



Listening Post Annual Report

Counselling and Training

1 February 2021-
31 January 2022



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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

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.

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.



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



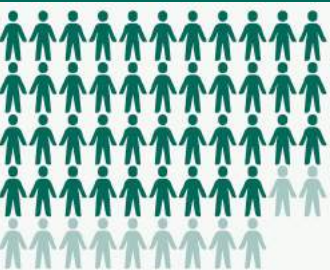
Delivery of Counselling Training Key Statistics:

9,260

People Helped Since 1991

89,534

Sessions Run Since 1991



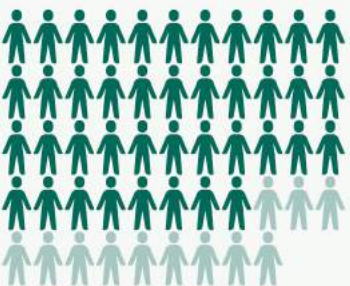
42 out of 53 clients tested showed an improvement in their GAD-7 scores

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

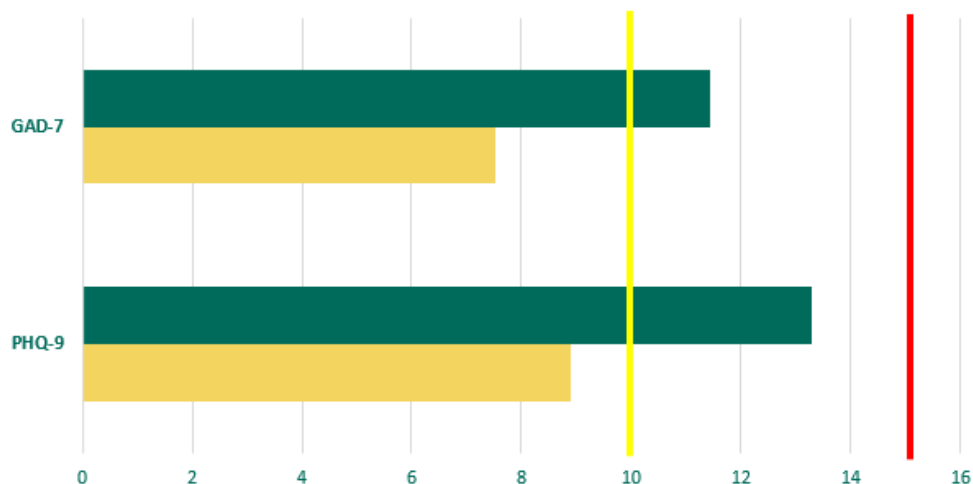
877

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.

Average Scores Before and After Counselling

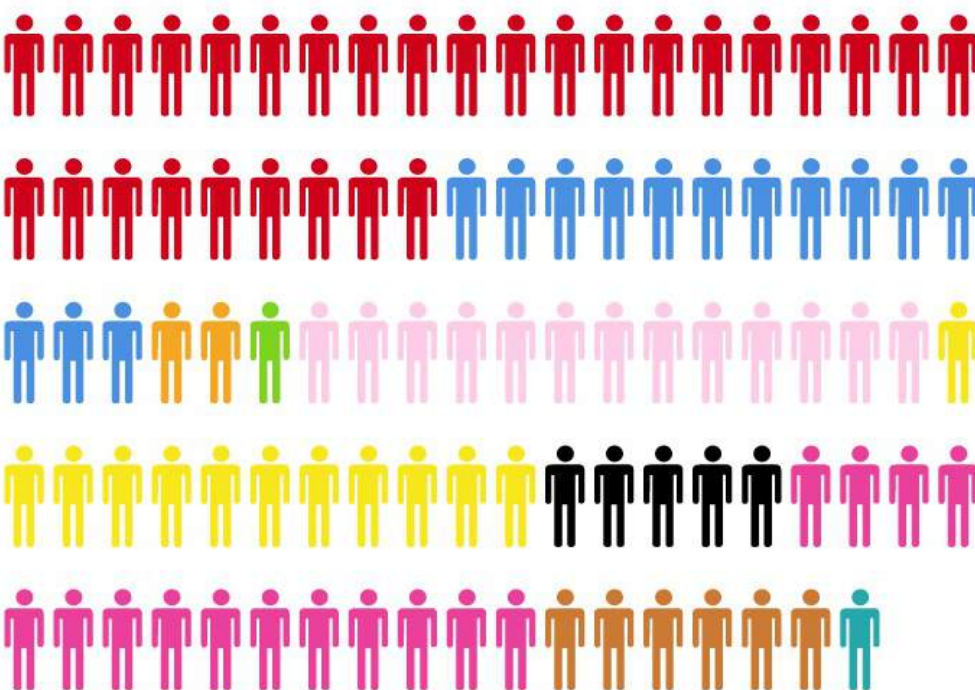


Notes

- 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.

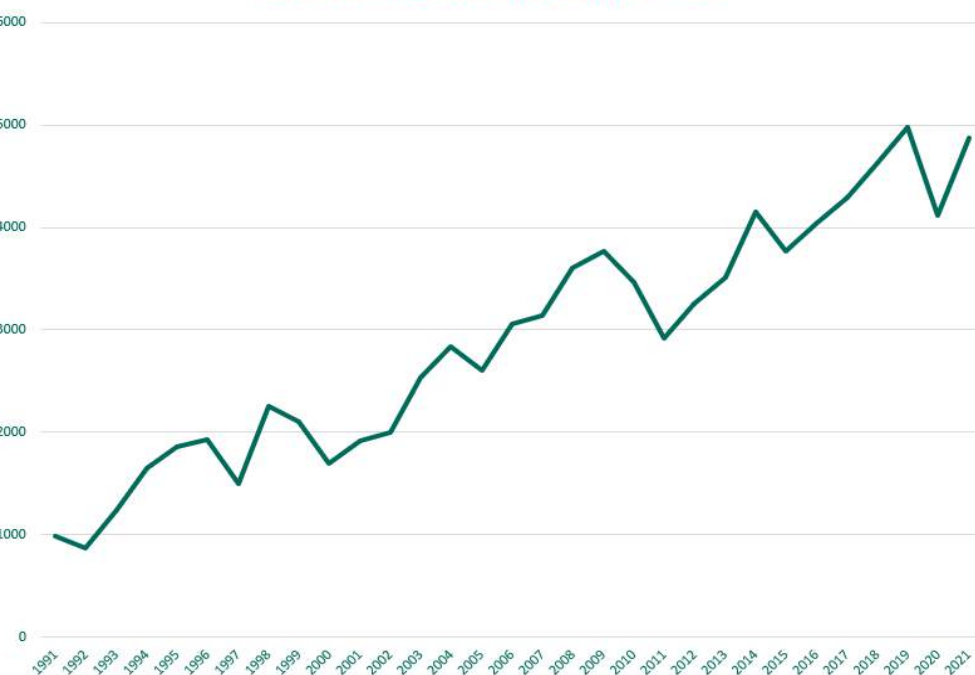
Key Statistics

Reason for referral



■ Stress and Anxiety (28.78%)
 ■ Depression (13.66%)
 ■ Other Mental Health Difficulties (2.44%)
■ Eating and Weight (0.98%)
 ■ Emotions and Feelings (Including Anger) (13.17%)
■ Life Events and Life Crisis (12.2%)
 ■ Bereavement and Loss (5.37%)
 ■ Relationships (15.12%)
■ Abuse (6.34%)
 ■ Work/Redundancy (0.49%)
 ■ Personal Growth Work (0.98%)
 ■ Other (0.49%)

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



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

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

To deliver counselling that is accessible, affordable, appropriate and available/timely

To deliver training in counselling

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. 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
-
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.

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

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

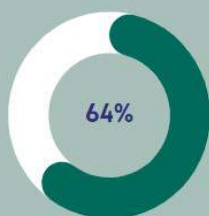
It is fair to say that during the year the Clinical Management team within Listening Post has undergone a significant amount of change in terms of staffing. We started the year with Fiona Stephens resigning from her position of Clinical Manager and Caroline Salter resigning from her position of Stroud 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.

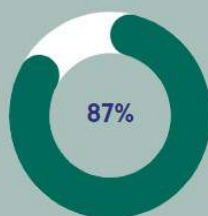
Our sincere thanks go to our team of counsellors for your patience, support and adaptability during this time and for your continued dedication to the work of Listening Post and our clients you really do make a difference! Recently, a client ending counselling told us:

Reduction in PHQ-9 and GAD-7 scores

Listening post statistics: 2021-2022



64% dropped below the 'severe' threshold for PHQ-9 after their time in counselling.



86.7% dropped below the 'severe' threshold for GAD-7 after their time in counselling.

'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!

Notes

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

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.

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.



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

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

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)

General Donations

£10,899 raised

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

Finance Report

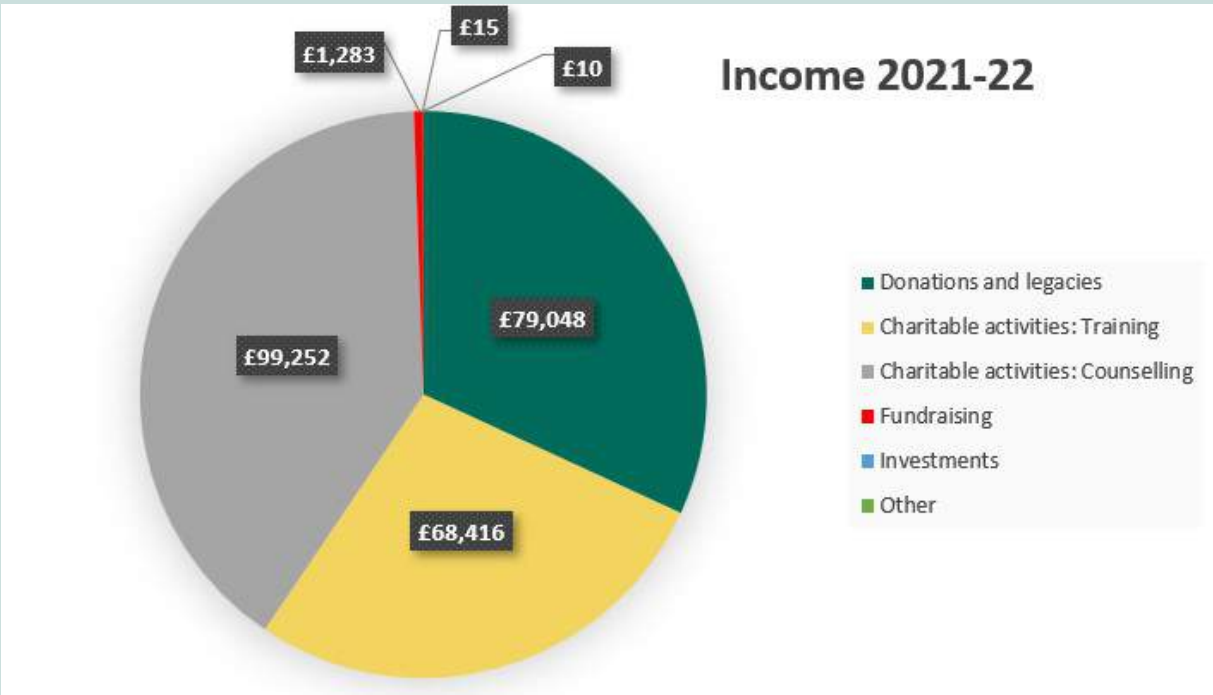
For the year ending 31 January 2022, we finished with a shortfall of £10,088, compared to last year’s surplus of £66,066. Income was very slightly higher than last year overall, with income from training and counselling rising by 42.5% but donations and trust funding falling by 37.5%. Expenditure rose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

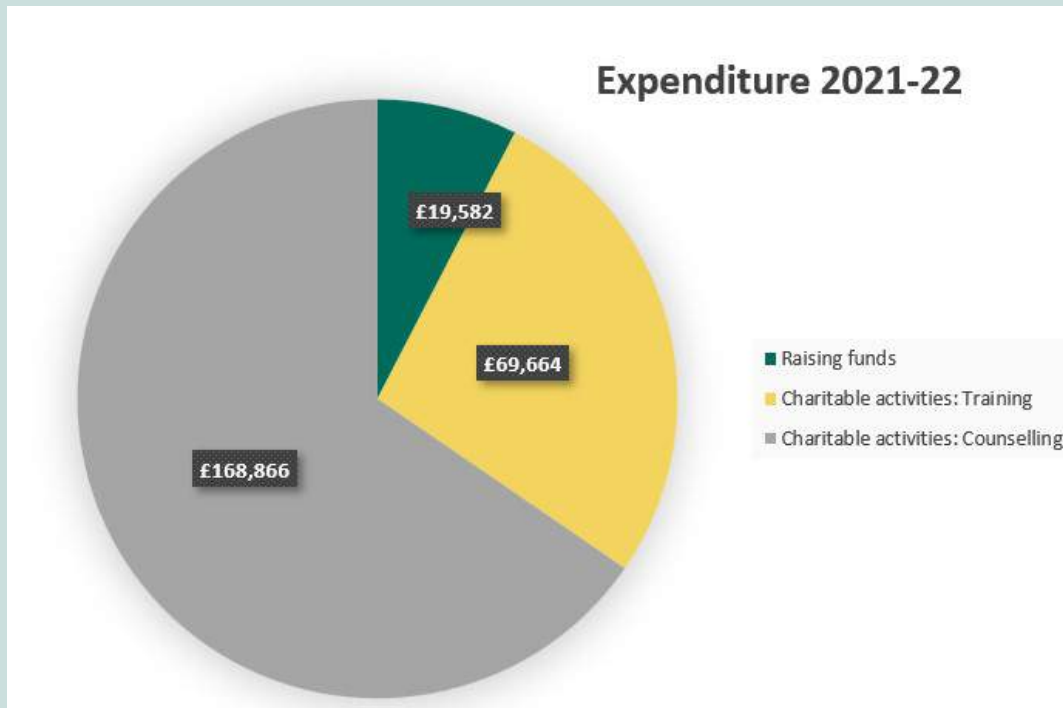


Daniel Whisson
Finance and IT Officer

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 MANOEUVERS 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

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 S F Ingleby
Mrs R E Clifford	Mr R D Kingston
Mrs C A Dale	Mrs F Marsh (deceased 2 March 2021)
Mr M D Hammond	Mr D Monument (appointed 15 November 2021)
Mrs A Hanson (appointed 28 June 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	<i>Prior period Total funds</i>	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	<u>226,852</u>	<u>21,172</u>	<u>248,024</u>	<u>247,986</u>	
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	<u>225,695</u>	<u>32,417</u>	<u>258,112</u>	<u>181,920</u>	
Net income/(expenditure)	<u>1,157</u>	<u>(11,245)</u>	<u>(10,088)</u>	<u>66,066</u>	
Extraordinary items	-	-	-	-	12
Transfers between funds	-	-	-	-	
Net movement in funds	<u>1,157</u>	<u>(11,245)</u>	<u>(10,088)</u>	<u>66,066</u>	
Reconciliation of funds:					
Total funds brought forward	163,519	17,552	181,071	115,005	
Total funds carried forward	<u>164,676</u>	<u>6,307</u>	<u>170,983</u>	<u>181,071</u>	

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		<u>154,914</u>	<u>6,307</u>	<u>161,221</u>	<u>170,547</u>
Total Assets Less Current Liabilities		<u>164,676</u>	<u>6,307</u>	<u>170,983</u>	<u>181,071</u>
Total Net Assets		<u>164,676</u>	<u>6,307</u>	<u>170,983</u>	<u>181,071</u>
Funds:					
General Funds				164,676	146,855
Designated Funds	13			-	16,664
Restricted income fund	11			6,307	17,552
				<u>170,983</u>	<u>181,071</u>
Total charity funds					

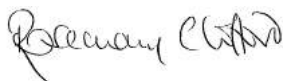
The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 January 2022.

The members have not required the charitable company to obtain an audit of its 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 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 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	-	-	-	-
	<u>57,876</u>	<u>21,172</u>	<u>79,048</u>	<u>126,621</u>
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	-	-	-	-
	<u>68,416</u>	<u>-</u>	<u>68,416</u>	<u>46,311</u>
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
	<u>99,252</u>	<u>-</u>	<u>99,252</u>	<u>71,243</u>

LISTENING POST CHRISTIAN COUNSELLING SERVICE LIMITED

NOTES TO THE UNAUDITED ACCOUNTS
FOR THE YEAR ENDED 31 JANUARY 2022 (continued)

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
	<u>19,582</u>	<u>-</u>	<u>19,582</u>	<u>13,903</u>

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
	<u>69,664</u>	<u>-</u>	<u>69,665</u>	<u>44,904</u>
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
	<u>136,449</u>	<u>32,417</u>	<u>168,866</u>	<u>123,091</u>

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	<u>4,156</u>	<u>19,717</u>	<u>88,299</u>	<u>112,172</u>	

LISTENING POST CHRISTIAN COUNSELLING SERVICE LIMITED

NOTES TO THE UNAUDITED ACCOUNTS
FOR THE YEAR ENDED 31 JANUARY 2022 (continued)

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
	<u>164,163</u>	<u>108,665</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:

	2022	2021
	No.	No.
Average number of part time staff:	31.83	28.75
Average number of full time equivalents:	<u>7.5</u>	<u>4.5</u>

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	<u>12,184</u>	<u>22,641</u>	<u>34,825</u>
DEPRECIATION			
At 1 February 2021	7,740	13,341	21,081
Charge for year	1,166	2,816	3,982
At 31 January 2022	<u>8,906</u>	<u>16,157</u>	<u>25,063</u>
NET BOOK VALUE			
At 31 January 2022	<u>3,278</u>	<u>6,484</u>	<u>9,762</u>
At 31 January 2021	<u>4,444</u>	<u>6,080</u>	<u>10,524</u>

9) Debtors: Amounts due within one year

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

LISTENING POST CHRISTIAN COUNSELLING SERVICE LIMITED

NOTES TO THE UNAUDITED ACCOUNTS
FOR THE YEAR ENDED 31 JANUARY 2022 (continued)

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
	<u>4,762</u>	<u>3,866</u>

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	<u>17,552</u>	<u>21,172</u>	<u>32,417</u>	<u>6,307</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.

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 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.....27/7/2022.....