



Listening Post Annual Report

Counselling and Training

1 February 2022-
31 January 2023



Contact us

Tel: 01452 383820
www.listeningpost.org.uk

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

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

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

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

Company Number 2619615
Charity Number 1013442

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

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

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

Independent Examiner

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

Bankers

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

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

How we work

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

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

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

Tel: 01452 383820



Meet Our Patrons and Trustees



Patron
The Right Revd Rachel Treweek
Bishop of Gloucester



Patron
Dr David Drew



Chair
Mrs Rosie Clifford



Vice Chair
Mr Alastair Sammon



Trasurer
Mr Robert Kingston



Trustee
Mrs Christine Dale



Trustee
Mrs Sheila Appleton



Trustee
Mrs Sue Ingleby
Resigned 16/05/2022



Trustee
Ms Arlene Hanson



Trustee
Mr David Monument



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



Foreword from the Chair:

Rosie Clifford

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

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

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

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

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

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

Foreword from the Chair continued...

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

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

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

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

Rosie Clifford
Chair



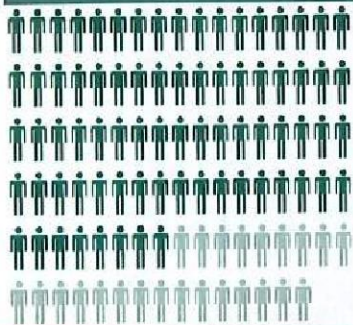
Delivery of Counselling Training Key Statistics:

9,687

People helped since 1991

94,566

Sessions run since 1991



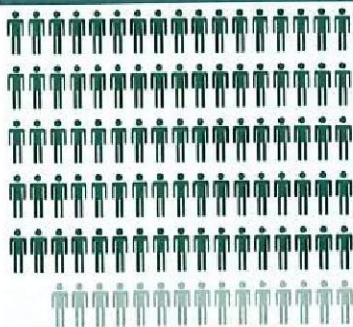
130 out of 170 clients tested showed an improvement in their GAD-7 score

5032

Sessions run in 2022

427

New people helped in 2022



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

£11.89

Mean client donation

£34.59

Mean cost of a session

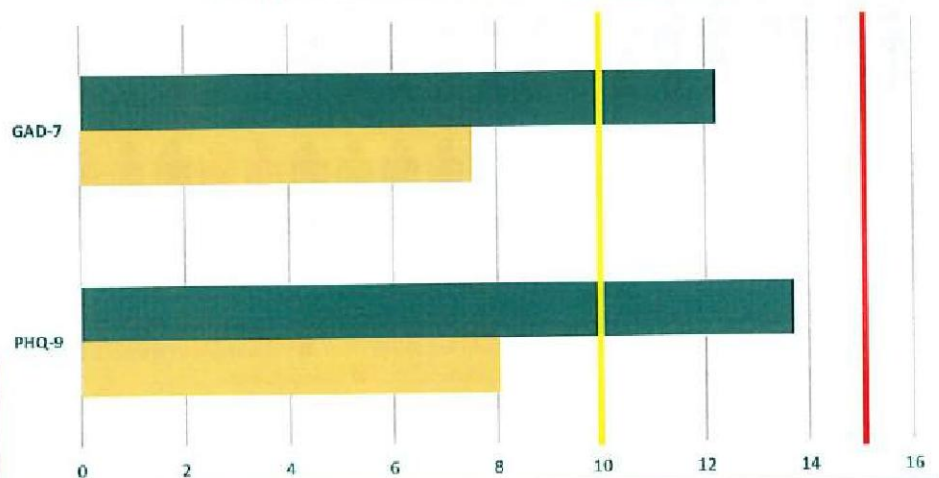
21.4

Mean sessions attended

Key Statistics Outcomes

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

Average Scores Before and After Counselling

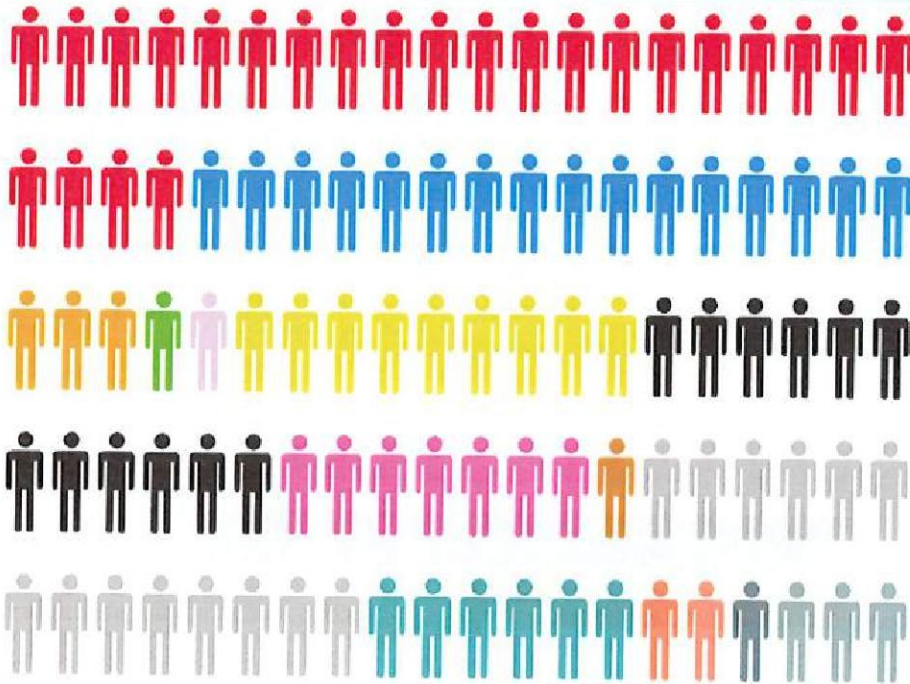


Notes

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

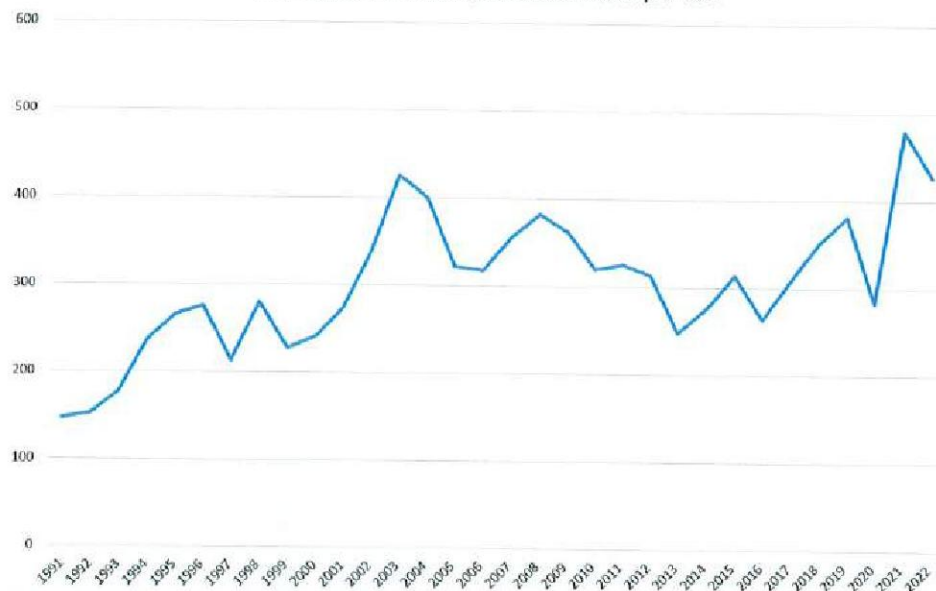
Key Statistics

Primary reason for referral



Stress and Anxiety (24.13%) Depression (15.82%) Other Mental Health Difficulties (2.68%)
 Eating and Weight (1.07%) Dependency (0.54%) Emotions and Feelings (Including Anger) (9.12%)
 Life Events and Life Crisis (12.06%) Bereavement and Loss (6.97%) Pregnancy and Fertility (1.34%)
 Relationships (14.21%) Abuse (6.17%) Culture (0.27%) Finance (0.54%)
 Work/Redundancy (1.34%) Spirituality (0.54%) Personal Growth Work (2.68%) Other (0.54%)

New Clients Onboarded/Assessments Run per Year



Registered Charity Number 1013442



Counselling Delivery

Key Statistics

Face to Face / Remote

Sessions

Regular Clients:

3,472 (69%)

Face to Face

352 (7%)

Telephone

1,208 (24%)

Video Link

Carer Clients:

391 (41%)

Face to Face

363 (38%)

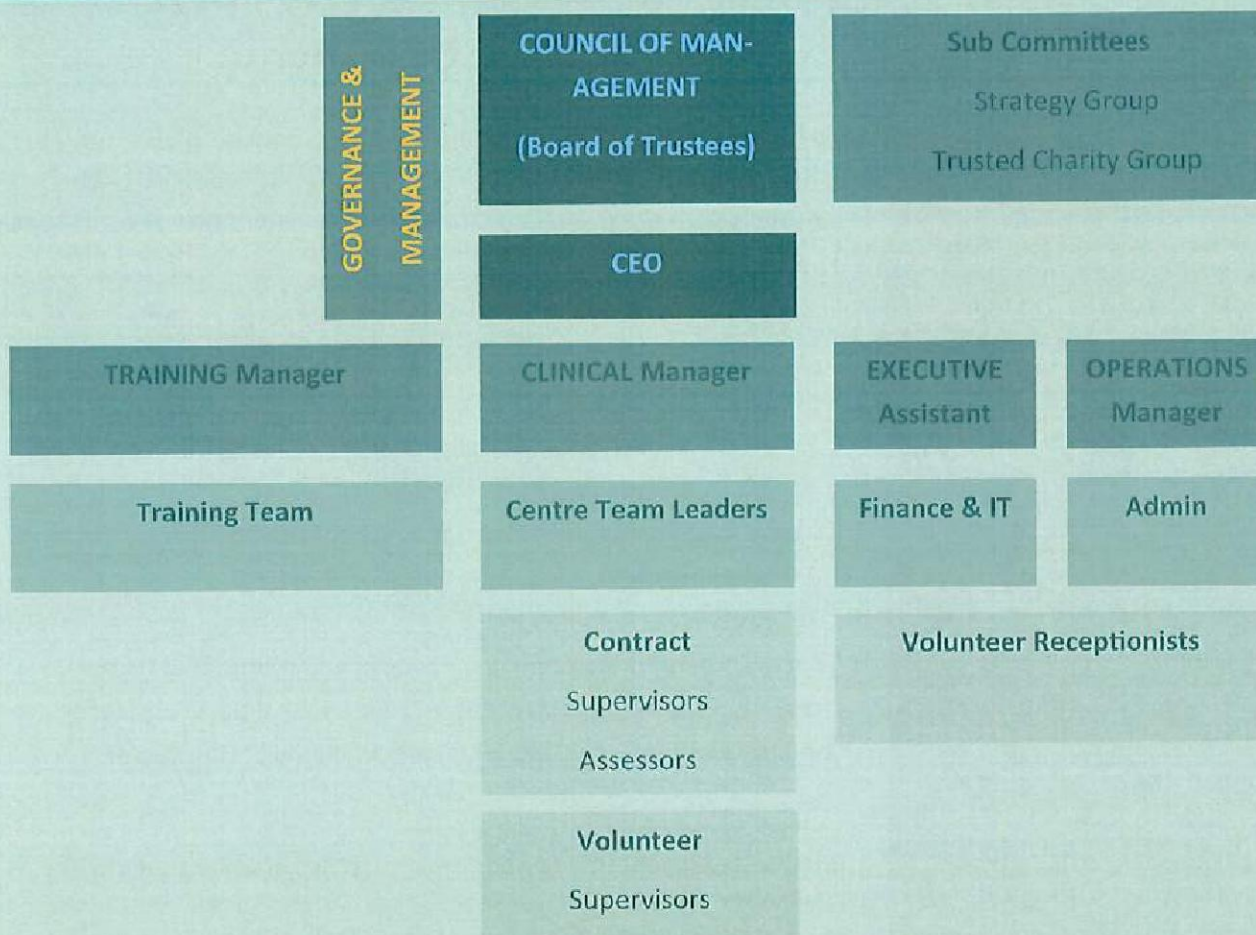
Telephone

200 (21%)

Video Link

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 continued to govern our direction of work during the reporting period.

Strategic Aim

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

1. To build on our established strengths by continuing to offer professional long term counselling employing differing modalities, with positive client feedback.
2. To be able to offer clients:
 - I. Assessment within one week of first contact
 - II. Counselling within three weeks of first contact
3. To increase our capacity, offering:
 - I. 25% more qualified counsellor sessions
 - II. 25% more supervisor sessions
4. To have made arrangements to provide counselling for:
 - I. Three churches
 - II. Three EAP's
5. To have created a welcoming and warm environment at all centres, supported by good reception cover, with a particular focus on upgrading facilities and working conditions at Gloucester

To deliver training in counselling

1. To have consolidated the training team
2. To have developed a training business model and established our ability to deliver:
 - I. The Listening Skills Course
 - II. The Foundation Course
 - III. The Diploma Course
3. To have an organisational training plan which includes seminars
4. To be using timely professional publicity and promotional material for all CPD and training
5. To have created affordable and accessible Listening Skills Courses
6. To have identified Christian trainers for Listening Skills courses for churches
7. To have consulted churches as to the support Listening Post could provide. To have developed an off-the shelf training programme
8. To have delivered six courses in churches and other organisations

Strategic Plan: 2019-2022 continued...

Strategic Aim

To be a professional and caring organisation

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

Strategic Objectives

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

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

The reports that follow are aligned with our organisational structure

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

Governance

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

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

Listening Post's aims remained during this time:

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

1. Counselling.

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



Progress on Our Strategic Plan, continued...

2. Training

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

3. Church and local community cooperation

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

4. Professional and caring organisation

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

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

A new home for Listening Post in Gloucester

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

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

Draft Strategic Plan: 2023-2026

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

Strategic Aim

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

Strategic Objectives

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



Draft Strategic Plan: 2023-2026 continued...

Strategic Aim

Deliver training in counselling

Enable the Church and local community to play a part in alleviating emotional and psychological suffering

Strategic Objectives

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

- a. Promote Listening Skills course and deliver it twice per year.
- b. Promote CPCAB Level 2/3 Course and deliver it annually.
- c. Build towards running a sustainable L4 Diploma

2. Provide dedicated administrative and leadership support to training team

- a. To deliver six short courses to Churches and Businesses per year.
- b. To continue a CPD programme that is well advertised and attended.

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

2. To have established partnership working:

- a. With local churches and in the Diocese
- b. With the NHS
- c. With other teaching organisations
- d. Local communities including via Community Mental Health Transformation (CMHT) projects
- e. Equip church members to support members with mental health needs- correspondent with point 3 of 'Deliver training in Counselling'

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

Draft Strategic Plan: 2023-2026 continued...

Strategic Aim

Be a professional and caring organisation

Strategic Objectives

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



Trusted Charity Report January 2022– January 2023

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

Level 1: to demonstrate organisation is operating effectively

Level 2: to demonstrate organisation is operating strategically

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

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

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

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

Robert Kingston

Chair of the Governance Review Group

Risk Register and Risk Management

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

Robert Kingston

Chair of the Governance Review Group

Management – Clinical

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

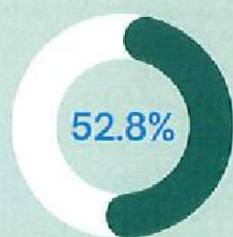
Having dedicated and consistent Team Leadership has been significant in changing the level of support counsellors have at Listening Post, and altering their experience for the better. Our thanks go to Natasha and Rachel for the level of commitment and professionalism they bring to their roles.

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

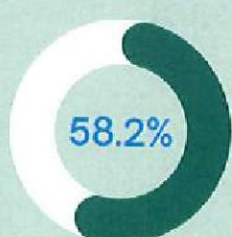
Our thanks go out to our team of counsellors, so many of whom are giving their time for free to see our service flourish in support of Gloucestershire Communities. We are incredibly grateful to you. Thank you for making our vision come alive to 'Walk alongside the broken-hearted and restore them to fuller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

Reduction in PHQ-9 and GAD-7 Scores

Listening Post Statistics 2022-2023



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



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

Notes

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

Client Feedback in 2022, reproduced with permission.

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

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



Management – Training

Listening Post provided the following training courses during the year:

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

Tutors - Brad Hartsoe & Clara Aldridge

16 students completed and gained their L3 Qualification.

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

Tutors Julie Gates and Jill Evans

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

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

Tutors—Nicky Harber & Fiona Adams

9 students completed and gained their L4 Qualification.

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

Tutors – Nicky Harber and Catherine Jones

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

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

Tutors—Nicky Harber & Catherine Jones

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

Listening Post held the following CPD during the year:

November 2022 Working with Survivors of Sexual Violence (Magda Gulcz-Hayward, GRASAC)

November 2022 DASH Risk Assessment Training (Adela Lategan, GDASS)

December 2022 Safeguarding Level 2 (Clare Lucas, Gloucestershire County Council)

January 2023 Working with Neurodiversity (Orly Koppel)

January 2023 Substance Misuse Training (Emma Powell, CGL)

Management - Operations

PeoplePlus

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

Networking

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

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

Organisation Systems (CRM)

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

Management - Operations continued...

Fundraising

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

A Listening Post Christmas

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

Listening Post Christmas Card

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

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



2022
CHRISTMAS
CARD:

100% of the
profits go to
Listening Post
Counselling
Charity

HOPE
HOPE
HOPE
HOPE



£453
RAISED




Management- Operations continued...

Volunteers Week

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

Human Resources

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



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

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

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



Financial Support

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

Charitable Trusts & Organisations- £95,398

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

General Donations

£6,582 raised

Churches- £3978

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

Friends, Members and fundraising

Friends & Members, fundraising - £11,276

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

Finance Report

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

Unrestricted Funds

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

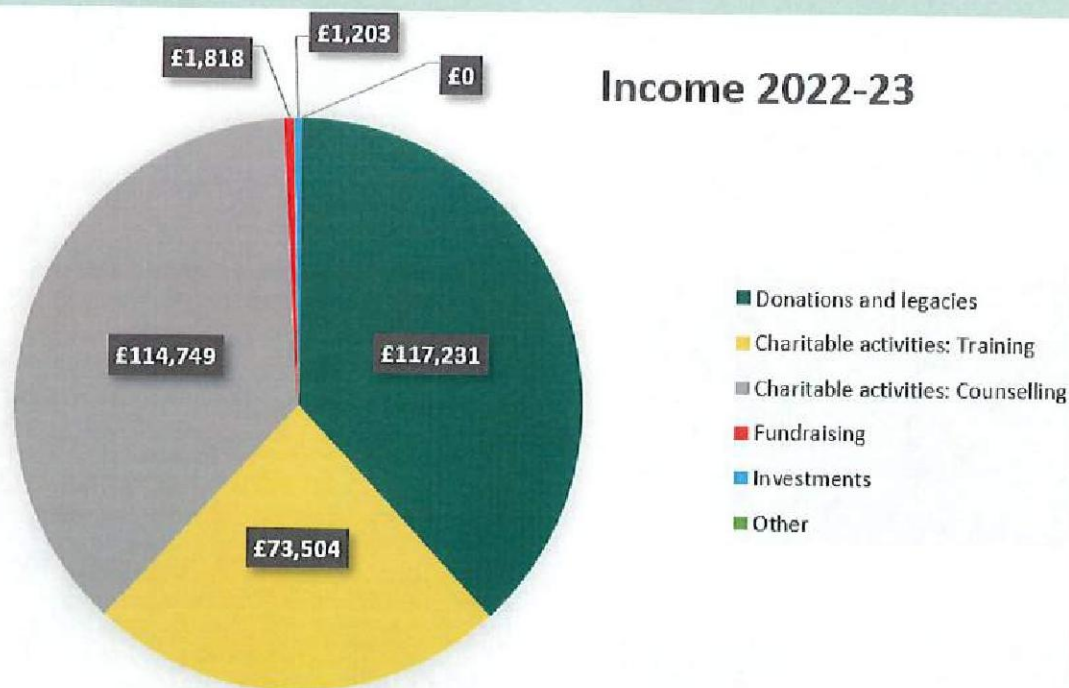
Restricted Funds

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

Monies Available

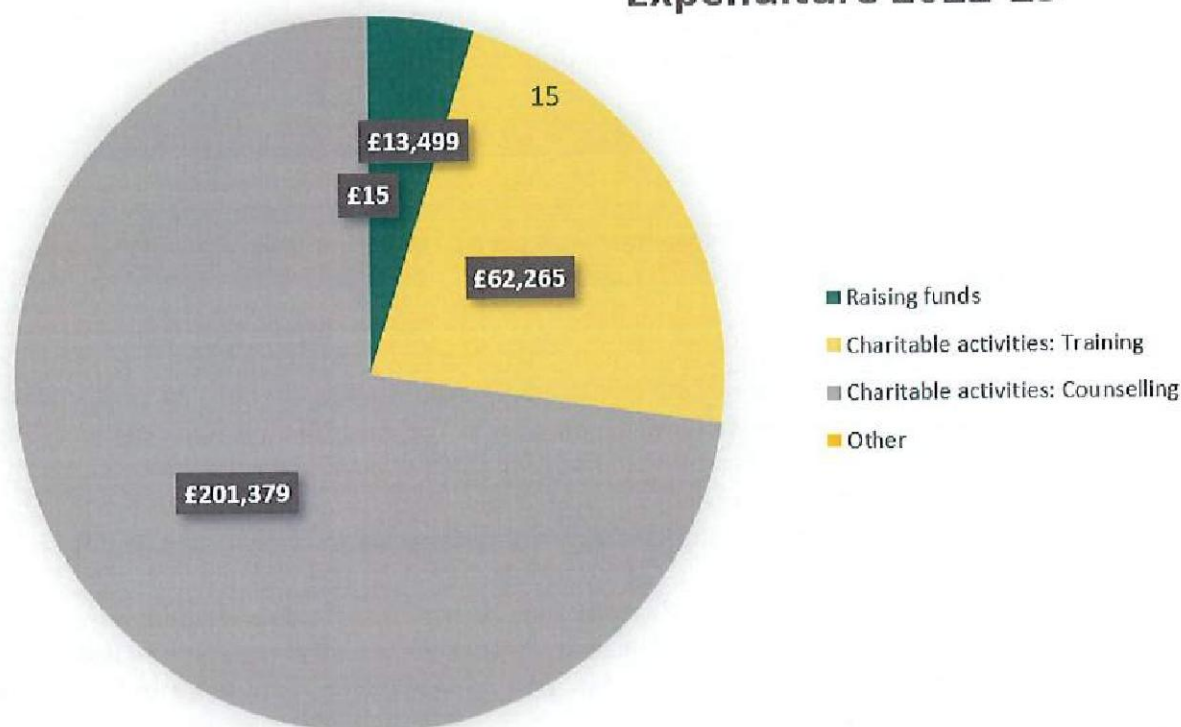
The unrestricted monies available to the Council of Management for the staffing and running of the charity are therefore £176,523. Expenditure for the year commencing 1 February 2023 is estimated to be £413,341, though this includes several large-scale projects for which restricted funds have been earmarked,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

Income 2022-23



Finance report Continued...

Expenditure 2022-23



Report from the Treasurer

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

Robert Kingston
Treasurer

A Final Word from the CEO:

Linda Bullock



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

Thanks to you we were able to:

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

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

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

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

Thank you for supporting us in our mission!

Linda Bullock

Chief Executive Officer

Client Feedback 2022, reproduced with permission:

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

Company Number: 02619616
Registered Charity: 1013442

LISTENING POST CHRISTIAN COUNSELLING
SERVICE LIMITED
(Limited by Guarantee)

ANNUAL REPORT AND UNAUDITED ACCOUNTS
31 JANUARY 2023

LISTENING POST CHRISTIAN COUNSELLING SERVICE LIMITED

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

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LISTENING POST CHRISTIAN COUNSELLING SERVICE LIMITED

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

CHARITY AND COMPANY INFORMATION

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

LISTENING POST CHRISTIAN COUNSELLING SERVICE LIMITED

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

THE REPORT OF THE COUNCIL OF MANAGEMENT

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

CONSTITUTION AND OBJECTIVES OF THE CHARITY

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

ORGANISATION OF THE CHARITY

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

COUNCIL OF MANAGEMENT (DIRECTORS)

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

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

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

Signed on behalf of the Council of Management on... 24.07.2023

R Clifford

Mrs R Clifford
Chairperson

LISTENING POST CHRISTIAN COUNSELLING SERVICE LIMITED

STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 JANUARY 2023

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

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

LISTENING POST CHRISTIAN COUNSELLING SERVICE LIMITED

BALANCE SHEET AT 31 JANUARY 2023

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

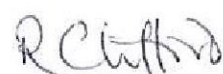
The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 January 2023.

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

The trustees acknowledge their responsibility for ensuring that the company keeps proper accounting records which comply with Sections 386 and 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 24.07.2023 and are signed on their behalf by:



Mrs R Clifford
Chairperson



Mr R D Kingston
Treasurer

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

LISTENING POST CHRISTIAN COUNSELLING SERVICE LIMITED

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

1) ACCOUNTING POLICIES

Basis of accounting

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

Cash flow statement

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

Donations

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

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

Tangible fixed assets

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

Depreciation

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

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

Support costs

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

2) Income From Donations, Grants and Legacies	Unrestricted Funds £	Restricted Funds £	2023 Total £	2022 Total £
Donations	21,832	-	21,832	25,117
Trusts	27,792	67,607	95,399	53,931
	<u>49,624</u>	<u>67,607</u>	<u>117,231</u>	<u>79,048</u>

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

LISTENING POST CHRISTIAN COUNSELLING SERVICE LIMITED

NOTES TO THE UNAUDITED ACCOUNTS
FOR THE YEAR ENDED 31 JANUARY 2023 (continued)

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

5) Expenditure on Charitable Activities

	Unrestricted Funds	Restricted Funds	2023 Total	2022 Total
	£	£	£	£
a) Training & Seminars:				
Direct staff costs	34,426	1,445	35,871	29,996
Registration fees	12,254	-	12,254	10,796
Other Direct costs	4,870	-	4,870	9,156
Support costs (see note 6)	9,270	-	9,270	19,717
	<u>60,820</u>	<u>1,445</u>	<u>62,265</u>	<u>69,665</u>
b) Counselling Services:				
Direct staff costs	78,933	31,015	109,948	52,208
Professional indemnity insurance	1,200	-	1,200	963
Supervision	10,752	9,579	20,331	15,681
Other Direct costs	9,683	1,417	11,300	11,715
Support costs (see note 6)	54,003	4,597	58,600	88,299
	<u>154,771</u>	<u>46,608</u>	<u>201,379</u>	<u>168,866</u>

6) Analysis of Support Costs

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

LISTENING POST CHRISTIAN COUNSELLING SERVICE LIMITED

NOTES TO THE UNAUDITED ACCOUNTS
FOR THE YEAR ENDED 31 JANUARY 2023 (continued)

7) Staff Costs and Employee Benefits

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

No employee (2022: nil) earned £80,000 or more. No director/trustee received any remuneration or payment of expenses in the year (2022: nil)

The average number of employees during the year was:

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

8) Fixed Assets

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

9) Debtors: Amounts due within one year

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

LISTENING POST CHRISTIAN COUNSELLING SERVICE LIMITED

NOTES TO THE UNAUDITED ACCOUNTS
FOR THE YEAR ENDED 31 JANUARY 2023 (continued)

10) Creditors: Amounts falling due within one year

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

11) Restricted Funds

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

Stroud Refurbishment

A grant was obtained towards refurbishing the Stroud centre, and has been partially spent.

Supervision

A grant was obtained towards providing supervision, and has been spent.

Stroud Centre

Grants were obtained towards running costs of the Stroud Centre, and have been partially spent.

New Website

A grant was obtained towards a new Listening Post website, and has been spent.

Kickstarter

A grant was obtained towards training and employing a staff member through the Kickstarter scheme, and has been spent.

Admin Staff

A grant was obtained towards admin staff costs from April, and has been spent.

Wages & Supervision

A grant was obtained to be equally split amongst counsellor wages, admin wages, counsellor management and supervision.

High Sherriff Grant

A grant was obtained to pay for sessions for young people (ages 18-25), and has been spent.

CRM Grant

A grant was obtained to pay for a new CRM System.

LISTENING POST CHRISTIAN COUNSELLING SERVICE LIMITED

NOTES TO THE UNAUDITED ACCOUNTS
FOR THE YEAR ENDED 31 JANUARY 2023 (continued)

12) Extraordinary Items

None in the year.

13) Taxation

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

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

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

This report is made solely to the charity's trustees, as a body, in accordance with section 145 of the Charities Act 2011. My work has been undertaken so that I might state to the charity's trustees those matters I am required to state to them in this report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other 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 31 MAY 2023