

Stress & Anxiety 34% | Depression 16% | Relationships 20% | Bereavement 12% | Life Events 9% | Emotions 6%

In 2020/21 Over 73% of our Clients ending counselling showed a reliable and clinically significant improvement in their mental health

TOTAL NUMBER NEW LP CLIENTS REGISTERING
536
2020/21

VIA GP, LETS TALK, MENTAL HEALTH SERVICE
56%
CLIENTS

AVERAGE TIME IN COUNSELLING
26
SESSIONS

TOTAL NUMBER CARERS REFERRED BY PEOPLEPLUS
126
2020/21

TOTAL NUMBER LISTENING POST COUNSELLING SESSIONS
4,461
2020/21

FACE TO FACE
812
SESSIONS

TELEPHONE
2,045
SESSIONS

VIDEO LINK
1,604
SESSIONS

AVERAGE COST TO LISTENING POST OF PROVIDING A SESSION
£25
2020/21

TOTAL NUMBER LISTENING POST ASSESSMENT SESSIONS
307
2020/21

FACE TO FACE
77
SESSIONS

TELEPHONE
230
SESSIONS

AVERAGE CLIENT DONATION PER SESSION
£10
2020/21

TOTAL NUMBER CARER COUNSELLING SESSIONS
488
2020/21

A Message from the CEO

As Rosie has already mentioned in her reflections, what a year 2020 has been – a year indeed like no other! As I write, it's now almost twelve months since the world was thrown into complete chaos and we started to live with the daily threat of the Covid-19 pandemic. Faced with this unprecedented threat, our lives, and the way that we do life, changed beyond all recognition for us to survive.

Over this time Covid-19 has impacted Listening Post beyond all recognition and we too have needed to adapt our services to survive. Thanks to our supporters and our team of dedicated staff and volunteers we have survived, and we are now operating in ways that were unimaginable prior to Covid. Here are just a few of the changes:

- Our counselling services moved from in-person to remote via telephone and video link and continue to work well. It is hoped that when restrictions allow we will return to counselling in-person from our Centres, but retain some remote working arrangements as we've found it to be so beneficial to both our clients and Counsellors.
- Our paper-based systems moved to computer-based systems, embracing the use of Office 365, ensuring that client information and relevant paperwork was available to our counsellors working remotely.
- We have centralised our client registration process and now have a single point of registration for our clients, with the opportunity to register online via our new website, complete with new logo.
- Our training courses from Listening Skills through to Diploma moved online. Again, it is hoped that when restrictions allow there will be a return to the "classroom".
- To improve communication whilst working remotely we have implemented quarterly update meetings for all Counsellors and Supervisors and monthly online Counsellor "drop in" sessions for each of our Centres.
- Our clients are now making their donations via bank transfer following their remote counselling session.
- We have changed our method of measuring clinical improvement and have moved from using CORE to PHQ-9 and GAD-7 which is a simpler but effective tool to use remotely.
- We have introduced a general but flexible policy at assessment around the length of time a client can expect to be in counselling at Listening Post, based on need, to improve access to support.
- We have embraced the use of Zoom and Teams for meetings. Let's face it, who had heard of Zoom before Covid and how useful it could be?

As you read the pages of this report you will read more of these changes and others and the impact that Covid-19 has had on Listening Post.

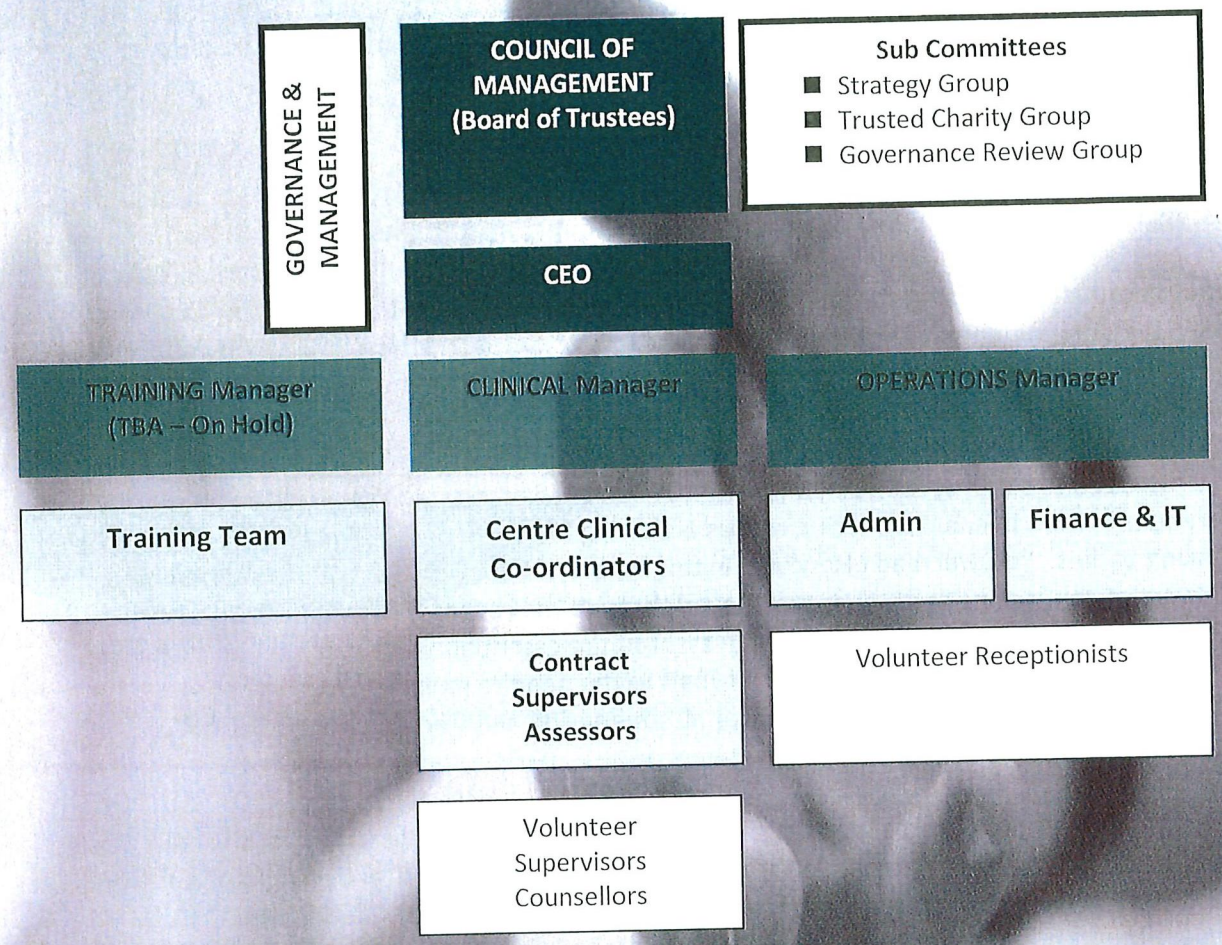
I just want to take this opportunity to say a huge "THANK YOU" to you all for remaining committed to supporting Listening Post through this time of change to enable our work to continue to ensure that our clients can access the support they so desperately need at this time. I remain immensely proud of us all!

Happy reading!



Linda Bullock
CEO

Our Organisation



Our Vision:
To walk alongside the brokenhearted and restore them to fuller life

Our Values:

- Respect and nurture for all who come and all who serve at Listening Post
- Integrity and Compassion, rooted in love
- Organisational Competence
- Therapeutic Competence

The reports that follow are aligned with our organisational structure:

- **Governance**
- **Management – Clinical**
- **Management – Training**
- **Management – Operations**

Governance

Strategy Group Report
Progress on our Strategic Plan

Set up in 2015 the Strategy Group is tasked with determining an on-going strategy for discussion and agreement by the Council of Management, in line with the vision and aims enshrined in the agency's Memorandum and Articles.

2020 was a year like no other in living memory, almost all of it dominated by the Covid-19 pandemic. In February 2020 before the pandemic wave crashed, the Strategy group met to re-assess the agency's strengths, weaknesses, opportunities and threats, with the aim of reviewing our key priorities in the light of progress made in the previous 12 months. The group produced an updated strategic plan for 2020-23 - subsequently updated in the light of the Covid-19 pandemic. It was to be a year in which the best laid plans of men (and women) were overtaken by events, producing more change and modernisation than we would have believed possible in such a short time frame.

We met six times during the year, and with the country in lockdown from late March ongoing service provision became a priority, as was accessing funding from local authorities and grant-making bodies. You will read elsewhere in this report of the overnight transformation in the delivery of counselling and training, achieved through the courage, determination and sheer hard work of the CEO and her staff. Once assured the essentials were in place and staff were able to work safely and remotely, we returned to the need to make supervision more sustainable and stable, agreeing to pay for all supervision and freeing up our Clinical Co-ordinators from their part in delivery.

The pandemic and the increased pressure on our CEO and her small staff team, crystallized the decision to appoint an Operations Manager and to redesign the clinical oversight of our work, to provide better support to our counsellors and our clients. This resulted in new appointments in early 2021. With staff and volunteers working from home, the group oversaw an upgrade to both hardware, software and broadband connectivity. An ongoing focus was the need to reduce the time clients wait before they are seen. Increased funding allowed us to pay assessors for their work and employ some counsellors on short-term contracts to see those clients with more complex needs.

Listening Post's aims remain:

- To deliver counselling that is accessible, affordable, appropriate and available/timely
- To deliver training in counselling
- To enable the church community to play a part in alleviating emotional and psychological suffering
- To be a professional and caring organisation

A report from each Strategy Group meeting is presented to the Council of Management.

Rosie Clifford
Chair of Strategy Group

Strategy Group membership: Linda Bullock (CEO), Fiona Stephens (Clinical Manager), Janice Ludlam (Voluntary Counsellor, Cheltenham Centre), John Paterson (Associate to the Board of Trustees), Rosie Clifford (Chair of Strategy Group), Alastair Sammon (Chair of Trustees until June 2020; co-opted to the Council from August 2020)

Trusted Charity Group Report

In 2016 Listening Post's Council of Management decided to work towards achieving the **Trusted Charity** (at that time known as PQASSO) Quality mark. Built on eleven areas of quality, each aspect is broken down into two levels:

- Level 1: to demonstrate organisation is operating effectively
- Level 2: to demonstrate organisation is operating strategically

Organisations self-assess, with an option to go for external assessment for the award of the Trusted Charity Mark. As well as being a benchmark and a useful tool to ensure the right foundations are in place, it is a confirmation that the organisation has reached a recognised quality standard providing assurance for statutory and independent funders, users and other stakeholders.

The group drawing together the required evidence for external assessment for the award of level 1 of the Trusted Charity Mark did not meet in 2020. There were too many competing priorities to give it the attention it requires. We hope to make more progress in 2021-22.

Early in 2021, Barrie Wyatt, a mentor for Trusted Charity, who has supported us through our journey of self-assessment, informed us that the NCVO were planning to cease their oversight and support for the programme and transfer it to the Growth Company. We understand that the Growth Company has no plans to significantly change the standard, or its price.

Rosie Clifford
Chair of Trusted Charity Group

Trusted Charity Group membership: Linda Bullock (CEO), Rosie Clifford (Chair), Frankie Marsh (until August 2020), Robert Kingston.

Governance Review Group, Risk Register and Risk Management

It was an unusual year for everyone. After two meetings early in 2020, Covid-19 led to a number of new procedures and thus policy work was put on hold with the exception of changes needed urgently, which were dealt with at full Council of Management meetings. In November we were able to meet and review / update the risk register to take account of the changing circumstances.



Robert Kingston
Chair of Governance Review Group

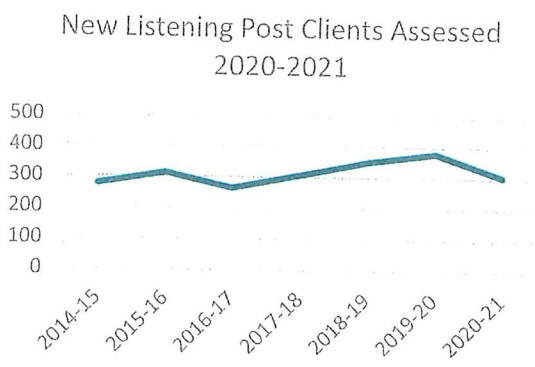
Governance Review Group membership: Linda Bullock (CEO), Rosie Clifford, Frankie Marsh (until August 2020), Robert Kingston.

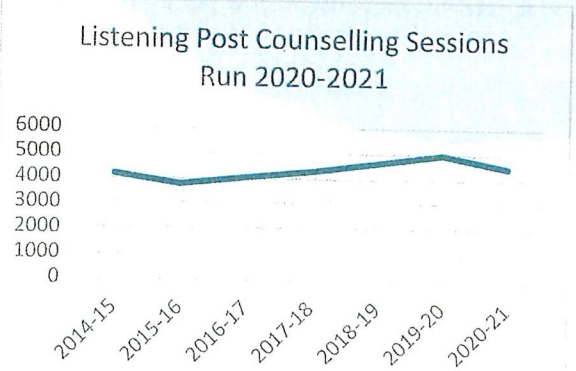
Management – Clinical

In March 2020, due to Covid-19, the way that Listening Post delivers its counselling services changed rapidly from being purely in-person and face to face in one of our Centres to a remote way of working either via telephone or video link. In order to work in this way we needed to ensure that all of our counsellors were equipped with the appropriate skills and trained in remote ways of working. All of our Counsellors completed appropriate training and our counselling continued under the guidance of the Clinical Management Team consisting of Fiona Stephens (Clinical Manager), Vicki Paterson (Cheltenham Centre Co-ordinator) and Caroline Salter (Stroud Centre Co-ordinator) who have worked so well together during the pandemic to continue to hold the clinical work taking place remotely. During the pandemic the Clinical Management Team have been meeting weekly via Zoom with the CEO.

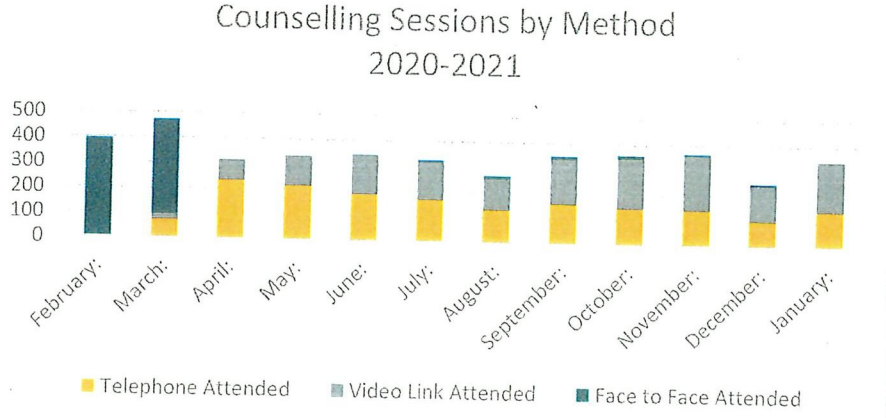
We were really sad to hear that in January 2021 Fiona Stephens resigned from her role as Clinical Manager with Listening Post, but we are delighted that she will be staying with Listening Post as a Supervisor. We will shortly be undergoing a period of recruitment to fill the Clinical Manager role.

Despite Covid-19 we have continued to deliver our counselling services at a time when they have been needed the most; and we are confident that our data collection methods, in terms of the number of counselling sessions we have run, is as accurate as it could possibly be, despite the complexities of moving from paper based to online systems of collecting data.





A slight reduction in the numbers of clients contacting Listening Post for counselling and the number of counselling sessions run this year is inevitable given that the County and Country were in a Government enforced lockdown due to the Covid-19 Pandemic. Despite a slight reduction, the numbers are not the lowest we've seen over the last seven years.



If we break down the sessions by method we can see that there is more of a shift towards counselling via Video Link as the year progresses.

In order to enable and equip our Counsellors to work remotely during this time we purchased a mobile phone for each of our qualified Counsellors, using grant funding. This has enabled our Counsellors to be more autonomous in communicating with their clients.

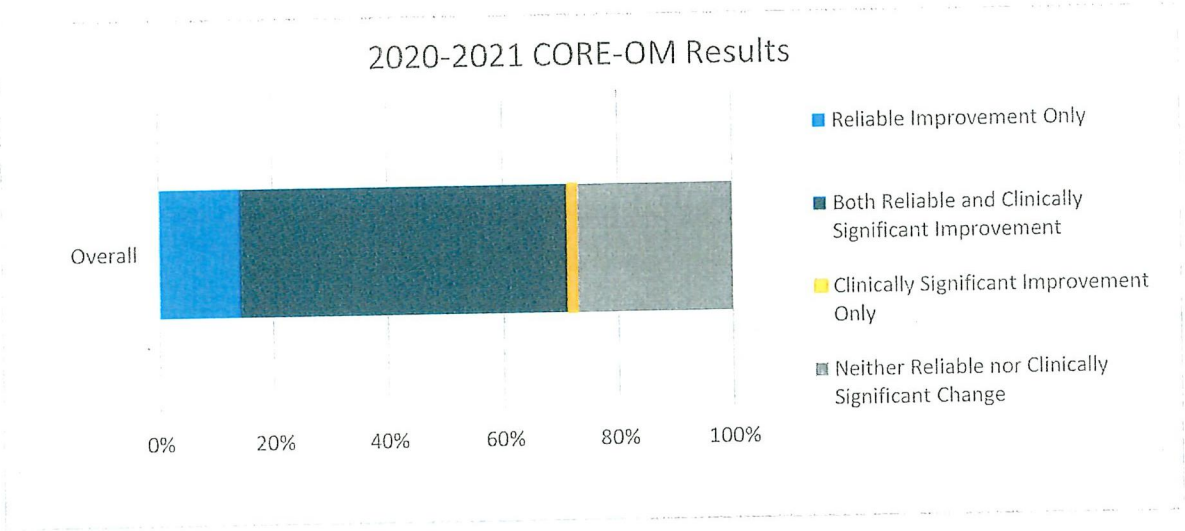
During this time of working remotely we have developed ways of bringing our Counsellors together to encourage networking and peer support. We have held monthly Counsellor "drop-in" sessions on Zoom and quarterly Counsellor and Supervisor update meetings.

CORE (Clinical Outcomes in Routine Evaluation)

Turning to CORE-OM results for the year, we have a total of 80 clients finishing in the year with full CORE-OM data. From March 2020 as client assessments moved from face to face to telephone, our Assessors moved from using the full CORE-OM (34 questions) at assessment to the CORE-10 (10 questions), hence we have fewer completed data sets than normal to report on.

Looking just at the forms where the counsellor has completed the sessions offered and attended boxes, clients attended an average of 25.9 sessions (from 31.1 offered).

Overall, there were 53 females, 25 males and 2 undisclosed and 73% showed a Reliable and Clinically Significant Improvement in their mental health.



CORE-OM was introduced into Listening Post in 2006 and has been used by Counsellors since this time to offer clients a way of assessing their experience of distress at different points in the counselling process which provides evidence of change. We have used the form at assessment, first session and final session for each of our clients and with these measurements we have shown the percentages of clients who have achieved reliable and clinically significant change. We can also use this statistic to demonstrate our effectiveness as a counselling agency.

However, over the years the number of complete data sets available to report on have become fewer diminishing the usefulness of the tool. Therefore, with effect from 1st February 2021 we are moving to PHQ-9, a measurement for Depression, and GAD-7, a measurement for Anxiety. These are national standard measures routinely used by GP's and therapists as screening tools and therefore our data will have meaning beyond the agency and its individual clients.

Management - Training

The Covid-19 pandemic has proved a challenge to our training team this year. However, despite the complexities of moving our traditionally face to face courses online and getting to grips with new technology and remote methods of teaching and assessment, our training team have done phenomenally well. We acknowledge the sheer hard work, commitment and dedication of our Tutors, Nicky Harber, Fiona Adams and Andrew Dale for enabling our courses to continue to provide a rich learning experience for our students.

During the year we also welcomed Natasha Dancy and Rachel Smith onto the training team to teach our Listening Skills Course and Brad Hartsoe as a Shadow Tutor for our Foundation Course which commenced in September 2020.

Listening Post Courses

Listening Post provided the following training courses over the last year:

Listening Skills Course, 10 week Introduction *(Commenced January 2021)*
9 students completed the course which for the first time was held online using Zoom.

Foundation Course in Counselling Skills and Theory (L2&L3) *(Course ended July 2020)*
13 of 13 students completed the Level 2 course and gained their Level 2 qualification.
11 of 13 students completed the Level 3 course and gained their Level 3 qualification.

Foundation Course in Counselling Skills and Theory (L2&L3) *(Commenced September 2020)*
11 of 13 students completed the Level 2 course and gained their Level 2 qualification.

Diploma Course in Therapeutic Counselling (L4) *(Course ended July 2020)*
9 of 9 students completed the course and gained their Level 4 qualification.

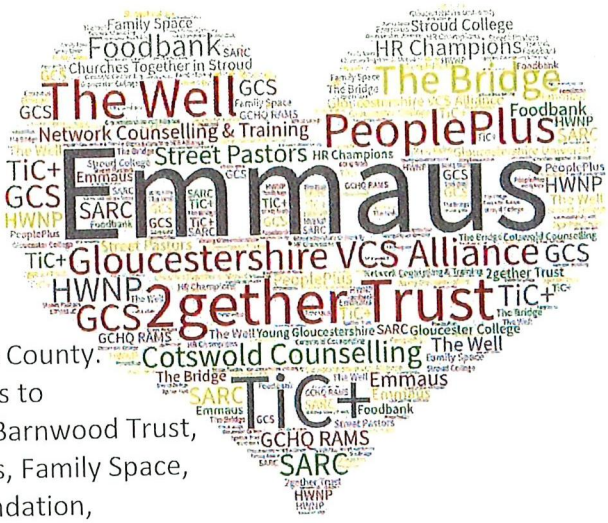
Diploma Course in Therapeutic Counselling (L4) *(Commenced September 2020)*
12 students commenced our L4 Diploma Course. CPCAB invited Listening Post to take part in piloting a BACP accredited CPCAB L4 Course.

Listening Post Seminars

Due to the Covid-19 Pandemic Listening Post took the decision not to run any seminars during the financial year. We did, however, provide the training as follows:

Listening Post Training

Working Remotely
Nigel Gibbons Counselling and Therapy
Throughout the months of July and September Listening Post asked Nigel Gibbons, a Registered Accredited BACP Counsellor and Psychotherapist based in Bristol, to train our Counsellors and Supervisors to work in a remote way with their clients and supervisees. The training took place via Zoom.



Management - Operations

Networking / Partnership Working

Despite the pandemic Listening Post have continued to maintain a connection with other organisations within the County. In some cases the use of Zoom has improved opportunities to connect. Some notable contacts within the year include: Barnwood Trust, Bridge Counselling Service, Cotswold Counselling, Emmaus, Family Space, Gloucestershire College, Gloucestershire Community Foundation, Network Counselling & Training, Stroud College, Superhero Foundation.

We've also attended Mental Health Alliance meetings and Gloucestershire Volunteering Partnership meetings through our continued connection with the Gloucestershire VCS Alliance.

PeoplePlus

In September 2019 Listening Post were sub-contracted by PeoplePlus to provide counselling services to Carers within Gloucestershire. Between 1 February 2020 and 31 January 2021 Listening Post provided 488 sessions of counselling to 126 carers. Listening Post is delighted to continue partnership working with PeoplePlus.

Human Resources

Welcome

During last year, 1 February 2020 and 31 January 2021, we have continued to hold our student counsellor selection events. Instead of our traditional face to face interviews these have taken place on Zoom and 16 Volunteer Student Counsellors were recruited across our three Centres. In addition, we also appointed two Volunteer Qualified Counsellors, seven Volunteer Supervisors in training and one Volunteer Supervisor. In terms of appointments we issued a number of our qualified counsellors with a Casual Contract to work on Emmaus Funded Assessments and PeoplePlus funded Carers counselling sessions.

As previously mentioned in September 2020 we welcomed Brad Hartsoe as a Shadow Tutor onto the Training Team shadowing the Foundation Course and in January 2021 we welcomed Natasha Dancy and Rachel Smith as Tutors to teach our Listening Skills Course.

A decision was taken in the autumn to recruit a part time Operations Manager and three part time Qualified Counsellors on Fixed Term Contracts to work with high need clients on our waiting lists and recruitment is currently underway to fill these positions. Due to the resignation of Fiona Stephens we will also be recruiting for a replacement Clinical Manager over the coming months following a review of the Clinical function.

In February 2020 we welcomed John Paterson to Listening Post as an Associate to the Council of Management and in November 2020 we welcomed the return of Sheila Appleton, Director of Listening Post between 2000-2010, as a Trustee on the Council of Management.

Leavers

In June 2020 we said farewell to Andrew Dale, Diploma Tutor, who came to the end of his 12 month fixed term contract with Listening Post.

We Remember with Love

Frankie Marsh, one of our beloved Trustees, who had served with Listening Post for many years took a break from the Council of Management in August 2020 due to illness, sadly Frankie formally withdrew in December 2020 and died some months later. Our thoughts and prayers continue to be with Frankie's husband Ian and family at this time and over the coming months.

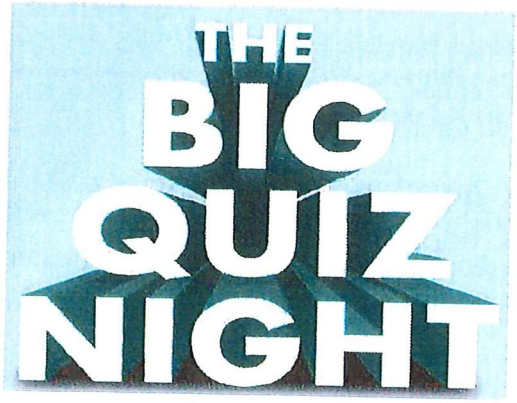
In December 2020 we heard that **Pam Jenner**, an integral member and supporter of Listening Post from the very beginning had sadly died. Pam had been instrumental in the development of the organisation in those early days and again we hold Pam's family in our thoughts and prayers at this time and over the coming months. It is understood that Thanksgiving Services for both Frankie and Pam will be held sometime later in 2021 when Covid-19 restrictions have eased.

In June 2020 we also heard that our dear friend **Pam Colley** had sadly died. Pam had once again, been connected with Listening Post for many years as a Counsellor and Trustee and together with her late husband Rob had been a constant support to Listening Post in many ways. She will be greatly missed.

Fundraising

We continue to engage the services of Anthony Oliver, Fundraising Consultant, to assist us in writing grant applications for Trust funding. Anthony's support during this year, and throughout the Covid-19 pandemic, has been invaluable as we've needed to have the required skill and expertise to access sources of financial support. We are delighted to report that during the financial year we have raised **£106,134.74** in Trust Funding which is an amazing amount of money and our thanks go to all of the Charitable Trust funds who have supported our work.

This year, our fundraising events have been massively impacted by the pandemic, however, in February 2020 we did hold our one and only event – **The Big Quiz Night**.





56 People ventured out on a very wet stormy February evening to take part in The Big Quiz Night, held at Christ Church Cheltenham. The evening was superbly hosted by our Quiz Masters Lynnette Elliott and Daniel Whisson and raised **£370** for Listening Post.

Communications/Promotion

Listening Post AGM



In September 2020, due to Covid-19 restrictions, we held our first ever online AGM, via Zoom. 40 people zoomed in to hear reflections on our achievements, challenges and memorable moments from the past year and to hear how Listening Post was surviving the pandemic and the measures we were taking to support our clients at this time.

BBC Radio Gloucestershire

In March 2020, at the outset of the Covid-19 pandemic, Linda Bullock was invited onto the BBC Radio Gloucestershire Breakfast Show with Mark Cummings to talk about increased anxiety within the County as a result of Covid-19 and practical tips and suggestions for listeners to manage their anxiety.

Heart FM Radio Interview

In March 2020, following the death of Caroline Flack and an interview by Danny Cipriani, Linda Bullock was interviewed by Warren Moore of Heart FM about the importance of talking therapies.

Listening Post Website

In October 2020 the new Listening Post Website was finally launched. We are thrilled with the result and are very grateful to Hobson Charity for funding this project and to Nous Digital for working with us to develop it. We have received excellent feedback about our website from users and it's great that our clients are finally able to register for support online if they wish. Visit **www.listeningpost.org.uk** to take a look.

Listening Post Logo

To coincide with the launch of our new look website we refreshed our logo and colours. Again, we are thrilled with the result, we hope that you like it too!

Listening Post Christmas Cards

In September 2020 we were approached by Perdie and Harry Bennett from **Draw and Wonder** who offered to design, print and sell a Christmas Card for Listening Post which raised an amazing **£727**. Our grateful thanks go to Perdie and Harry.

Draw & Wonder



LISTENING POST
counselling & training

Organisational Systems

Customer Relationship Management (CRM) System

John Paterson, Associate to the Board of Trustees, and Linda Bullock have held many meetings this year with various CRM solution providers and developers in order to source the best CRM system for Listening Post. Listening Post are now at a stage where we feel that selection of a system is imminent.

New IT Equipment

A priority for Listening Post over the last 12 months has been to upgrade IT and our very outdated server. Greater demands from staff and volunteers working remotely made the upgrade a priority. During the year, Listening Post purchased 6 new computers, 4 laptops and upgraded the server to a cloud based server. All staff and volunteers are now able to access their computerised files and folders remotely.

Health & Safety

Compliance with Listening Post General and Fire Risk Assessments, including checking and updating of fire equipment, panic alarm systems and other equipment has been carried out over the course of the year.

The novel coronavirus, Covid-19, introduced a significant new risk to the Health and Safety of our staff, volunteers and clients. A Risk Assessment was generated and policies distributed that required frequent renewal as the situation changed.

In order to minimise person to person contact, from March 2020 onwards, the decision was made to temporarily close the hubs in Stroud and Cheltenham and keep only a skeleton Staff at the Gloucester Office. In order to achieve this, Listening Post had to move with agility, adjusting in the following ways:

- Moving from physical record keeping, to an online (encrypted) administrative presence.
- Offer of remote counselling sessions; counsellors undertook emergency training in the delivery of remote counselling sessions.
- Careful management of skeleton staffing of the office and adherence to government guidelines regarding the use of social distancing, cleansing of hands and work-spaces, mask wearing.

As far as we are aware, Listening Post has been successful in preventing spread of the virus via any of its members as a result of work undertaken on behalf of Listening Post. Thank you to everyone for the efforts you have undertaken to respond so comprehensively to such a significant challenge.

Financial Support

Our grateful thanks go to the many Charitable Trusts, Individuals, Friends, Members, Churches and Organisations who have supported us so generously with their time, donations, equipment, and use of facilities during this financial year.

Charitable Trusts

£106,134.74 from Trusts in 2020-21

All Churches Trust
Barnwood Trust
Ethical Giving
Gloucestershire Community Foundation
Henry Smith Charity
Hobson Charity
Langtree Trust
Notgrove
One Family Foundation
Souter Charitable Trust
Stroud League of Friends
Summerfield
Sylvanus Lysons
The National Lottery Community Fund
Whesby

Organisations

Cheltenham Borough Council
Emmaus
Gloucestershire County Council
Gloucestershire Hospital Trust
Renishaw
Spirax Sarco Engineering
Stroud District Council
Tesco Bags of Help

Churches

£9,808.44 from Churches in 2020-21

Bethesda Methodist, Cheltenham
Brunswick Baptist
Christchurch Cheltenham
Highbury Congregational Church
Park Street Mission
St Andrew's, Churchdown
St Mark Church, Cheltenham
St Mark's Methodist Church, Cheltenham
St Marys Church, Newent
Wotton United Church

Individuals, Friends & Members

£9,069.33 From Donations & Subscriptions

35 Friends & Members
All of our Friends and Members
A&B Village Cars
Pauline and Bernard Hill
Sophie's Memory Fundraising
Perdie & Harry Bennett

During the financial year, funds were made more readily available by many Trusts and organisations, by making applications simpler with less restrictions. This proved invaluable and allowed us to adapt our services rapidly to online, thus providing a seamless service. We are hugely grateful to all the Trusts and organisations for supporting us through this difficult time.

We would also like to extend our gratitude to all our friends and members who have continued to support us during the Covid-19 pandemic.

We know how difficult it has been for churches when their congregations have been prevented from attending services in person and are so grateful that they have continued to keep us in their thoughts and prayers.

Again, our thanks go to everyone who has made purchases online via Amazon Smile. The donations received have been invaluable and we would urge anyone who makes purchases through Amazon to sign up to Amazon Smile and select Listening Post as their chosen charity.

Three Year Strategic Plan 2019-2022

Our three year Strategic Plan, implemented on 1 February 2019, will continue to govern our direction of working over the coming year through our Operational Plan (1 February 2020-31 January 2021).

Strategic Aim	Strategic Objectives
To deliver counselling that is accessible, affordable, appropriate and available/timely	1. To build on our established strengths by continuing to offer professional long term counselling employing differing modalities, with positive client feedback 2. To be able to offer clients: (i) Assessment within one week of first contact (ii) Counselling within three weeks of first contact 3. To increase our capacity, offering: (i) 25% more qualified counsellor sessions (ii) 25% more supervisor sessions 4. To have made arrangements to provide counselling for: (i) Three churches (ii) Three EAP's 5. To have created a welcoming and warm environment at all centres, supported by good reception cover, with a particular focus on upgrading facilities and working conditions at Gloucester
To deliver training in counselling	1. To have consolidated the training team 2. To have developed a training business model and established our ability to deliver: (i) The Listening Skills Course (ii) The Foundation Course (iii) The Diploma Course 3. To have an organisational training plan which includes seminars 4. To be using timely professional publicity and promotional material for all CPD and training 5. To have created affordable and accessible Listening Skills Courses 6. To have identified Christian trainers for Listening Skills courses for churches 7. To have consulted churches as to the support Listening Post could provide. To have developed an off-the shelf training programme 8. To have delivered six courses in churches and other organisations

Strategic Aim	Strategic Objectives
To be a professional and caring organisation	1. To have gained level 1 accreditation with "Trusted Charity" a quality standards framework for the Charity sector 2. To be ready for sustained training course accreditation with the BACP 3. To conduct an annual staff and volunteer survey with satisfactory indicators 4. To have an on-going three year strategic plan 5. To be able to fund the current strategic plan 6. To have secured retention of counsellors 7. To have a fully staffed and adequately trained workforce 8. To have an operational Customer Relationship Management (CRM) system
To enable the Church community to play a part in alleviating emotional and psychological suffering	1. To be known, acknowledged and respected professionally for counselling and training and as a Christian organisation within churches and the local community 2. To have established partnership working

Key areas of focus over the coming 12 months:

Link to Operational / Strategic Plan	Focus
Strategic Aim: To be a Professional and Caring Organisation	
Strategic Objective 1: *To gain level 1 accreditation with "Trusted Charity"*	Achieve "Trusted Charity" Level 1 Accreditation.
Strategic Objective 8: *To have an operational CRM System*	Source and implement a CRM (Customer Relationship Management) System to effectively track Listening Post clients and streamline administration.
Strategic Objective 7: To have a fully staffed workforce	Recruit to key positions i.e. Operations Manager, Clinical Manager, within the organisation and ensure that people are adequately equipped to perform their roles within the organisation.
Strategic Aim: To deliver Counselling that is accessible....	
Strategic Objective 5: *To have created a welcoming and warm environment at all centres, supported by good reception cover...*	Navigate a return to in-person Counselling at all three Centres following the Covid-19 Pandemic.

Finance Report

The year ending 31 January 2021 finished with a surplus of £66,066, compared to last year's surplus of £10,767. Income was 37% higher than last year, with donations and trust funding rising by over 133% even as training and fundraising income fell. Counselling income also showed an increase, thanks to the new contract to provide counselling for carers. Expenditure rose by around 7%.

Unrestricted Funds

In the Financial Year ending 31 January 2021 Unrestricted Funds amounted to £163,519.

Restricted Funds

In the Financial Year ending 31 January 2021 Restricted Funds amounted to £17,552.

Monies Available

The unrestricted monies available to the Council of Management for the staffing and running of the charity are therefore £163,519. Expenditure for the year commencing 1 February 2021 is estimated to be £241,034. The monies available will therefore cover 8 months of costs, meeting our reserves policy of holding at least 6 months reserves.



Daniel Whisson
Finance & IT Officer

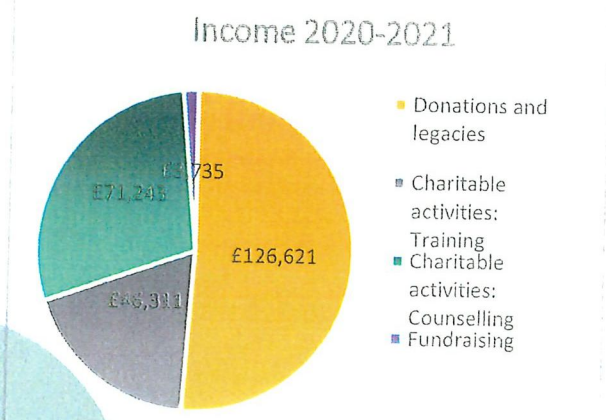
Report from the Treasurer

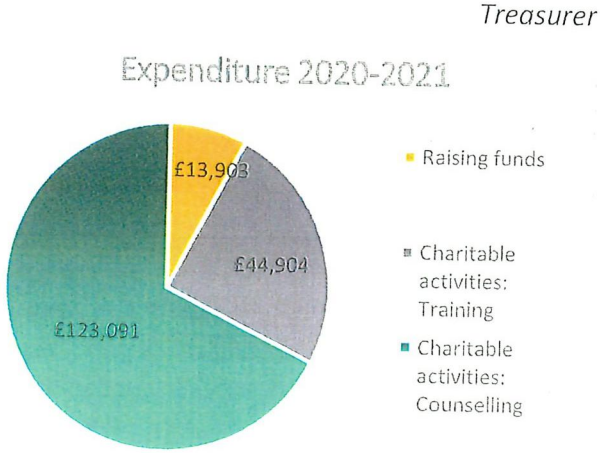
Alongside the wonderful effort by staff and volunteers to maintain our counselling and training during Covid, we were also successful in obtaining exceptional grant funding this year, largely due to special covid grant schemes.

We were able to upgrade our computers and I am pleased to report a healthy level of reserves which should help us to recover from the pandemic effects over the next few months. Some of these funds have already been committed to reduce the waiting for counselling, and staffing changes to reflect the changed circumstances.

There are financial challenges ahead as we look to resume face to face work while continuing to provide services remotely for volunteers and clients who will want to continue in this way.

Robert Kingston
Treasurer





Company Number: 02619615
Registered Charity: 1013442

LISTENING POST CHRISTIAN COUNSELLING SERVICE LIMITED

(Limited by Guarantee)

ANNUAL REPORT AND UNAUDITED ACCOUNTS

31 JANUARY 2021

LISTENING POST CHRISTIAN COUNSELLING SERVICE LIMITED

ANNUAL REPORT AND UNAUDITED ACCOUNTS
FOR THE YEAR ENDED 31 JANUARY 2021

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LISTENING POST CHRISTIAN COUNSELLING SERVICE LIMITED

ANNUAL REPORT AND UNAUDITED ACCOUNTS
FOR THE YEAR ENDED 31 JANUARY 2021

CHARITY AND COMPANY INFORMATION

COMPANY NUMBER	02619615
CHARITY NUMBER	1013442
PATRONS	Dr D Drew The Right Reverend Rachel Treweek
CHIEF EXECUTIVE	Mrs L Bullock
COUNCIL OF MANAGEMENT	Mrs S M Appleton Mrs R Clifford (chairperson) Mrs C A Dale Mr M D Hammond Mrs S F Ingleby Mr R D Kingston Miss A Wheeler
TREASURER	Mr R D Kingston
COMPANY SECRETARY	Miss A Wheeler
REGISTERED OFFICE	St Aldate Church Finlay Road GLOUCESTER GL4 6TN
INDEPENDENT EXAMINER	Mr J Owens BSc FCA GCSD Accountants Limited 701 Stonehouse Park Sperry Way STONEHOUSE Gloucestershire GL10 3UT
BANKERS	CAF Bank Ltd 25 Kings Hill Avenue West Malling Kent ME19 4JQ

LISTENING POST CHRISTIAN COUNSELLING SERVICE LIMITED

ANNUAL REPORT AND UNAUDITED ACCOUNTS
FOR THE YEAR ENDED 31 JANUARY 2021

THE REPORT OF THE COUNCIL OF MANAGEMENT

The Council of Management, who are the directors of the company and trustees of the charity, present their annual report with the unaudited accounts of the company for the year ended 31 January 2021. The trustees have adopted the provisions of Accounting and Reporting by Charities : Statement of Recommended Practice applicable to charities in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015).

CONSTITUTION AND OBJECTIVES OF THE CHARITY

Listening Post is a company limited by guarantee and governed by its Memorandum and Articles of Association and is a registered charity. The objects of the company, as stated in its Memorandum and Articles of Association (revised in 2016), is the relief of distress in Christian and non-Christian adults with emotional and psychological problems in such ways as the Council of Management may think fit and particularly by: Training and educating local Christians and non-Christians in counselling and related subject areas, providing counselling and related services within a Christian ethos and following Christian principles. This continues to be carried out within Gloucester, Cheltenham and Stroud.

ORGANISATION OF THE CHARITY

The charity is managed by the Council of Management and a Director of Service with a large team of volunteers without whom it would not be able to operate as effectively.

COUNCIL OF MANAGEMENT (DIRECTORS)

The directors who served the company during the year were as follows:

Mrs R E Clifford
Mr M D Hammond
Mrs S F Ingleby
Dr A M Sammon (retired 28th September 2020)
Mrs S M Appleton (appointed 16th November 2020)
Mrs C A Dale
Mr A Brown (resigned 18th May 2020)
Mr R D Kingston
Mrs F Marsh (resigned 2nd March 2021)

The directors are appointed in accordance with paragraphs 24 to 32 of the Articles of Association.

Signed on behalf of the Council of Management on 14th April 2021

Mrs R Clifford
Chairperson

LISTENING POST CHRISTIAN COUNSELLING SERVICE LIMITED

ANNUAL REPORT AND UNAUDITED ACCOUNTS
FOR THE YEAR ENDED 31 JANUARY 2021

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Rosemary Clifford

Mrs R Clifford
Chairperson

LISTENING POST CHRISTIAN COUNSELLING SERVICE LIMITED

STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 JANUARY 2021

	Unrestricted funds	Restricted funds	Total funds	*Prior period Total funds*	Further details See note:
Income from:					
Donations and legacies	60,028	66,593	126,621	*54,284*	2
Charitable activities:					
Training	46,311	-	46,311	*52,610*	3
Counselling	71,243	-	71,243	*66,693*	3
Other trading activities:					
Fundraising	3,735	-	3,735	*6,676*	
Investments	76	-	76	*129*	
Other	-	-	0	*48*	
Total	181,393	66,593	247,986	*180,440*	
Expenditure on:					
Raising funds	12,754	1,149	13,903	*17,648*	4
Charitable activities:					
Training	44,904	-	44,904	*53,745*	5
Counselling	72,199	50,892	123,091	*98,280*	5
Other	22	-	22	-	
Total	129,879	52,041	181,920	*169,673*	
Net income/(expenditure)	51,514	14,552	66,066	*10,767*	
Extraordinary items	-	-	-	-	12
Transfers between funds	-	-	-	-	
Net movement in funds	51,514	14,552	66,066	*10,767*	
Reconciliation of funds:					
Total funds brought forward	112,005	3,000	115,005	*104,238*	
Total funds carried forward	163,519	17,552	181,071	*115,005*	

The notes on pages 5 to 8 form part of these accounts

LISTENING POST CHRISTIAN COUNSELLING SERVICE LIMITED

BALANCE SHEET AT 31 JANUARY 2021

	Note	Unrestricted Funds £	Restricted Funds £	2021 Total £	2020 Total £
Fixed Assets:					
Tangible fixed assets	8	10,524	-	10,524	4,512
Current Assets:					
Debtors	9	5,808	-	5,808	5,239
Cash at bank and in hand		151,053	17,552	168,605	109,752
		156,861	17,552	174,413	114,991
Liabilities:					
Creditors: Amounts falling due within one year	10	3,866	-	3,866	4,498
Net Current Assets		152,995	17,552	170,547	110,493
Total Assets Less Current Liabilities		163,519	17,552	181,071	115,005
Total Net Assets		163,519	17,552	181,071	115,005
Funds:					
General Funds				146,855	112,005
Designated Funds	13			16,664	0
Restricted income fund	11			17,552	3,000
Total charity funds				181,071	115,005

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 January 2021.

The members have not required the charitable company to obtain an audit of it financial statements for the year ended 31 January 2021 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibility for ensuring that the company keeps proper accounting records which comply with Sections 386 and 387of the Act, and for preparing accounts which give a true and fair view of the state of affairs of the company as at the end of the financial year and of its surplus or deficit for the financial year in accordance with the requirements of Sections 394 and 395, and which otherwise comply with the requirements of the Companies Act 2006 relating to accounts, so far as applicable to the company.

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small charitable companies.

These accounts were approved by the Council of Management on 19 April 21 and are signed on their behalf by:

Mrs R Clifford
Chairperson

Mr R D Kingston
Treasurer

The notes on pages 5 to 8 form part of these accounts

LISTENING POST CHRISTIAN COUNSELLING SERVICE LIMITED

NOTES TO THE UNAUDITED ACCOUNTS
FOR THE YEAR ENDED 31 JANUARY 2021

1) ACCOUNTING POLICIES

Basis of accounting
The financial statements of the charitable company have been prepared in accordance with the Charities SORP (FRS 102) Accounting and Reporting by Charities : Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable (FRS 102) (effective 1 January 2015)' and Companies Act 2006. The financial statements have been prepared under historical cost convention.

Cash flow statement
The charity has taken advantage of the disclosure exemption, as permitted by FRS 102, the requirements of Section 7 Statement of Cash Flows.

Donations
Income from donations represents income receivable during the year including estimated amounts not yet received where these can be determined with reasonable accuracy.

Gifts in kind are recognised as incoming resources at a reasonable estimate of their value to the charity as required by the Statement of Recommended Practice - Accounting by Charities.

Tangible fixed assets
Tangible fixed assets are included at cost less an appropriate provision for depreciation.

Depreciation
Depreciation is calculated so as to write off the cost of each asset over its estimated life as follows:

Property improvements	20% straight line
Office furniture and equipment	20% straight line

Support costs
Support costs include central functions and have been allocated to activity costs categories on a basis consistent with the use of the resources, e.g. staff costs are allocated by time spent, property costs by floor space and other costs, such as telephone, by apportioned estimate.

2) Income From Donations, Grants and Legacies

	Unrestricted Funds £	Restricted Funds £	2021 Total £	*2020 Total £*
Donations	20,486	-	20,486	*15,764*
Trusts	39,542	66,593	106,135	*38,020*
Legacies	-	-	-	*500*
	60,028	66,593	126,621	*54,284*

3) Income from Charitable Activities

	Unrestricted Funds £	Restricted Funds £	2021 Total £	*2020 Total £*
a) Training & Seminars:				
Training Courses	46,311	-	46,311	*51,766*
Training Seminars	-	-	-	*844*
	46,311	-	46,311	*52,610*
b) Counselling Services:				
Counselling Placement Administration Fees	1,175	-	1,175	*750*
Counselling Charged Clients	19,830	-	19,830	*1,620*
Counselling Client Donations	46,841	-	46,841	*59,635*
Counselling Client Assessment Booking Fees	3,397	-	3,397	*4,688*
	71,243	-	71,243	*66,693*

4) Expenditure on Raising Funds

	Unrestricted Funds	Restricted Funds	2021 Total	*2020 Total*
	£	£	£	*£*
Direct costs	9,278	1,149	10,427	*14,088*
Support costs (see note 6)	3,476	-	3,476	*3,560*
	12,754	1,149	13,903	*17,648*

5) Expenditure on Charitable Activities

	Unrestricted Funds	Restricted Funds	2021 Total	*2020 Total*
	£	£	£	*£*
a) Training & Seminars:				
Direct staff costs	18,309	-	18,309	*26,753*
Registration fees	8,313	-	8,313	*9,410*
Bad Debt Write Off	-	-	-	*-*
Other Direct costs	3,149		3,149	*6,754*
Support costs (see note 6)	15,133	-	15,133	*10,828*
	44,904	-	44,904	*53,745*
b) Counselling Services:				
Direct staff costs	6,883	18,108	24,991	*38,954*
Professional indemnity insurance	634	-	634	*634*
Supervision	-	6,650	6,650	*3,400*
Other Direct costs	4,726	3,421	8,147	*7,407*
Support costs (see note 6)	59,956	22,713	82,669	*47,885*
	72,199	50,892	123,091	*98,280*

6) Analysis of Support Costs

	Raising Funds	Training	Counselling	Grand Total	Basis of Allocation
	£	£	£	£	
Support staff costs	-	9,639	42,655	52,294	By time
Governance	1,385	4,472	12,259	18,116	In proportion with costs
Telephone	214	71	4,499	4,784	By estimated usage
Rent & rates	1,390	463	18,995	20,848	By estimated usage
Heat & light	-	-	934	934	By estimated usage
Insurance	87	29	348	464	By estimated usage
Depreciation	77	136	1,965	2,178	Per item by use
Photocopier	323	323	1,014	1,660	By estimated usage
Total Support Costs	3,476	15,133	82,669	101,278	

7) Staff Costs and Employee Benefits

	2021	*2020*
	£	*£*
Wages and salaries	107,718	*100,165*
Social security costs	55	*256*
Employer pension scheme contributions	892	*866*
	108,665	*101,287*

No employee (2021: nil) earned £60,000 or more. No director/trustee received any remuneration or payment of expenses in the year (2021: nil)

The average number of employees during the year was:

	2021	*2020*
	No.	*No.*
Average number of part time staff:	28.75	*19.9*
Average number of full time equivalents:	4.5	*4.25*

8) Fixed Assets

	Property Improvements	Office Furniture & Equipment	Total
	£	£	£
COST			
At 1 February 2020	10,684	12,616	23,300
Additions	1,500	6,805	8,305
at 31 January 2021	12,184	19,421	31,605
DEPRECIATION			
At 1 February 2020	6,592	12,196	18,788
Charge for year	1,148	1,145	2,293
At 31 January 2021	7,740	13,341	21,081
NET BOOK VALUE			
At 31 January 2021	4,444	6,080	10,524
At 31 January 2020	*4,092*	*420*	*4,512*

9) Debtors: Amounts due within one year

	2021	*2020*
	£	*£*
Other debtors	1,073	*1,441*
Tax recoverable	1,287	*1,427*
Prepayments	3,448	*2,371*
	5,808	*5,239*

10) Creditors: Amounts falling due within one year

	2021	2020
	£	£
Trade creditors	1,331	(1,294)
Advance Training Fees	1,292	3,841
Taxation and social security	553	1,061
Accruals	690	890
	3,866	4,498

11) Restricted Funds

	Balance at 31 January 2020 £	Incoming Resources £	Outgoing Resources £	Balance at 31 January 2021 £
Stroud Refurbishment (Mrs Winkleman)	3,000	-	1,500	1,500
Supervision (Sylvanus Lysons)	-	6,000	6,000	-
Assessments (Emmaus)	-	2,000	2,000	-
Laptops (Stroud DC)	-	958	958	-
Covid Shortfall in Client Donations (Tesco)	-	500	500	-
Telephony (Cheltenham BC)	-	450	450	-
Mobile 'Phones, Remote Internet & Supervision (via Barnwood Trust)	-	4,780	3,873	907
IT Costs (Langtree)	-	200	200	-
Covid Shortfall in Client Donations (One Family)	-	2,500	2,500	-
IT Costs (All Churches)	-	2,000	2,000	-
Stroud Centre (Renishaw)	-	350	350	-
Stroud Centre (Stroud DC)	-	2,000	2,000	-
Stroud Centre (SLOF)	-	10,000	1,046	8,954
New Website (Hobson)	-	2,340	1,149	1,191
Covid Relief (Lottery)	-	30,000	25,000	5,000
Job Retention Scheme (HMRC)	-	2,515	2,515	-
Total	3,000	66,593	52,041	17,552

Stroud Refurbishment
A grant was obtained towards refurbishing the Stroud centre and has been partially spent on painting.
Supervision
A grant was obtained towards providing supervision, and has been mostly spent on supervisors costs.
Assessments
A grant was obtained towards providing assessment sessions, and has been fully spent.
Laptops
A grant was obtained to provide new laptop computers and has been spent.
Covid Shortfall in Client Donations
Two grants were obtained towards making up the shortfall in client donations caused by Covid.
Based on our budgetary shortfall these have been completely spent.
Telephony
A grant was obtained towards telephony costs relating to the Cheltenham centre, and has been completely spent.
Mobile 'Phones, Remote Internet & Supervision
A grant was obtained for providing mobile 'phones for counsellors, and programmes and training for remote working.
Part of this has been spent.
IT Costs
Two grants were obtained for provision of new IT equipment and processes, and have been entirely spent.
Stroud Centre
Three grants were obtained towards running costs of the Stroud Centre, and have been partially spent.
New Website
A grant was obtained towards a new Listening Post website, and has been partially spent.
Covid Relief
A grant was obtained towards running costs as a result of Covid up to the end of February, and partially spent.
Job Retention Scheme
A grant was received to pay furloughed employees as a result of Covid, and fully spent.

12) Extraordinary Items
None in the year,

13) Designated Funds
£11,664 was designated to providing fixed term contracts for counsellors to clear the waiting list backlog.
£5,000 was designated to providing a new CRM system.

14) Taxation
The company is a registered charity and has no charge to corporation tax in the financial year.

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF
LISTENING POST CHRISTIAN COUNSELLING SERVICE LIMITED
FOR THE YEAR ENDED 31 JANUARY 2021

I report on the accounts of the charity for the year ended 31 January 2021, which are set out on pages 3 to 8

This report is made solely to the charity's trustees, as a body, in accordance with section 145 of the Charities Act 2011. My work has been undertaken so that I might state to the charity's trustees those matters I am required to state to them in this report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other that the charity and the charity's trustees and a body, for my work, for this report, or the opinions I have formed.

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for the preparation of financial statements. The charity's trustees consider that an audit is not required for the year under Section 144 of the Charities Act 2011 ('The Charities Act') and that an independent examination is needed.
It is my responsibility to:

- examine the financial statements under section 145 of the Charities Act;
- to follow the procedures laid down in the General Directions given by the Charity Commission under section 145(5)(b) of the Charities Act; and
- to state whether particular matters have come to my attention.

Basis of independent examiner's report

My examination was carried out in accordance with the General Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts with those records. It also includes consideration of any unusual items or disclosures in the financial statements, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the financial statements present a 'true and fair view' and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with my examination, no matter has come to my attention:

(a) which would give me reasonable cause to believe that in any material respect the requirements:

- to keep accounting records in accordance with section 130 of the Charities Act; and
- to prepare financial statements which accord with the accounting records and comply with the accounting requirements of the Charities Act;

have not been met; or

(b) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the financial statements to be reached.

Mr J Owens BSc FCA
GCSD Accountants Limited
701 Stonehouse Park
Sperry Way
STONEHOUSE
Gloucestershire
GL10 3UT



Dated 19th August 2021