

# 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](mailto:Counselling@lpost.org.uk)  
Website: [www.listeningpost.org.uk](http://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](mailto:Cheltenham@lpost.org.uk)

**Stroud Centre:**

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



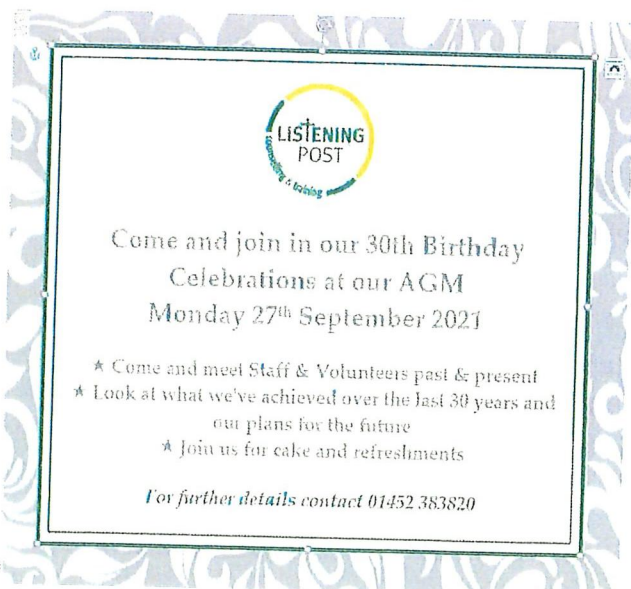
We were very pleased that he agreed to continue to serve on the Council of Management as a co-opted member. We were extremely sad to lose Frankie Marsh from the trustee body. She withdrew in December 2020 due to ill-health and sadly died three months later. A former vice chair, volunteer receptionist 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 30<sup>th</sup> Birthday at our AGM in September! You are all cordially invited and I look forward to "meeting" you all then.

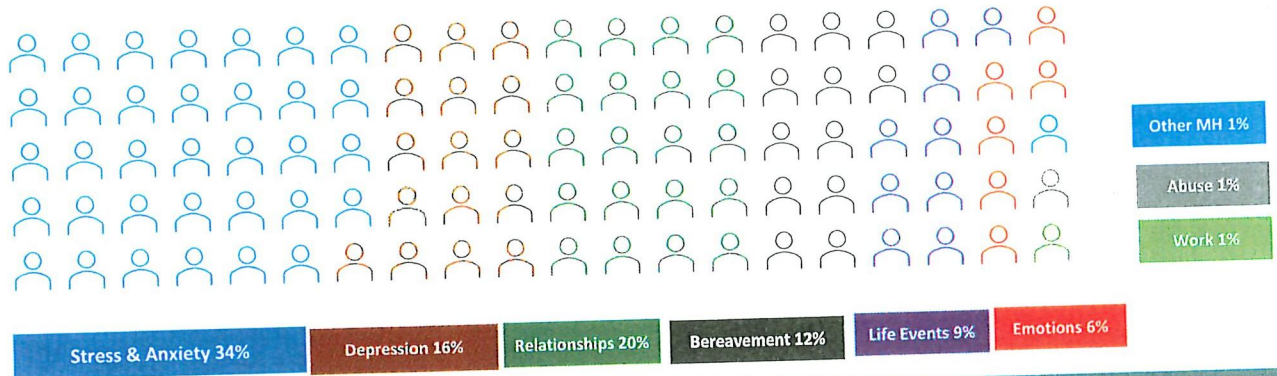


*Rosie Clifford*  
Chair



## Key Facts

### Main Presenting Issues of clients ending counselling in 2020/21



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!

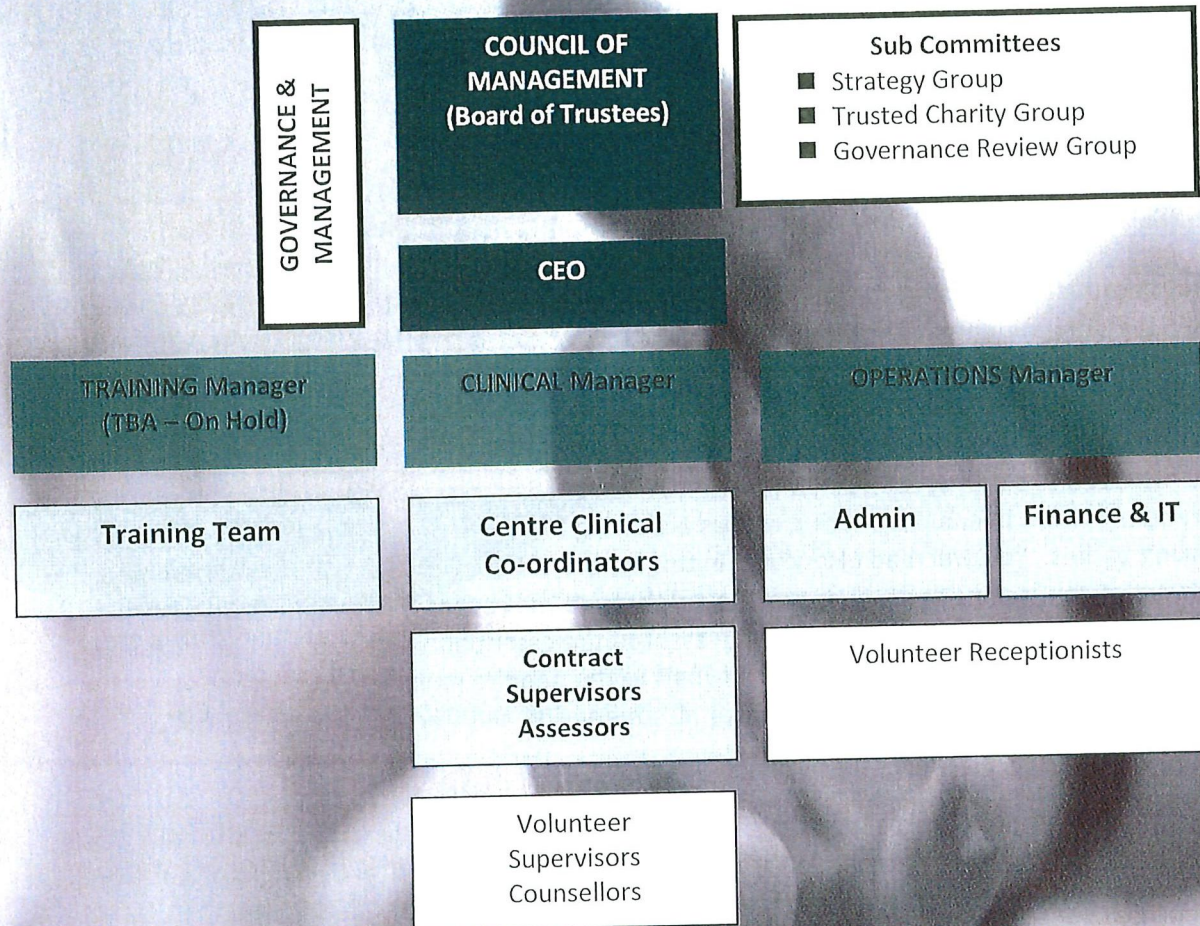
Happy reading!



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.*

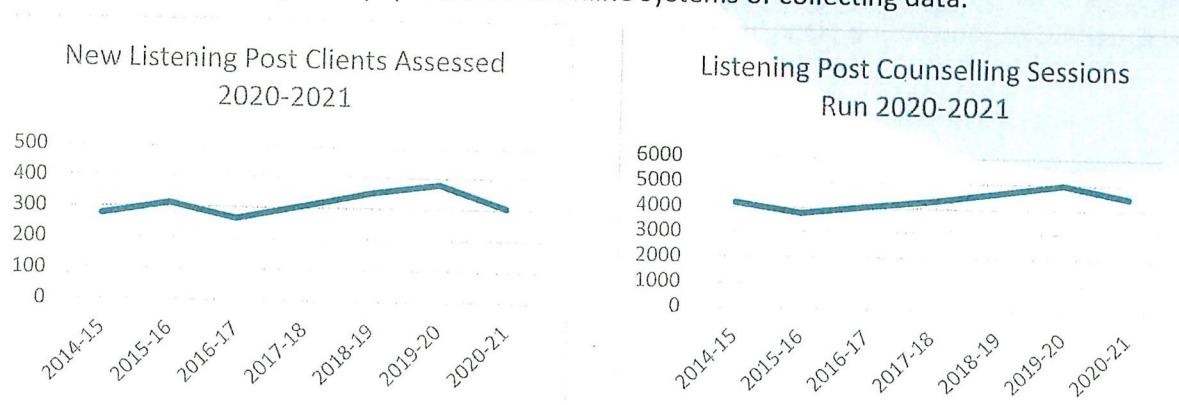


## Management – Clinical

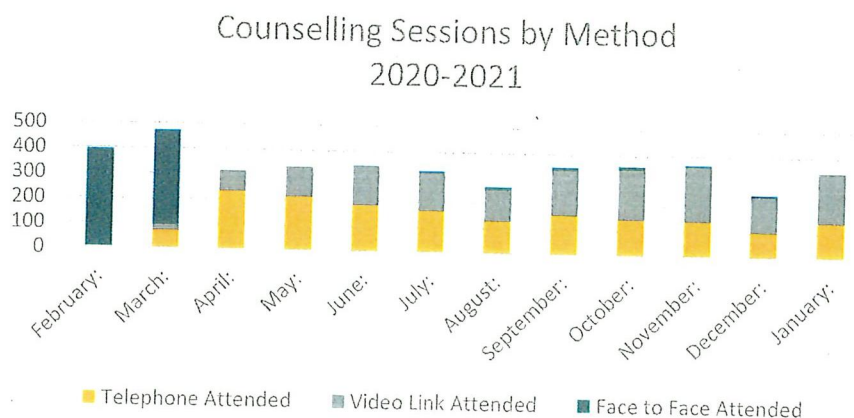
In March 2020, due to Covid-19, the way that Listening Post delivers its counselling services changed rapidly from being purely in-person and face to face in one of our Centres to a remote way of working either via telephone or video link. In order to work in this way we needed to ensure that all of 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.

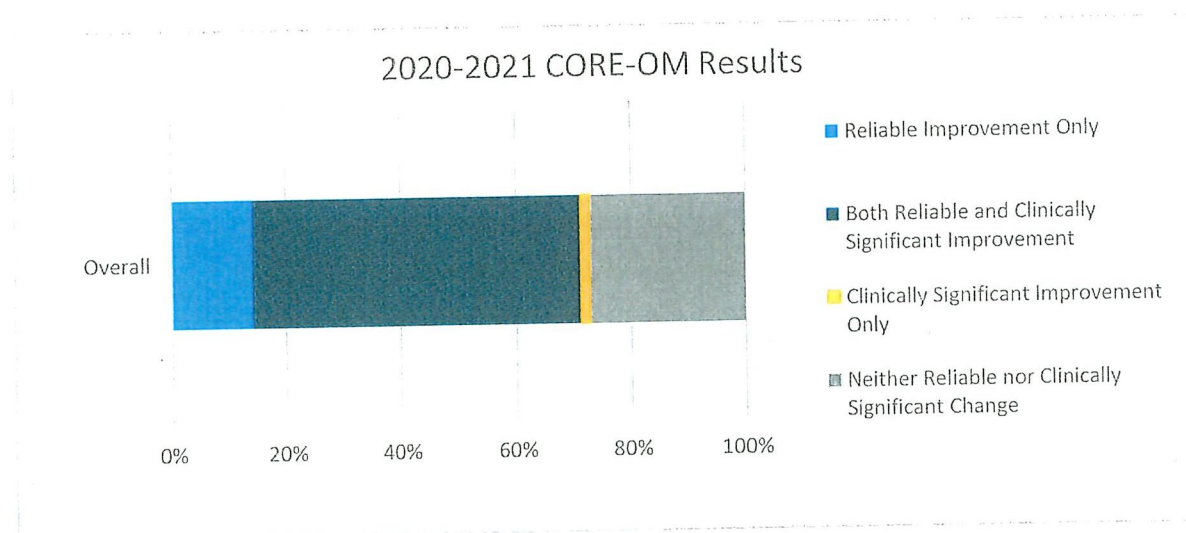
During this time of working remotely we have developed ways of bringing our Counsellors together to encourage networking and peer support. We have held monthly Counsellor "drop-in" sessions on Zoom and quarterly Counsellor and Supervisor update meetings.

### 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 1<sup>st</sup> 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.



[illegible]

Despite the pandemic Listening Post have continued to

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.

## Welcome

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.

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

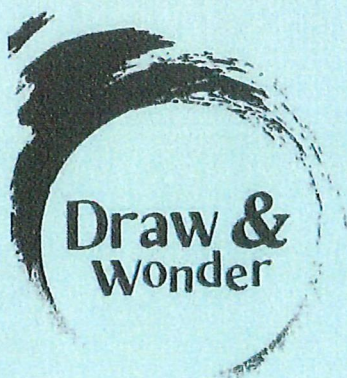
In October 2020 the new Listening Post Website was finally launched. We are thrilled with the result and are very grateful to Hobson Charity for funding this project and to Nous Digital for working with us to develop it. We have received excellent feedback about our website from users and it's great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





## 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
<b>To deliver counselling that is accessible, affordable, appropriate and available/timely</b>	<ol style="list-style-type: none"> <li>1. To build on our established strengths by continuing to offer professional long term counselling employing differing modalities, with positive client feedback</li> <li>2. To be able to offer clients:               <ol style="list-style-type: none"> <li>(i) Assessment within one week of first contact</li> <li>(ii) Counselling within three weeks of first contact</li> </ol> </li> <li>3. To increase our capacity, offering:               <ol style="list-style-type: none"> <li>(i) 25% more qualified counsellor sessions</li> <li>(ii) 25% more supervisor sessions</li> </ol> </li> <li>4. To have made arrangements to provide counselling for:               <ol style="list-style-type: none"> <li>(i) Three churches</li> <li>(ii) Three EAP's</li> </ol> </li> <li>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</li> </ol>
<b>To deliver training in counselling</b>	<ol style="list-style-type: none"> <li>1. To have consolidated the training team</li> <li>2. To have developed a training business model and established our ability to deliver:               <ol style="list-style-type: none"> <li>(i) The Listening Skills Course</li> <li>(ii) The Foundation Course</li> <li>(iii) The Diploma Course</li> </ol> </li> <li>3. To have an organisational training plan which includes seminars</li> <li>4. To be using timely professional publicity and promotional material for all CPD and training</li> <li>5. To have created affordable and accessible Listening Skills Courses</li> <li>6. To have identified Christian trainers for Listening Skills courses for churches</li> <li>7. To have consulted churches as to the support Listening Post could provide. To have developed an off-the shelf training programme</li> <li>8. To have delivered six courses in churches and other organisations</li> </ol>



Strategic Aim	Strategic Objectives
<b>To be a professional and caring organisation</b>	<ol style="list-style-type: none"> <li>1. To have gained level 1 accreditation with "Trusted Charity" a quality standards framework for the Charity sector</li> <li>2. To be ready for sustained training course accreditation with the BACP</li> <li>3. To conduct an annual staff and volunteer survey with satisfactory indicators</li> <li>4. To have an on-going three year strategic plan</li> <li>5. To be able to fund the current strategic plan</li> <li>6. To have secured retention of counsellors</li> <li>7. To have a fully staffed and adequately trained workforce</li> <li>8. To have an operational Customer Relationship Management (CRM) system</li> </ol>
<b>To enable the Church community to play a part in alleviating emotional and psychological suffering</b>	<ol style="list-style-type: none"> <li>1. To be known, acknowledged and respected professionally for counselling and training and as a Christian organisation within churches and the local community</li> <li>2. To have established partnership working</li> </ol>

### Key areas of focus over the coming 12 months:

Link to Operational / Strategic Plan	Focus
<b>Strategic Aim: To be a Professional and Caring Organisation</b>	
<i>Strategic Objective 1: To gain level 1 accreditation with "Trusted Charity"</i>	Achieve "Trusted Charity" Level 1 Accreditation.
<i>Strategic Objective 8: To have an operational CRM System</i>	Source and implement a CRM (Customer Relationship Management) System to effectively track Listening Post clients and streamline administration.
<i>Strategic Objective 7: To have a fully staffed workforce</i>	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.
<b>Strategic Aim: To deliver Counselling that is accessible....</b>	
<i>Strategic Objective 5: To have created a welcoming and warm environment at all centres, supported by good reception cover...</i>	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

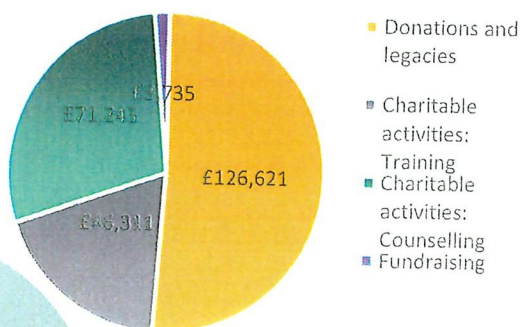
Alongside the wonderful effort by staff and volunteers to maintain our counselling and training during Covid, we were also successful in obtaining exceptional grant funding this year, largely due to special covid grant schemes.

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.

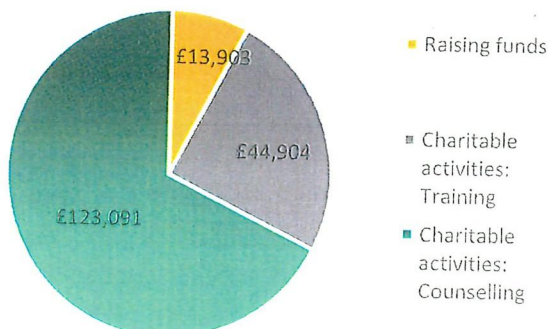
There are financial challenges ahead as we look to resume face to face work while continuing to provide services remotely for volunteers and clients who will want to continue in this way.

*Robert Kingston*  
Treasurer

Income 2020-2021



Expenditure 2020-2021





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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Company Information	3
The Report of the Council of Management	4
Statement of Financial Activities	5
Balance Sheet	6
Notes to the Unaudited Accounts	7 to 11
<i>The following report does not form part of these unaudited accounts:</i>	
Independent Examiner's Report to the Council of Management	12



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

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 17th April 2021

*Rosemary Clifford*

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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# LISTENING POST CHRISTIAN COUNSELLING SERVICE LIMITED

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

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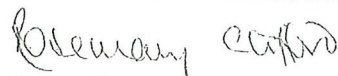
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Mrs S M Appleton (appointed 16th November 2020)	

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 19th April 2021



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	<u>181,393</u>	<u>66,593</u>	<u>247,986</u>	<u>180,440</u>	
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	<u>129,879</u>	<u>52,041</u>	<u>181,920</u>	<u>169,673</u>	
Net income/(expenditure)	<u>51,514</u>	<u>14,552</u>	<u>66,066</u>	<u>10,767</u>	
Extraordinary items	-	-	-	-	12
Transfers between funds	-	-	-	-	
Net movement in funds	<u>51,514</u>	<u>14,552</u>	<u>66,066</u>	<u>10,767</u>	
Reconciliation of funds:					
Total funds brought forward	112,005	3,000	115,005	104,238	
Total funds carried forward	<u>163,519</u>	<u>17,552</u>	<u>181,071</u>	<u>115,005</u>	

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 £
<b>Fixed Assets:</b>					
Tangible fixed assets	8	10,524	-	10,524	4,512
<b>Current Assets:</b>					
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
<b>Liabilities:</b>					
Creditors: Amounts falling due within one year	10	3,866	-	3,866	4,498
<b>Net Current Assets</b>		<u>152,995</u>	<u>17,552</u>	<u>170,547</u>	<u>110,493</u>
<b>Total Assets Less Current Liabilities</b>		<u>163,519</u>	<u>17,552</u>	<u>181,071</u>	<u>115,005</u>
<b>Total Net Assets</b>		<u>163,519</u>	<u>17,552</u>	<u>181,071</u>	<u>115,005</u>
<b>Funds:</b>					
General Funds					
Designated Funds	13			146,855	112,005
Restricted income fund	11			16,664	0
				17,552	3,000
<b>Total charity funds</b>				<u>181,071</u>	<u>115,005</u>

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 its 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 387 of 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 2021 and are signed on their behalf by:

*Beverly Clifford*

Mrs R Clifford  
Chairperson

*Mr R D Kingston*

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
	<u>60,028</u>	<u>66,593</u>	<u>126,621</u>	<u>54,284</u>
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
	<u>46,311</u>	<u>-</u>	<u>46,311</u>	<u>52,610</u>
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
	<u>71,243</u>	<u>-</u>	<u>71,243</u>	<u>66,693</u>

LISTENING POST CHRISTIAN COUNSELLING SERVICE LIMITED

NOTES TO THE UNAUDITED ACCOUNTS  
FOR THE YEAR ENDED 31 JANUARY 2021 (continued)

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
	<u>12,754</u>	<u>1,149</u>	<u>13,903</u>	<u>17,648</u>

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
	<u>44,904</u>	<u>-</u>	<u>44,904</u>	<u>53,745</u>
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
	<u>72,199</u>	<u>50,892</u>	<u>123,091</u>	<u>98,280</u>

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	<u>3,476</u>	<u>15,133</u>	<u>82,669</u>	<u>101,278</u>	



LISTENING POST CHRISTIAN COUNSELLING SERVICE LIMITED

NOTES TO THE UNAUDITED ACCOUNTS  
FOR THE YEAR ENDED 31 JANUARY 2021 (continued)

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
	<u>108,665</u>	<u>101,287</u>

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:	<u>4.5</u>	<u>4.25</u>

8) Fixed Assets

	Property Improvements	Office Furniture & Equipment	Total
	£	£	£
<b>COST</b>			
At 1 February 2020	10,684	12,616	23,300
Additions	<u>1,500</u>	<u>6,805</u>	<u>8,305</u>
at 31 January 2021	<u>12,184</u>	<u>19,421</u>	<u>31,605</u>
<b>DEPRECIATION</b>			
At 1 February 2020	6,592	12,196	18,788
Charge for year	<u>1,148</u>	<u>1,145</u>	<u>2,293</u>
At 31 January 2021	<u>7,740</u>	<u>13,341</u>	<u>21,081</u>
<b>NET BOOK VALUE</b>			
At 31 January 2021	<u>4,444</u>	<u>6,080</u>	<u>10,524</u>
At 31 January 2020	<u>4,092</u>	<u>420</u>	<u>4,512</u>

9) Debtors: Amounts due within one year

	2021	2020
	£	£
Other debtors	1,073	1,441
Tax recoverable	1,287	1,427
Prepayments	<u>3,448</u>	<u>2,371</u>
	<u>5,808</u>	<u>5,239</u>

LISTENING POST CHRISTIAN COUNSELLING SERVICE LIMITED

NOTES TO THE UNAUDITED ACCOUNTS  
FOR THE YEAR ENDED 31 JANUARY 2021 (continued)

10) Creditors: Amounts falling due within one year

	2021	2020
	£	£
Trade creditors		
Advance Training Fees	1,331	(1,294)
Taxation and social security	1,292	3,841
Accruals	553	1,061
	690	890
	<u>3,866</u>	<u>4,498</u>

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	<u>3,000</u>	<u>66,593</u>	<u>52,041</u>	<u>17,552</u>

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.



LISTENING POST CHRISTIAN COUNSELLING SERVICE LIMITED

NOTES TO THE UNAUDITED ACCOUNTS  
FOR THE YEAR ENDED 31 JANUARY 2021 (continued)

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 than 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 19<sup>th</sup> August 2021