



# Listening Post

Counselling

&

Training

## 2024-2025

# Annual Report

[www.listeningpost.org.uk](http://www.listeningpost.org.uk)

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# Listening Post Counselling Service Limited

(Limited by guarantee and registered in the UK)

**Company Number** 2619615

**Charity Number** 1013442

## Registered Office

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

**Telephone Number** 01452 383820

**Email Address** [counselling@lpost.org.uk](mailto:counselling@lpost.org.uk)

**Website** [www.listeningpost.org.uk](http://www.listeningpost.org.uk)

**Facebook** Listening Post Counselling

**Instagram** @listeningpost\_

## Independent Examiner

Mr Julian Owens BSc FCA,  
Xeinadin

## Chartered Accountants & Registered Auditors

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

## Bankers

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

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

## Meet Our Patrons and Trustees

### Patron

The Right Reverend  
Bishop Rachel Treweek



### Patron

Dr David Drew



### Patron

Nicola Bird



### Chair

Alastair Sammon



### Vice- chair

David Monument



### Treasurer

Robert Kingston



### Trustee

Pauline Bayliss Jones



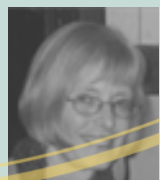
### Trustee

Ron Storey  
Co-opted 18/4/24



### Trustee

Rosie Clifford  
Retired 16/9/24





# Foreword from the Chair

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

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

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

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

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

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

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

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

Alastair Sammon  
Chair of Trustees



# 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: 2023-2026

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

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

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

## Strategic Aim 2: To deliver training in counselling

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

- a. Promote Listening Skills course and deliver it twice per year
- b. Promote (Counselling and Psychotherapy Central Awarding Body (CPCAB) Level 2-3 course and deliver it annually
- c. Build towards running a sustainable L4 Diploma

### 2. Provide dedicated administrative and leadership support to training team

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

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

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



## Strategic Aim 3: To be a professional and caring organisation

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

## Strategic Aim 4:

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

- 1. To be known, acknowledged and respected professionally for counselling and training and as a Christian organisation within churches and the local community.**
- 2. To have established partnership working:**
  - a. With local churches and in the Diocese
  - b. With the NHS
  - c. With other teaching organisations
  - d. With local communities (Including Community Mental Health Transformation (CMHT) projects)
- 3. Equip church members to support members with mental health needs- correspondent with point 3 of 'Deliver training in Counselling'.**
- 4. Through the fundraiser and church liaison roles, to develop and nurture contact with church members and churches through prayer-letters, financial support schemes, training courses and speaking engagements.**

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

# Progress on Strategic Aims

## **1. To deliver counselling that is accessible, affordable, appropriate and available/ timely.**

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

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

## **2. To deliver training in counselling**

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

## **3 To be a professional and caring organisation**

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

## **4. To enable the Church community to play a part in alleviating emotional and psychological suffering**

Establishing Community links and networking have broadened with the provision of counsellors in the Forest of Dean and in Cornerstone in Cheltenham.

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

Alastair Sammon  
Strategy Group Chair



# Organisational Reports

## Strategy Group

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

### **Three year Strategic Plan Review**

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

### **Waiting List**

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

### **Customer Relationship Management System.**

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

# Strategy Group contd...

## Financial situation and Fundraising Strategy

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

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

Alastair Sammon  
Chair of Strategy Group

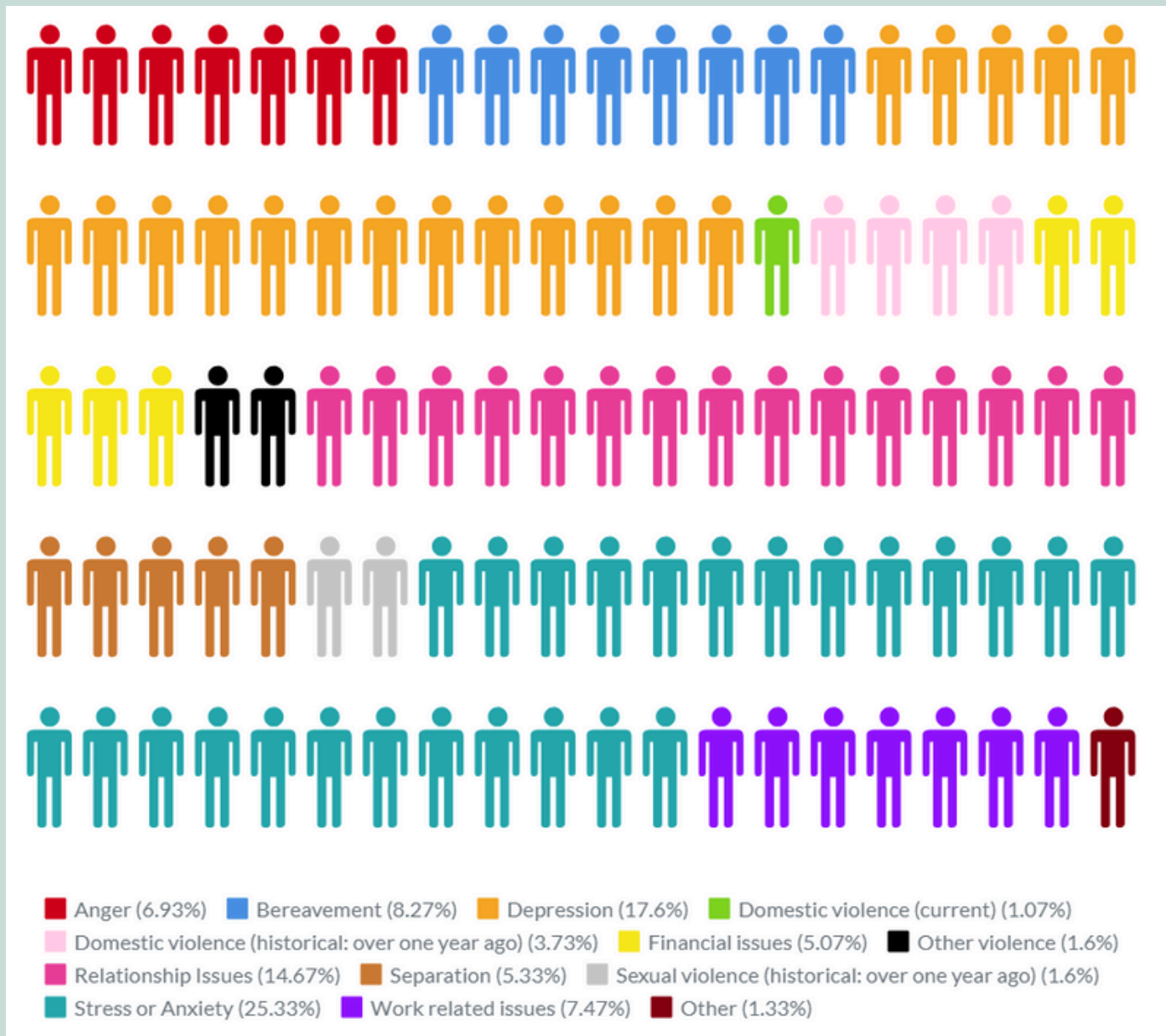
## Risk register and risk management

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

Robert Kingston  
Chair of Risk Register Group

# Organisational Reports

## Clinical



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



# Clinical report contd...

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



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

# Clinical report contd...

## Management

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

## Team Leaders

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

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

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

## CPD

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

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

*Client quote, shared with permission*

# Clinical report contd...

## Counselling Team

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

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

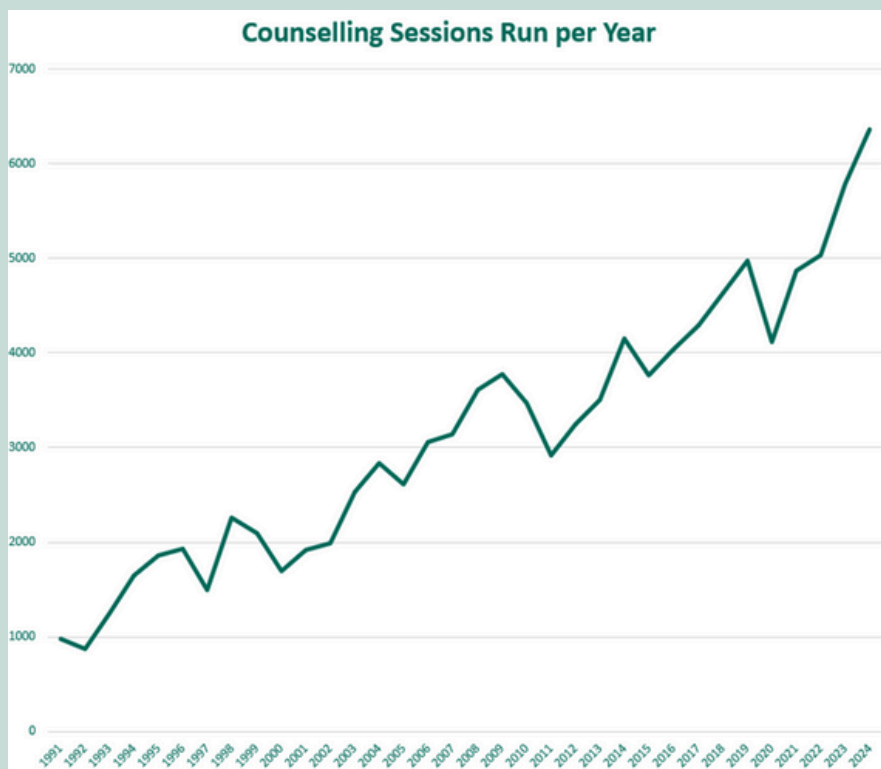
*Client quote, shared with permission*



# Clinical report contd...

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

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



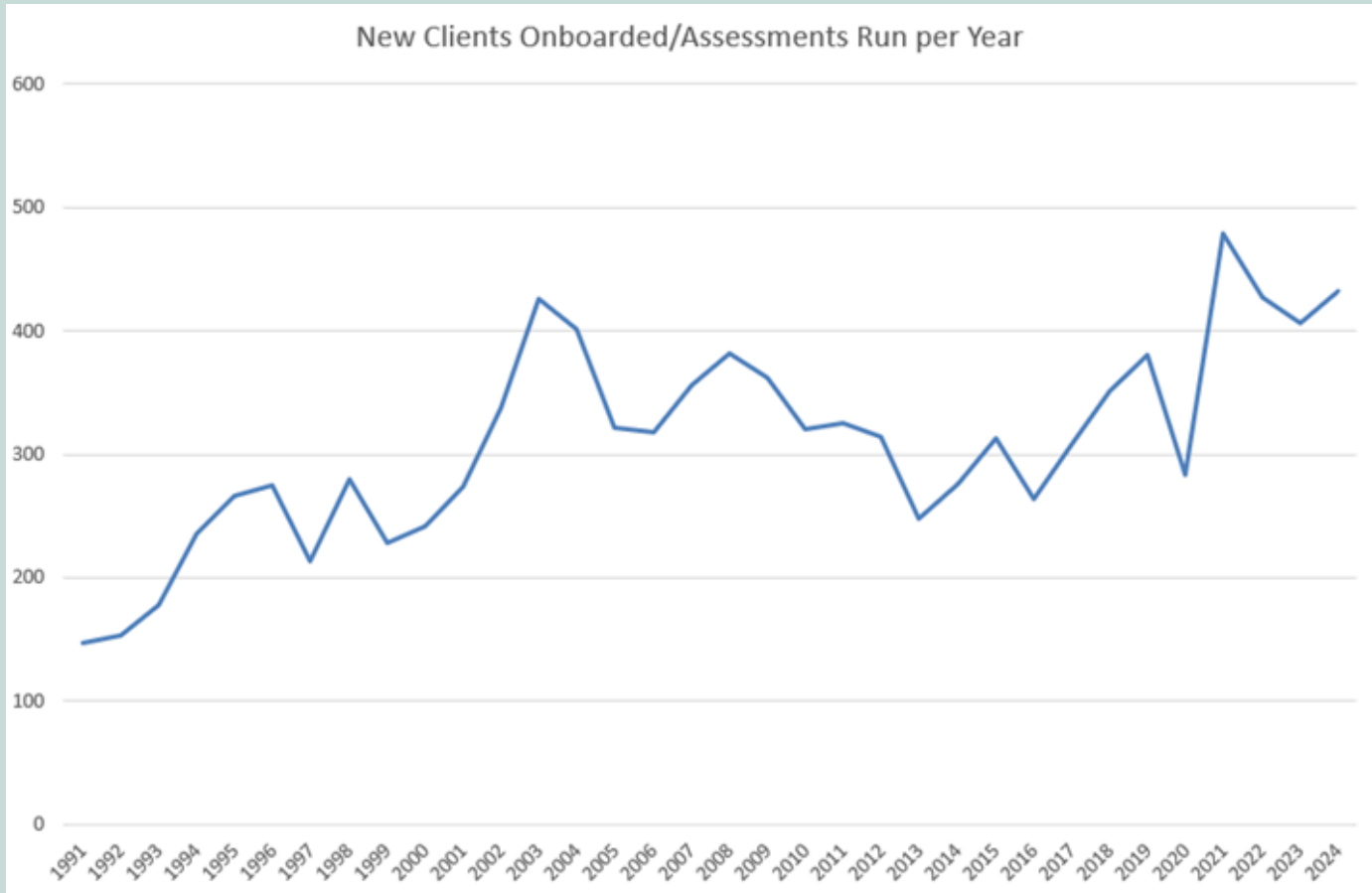
**10,525**  
people helped  
since 1991

**106,711**  
sessions run  
since 1991

**431**  
new people  
helped this  
year

**6,361**  
sessions  
run this  
year

# Clinical report contd...



**18.6**  
average  
sessions/  
client

**£24.75**  
cost of  
a regular  
session

**£12.22**  
Average  
client  
donation

**76.5%**  
of sessions  
take place face  
to face

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

*Client feedback, shared with permission*

# Clinical report contd...

## Counselling Projects

### People Plus

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

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

**1146**  
carer  
sessions  
this year

**159**  
carers  
seen  
this year

**78%**  
decreased  
anxiety  
score

**81%**  
decreased  
depression  
score

## Partnering with Cornerstone Community Centre

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

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

# Clinical report contd...

## Bank Clients

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

**1182**  
**Bank client**  
**sessions**  
**this year**

**£45.99**  
**cost per**  
**bank**  
**session**

**£37.46**  
**average**  
**bank client**  
**payment**

## Forest REACH

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

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

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

**125**  
**Community**  
**Engagement**  
**sessions**

**60**  
**Forest**  
**Reach**  
**sessions**

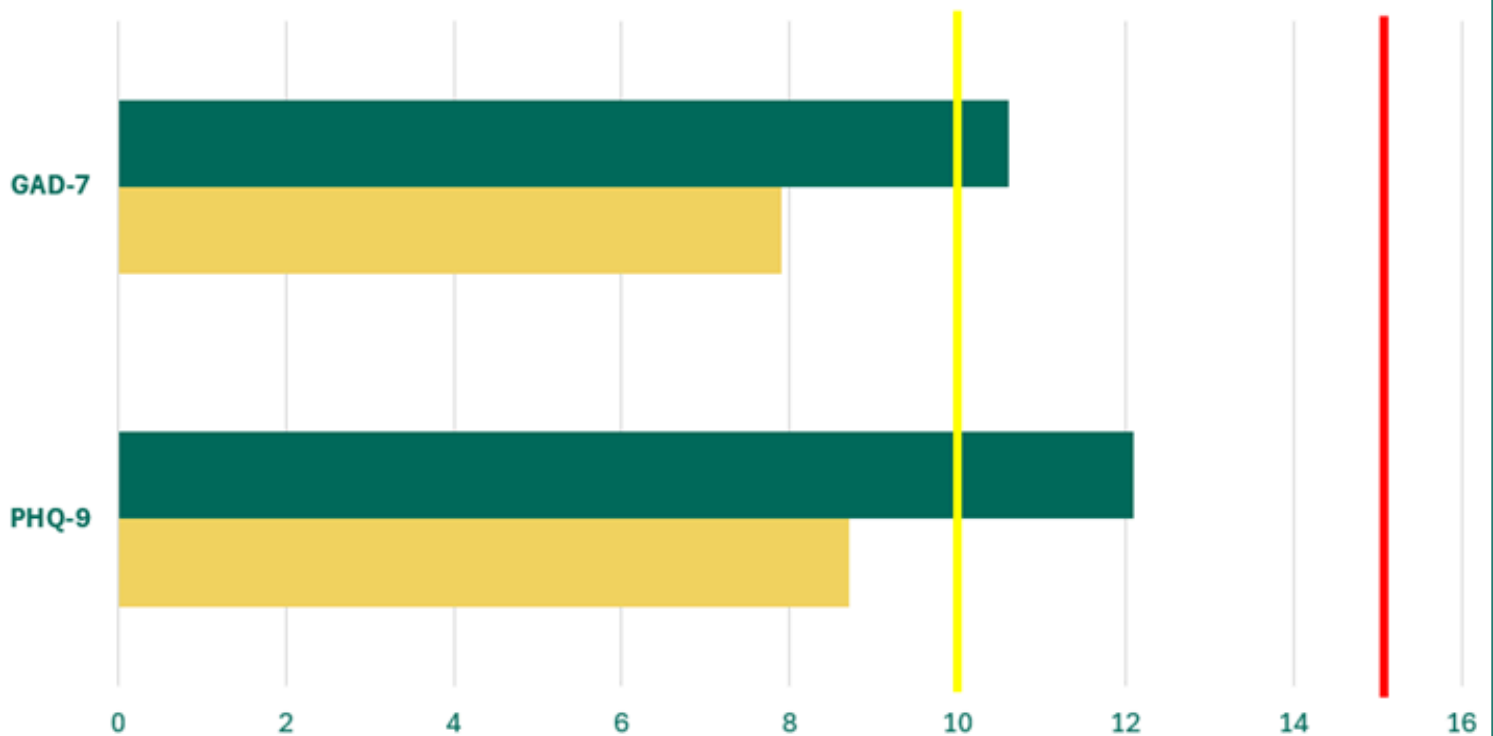
# Clinical report contd...

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

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

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

**Average Scores Before and After Counselling**



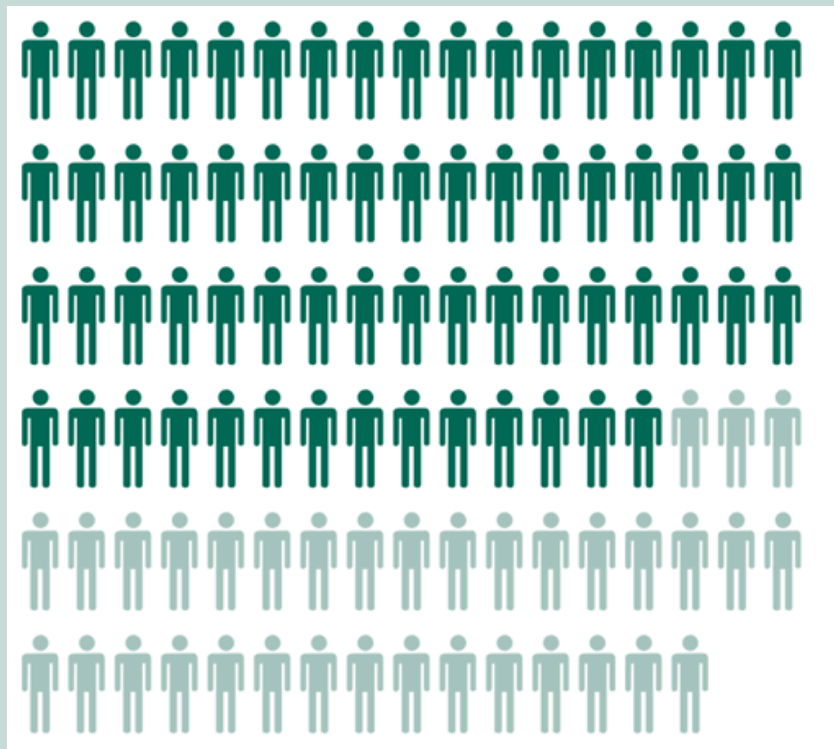


# Clinical report contd...



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

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



# Organisational reports

## Training

### CPD

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

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

Refreshers on safeguarding and note taking with Vicki Paterson

Creative Day with Vicki Paterson

### Listening Post counselling training

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

L2 Course commenced 15th September 2024, ended 25th January 2025

Tutors—Jill Evans and Natasha Dancy

8 students completed and gained their L2 Qualification

L3 Course commenced 28th January 2024, - ongoing

Tutors—Jill Evans and Natasha Dancy

12 students are taking this course

#### Diploma Course in Therapeutic Counselling (CPCAB L4)

Year 1 commenced 12th September 2024 - ongoing

Tutors—Jill Evans and Fiona Hall

12 students are taking this course.

# Organisational reports

## Operations: Networking, systems

### Networking

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

### Systems

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

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

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

*Forest REACH client quote, reproduced with permission*

# Operations: Patron appointment

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

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

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

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

*Nicola Bird*

*CEO AccXel Construction school and CEO KW Bell Group*





# Operations: Opening by the Bishop

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





# Operations: Christmas party



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

# Organisational Reports

## Fundraising

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

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

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

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

# Fundraising contd...

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

Rachel Cross  
Fundraising Manager

## Charitable Trusts & Companies £52,304

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

## Churches £2,143

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

## Other Voluntary Income General Donations £15,955.83

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

# Finances

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

## **Unrestricted Funds**

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

## **Restricted Funds**

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

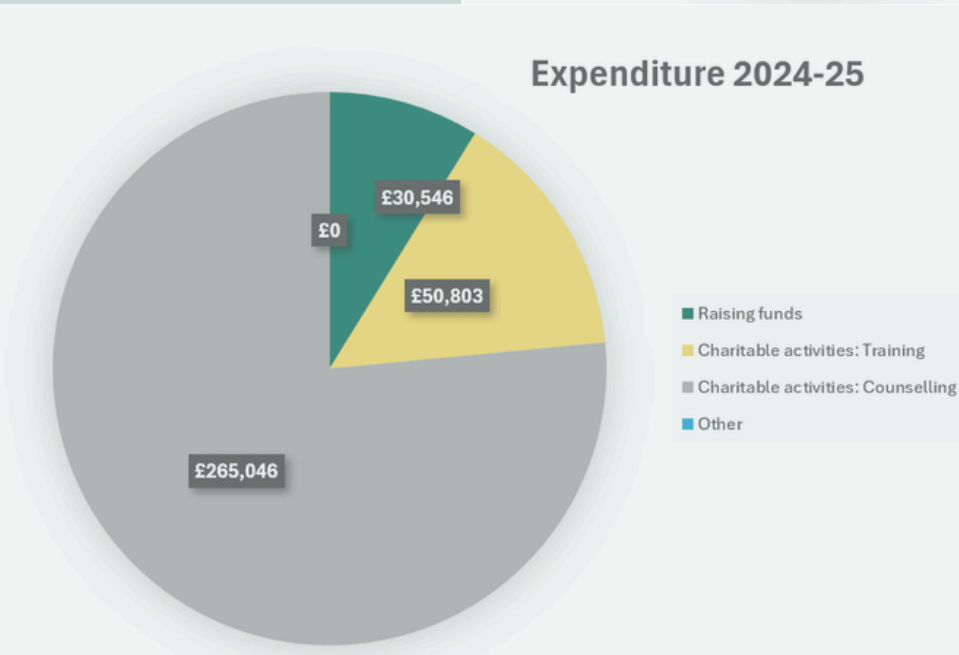
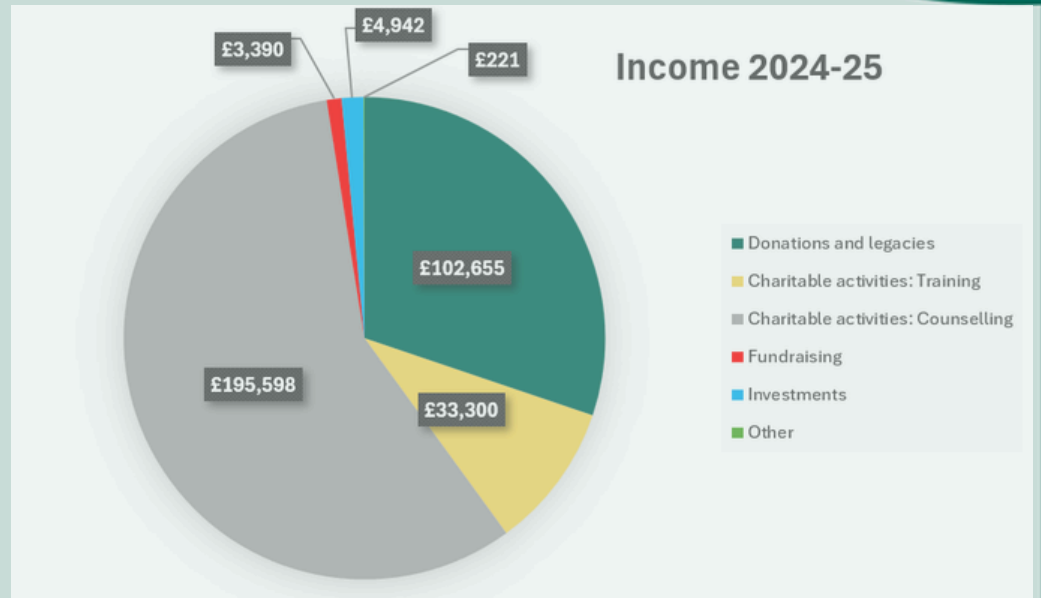
## **Monies Available**

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

Daniel Whisson  
Finance and IT Officer



# Finances contd



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

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



## Final word from the CEO

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

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

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

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

# Final word from the CEO contd...

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

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

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

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

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

With sincere gratitude,

Linda Bullock  
Chief Executive Officer



Company Number: 02619615  
Registered Charity: 1013442

LISTENING POST COUNSELLING  
SERVICE LIMITED  
(Limited by Guarantee)  
ANNUAL REPORT AND UNAUDITED ACCOUNTS  
31 JANUARY 2025

LISTENING POST COUNSELLING SERVICE LIMITED

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

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**LISTENING POST COUNSELLING SERVICE LIMITED**

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

**CHARITY AND COMPANY INFORMATION**

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



## LISTENING POST COUNSELLING SERVICE LIMITED

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

#### THE REPORT OF THE COUNCIL OF MANAGEMENT

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

#### CONSTITUTION AND OBJECTIVES OF THE CHARITY

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

#### ORGANISATION OF THE CHARITY

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

#### COUNCIL OF MANAGEMENT (DIRECTORS)

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

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

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

Signed on behalf of the Council of Management on.....16.06.2025

*Alister M. Sammon*

Dr A M Sammon  
Chairperson

LISTENING POST COUNSELLING SERVICE LIMITED

STATEMENT OF FINANCIAL ACTIVITIES  
FOR THE YEAR ENDED 31 JANUARY 2025

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

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

LISTENING POST COUNSELLING SERVICE LIMITED

BALANCE SHEET AT 31 JANUARY 2025

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

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

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

The trustees acknowledge their responsibility for ensuring that the company keeps proper accounting records which comply with Sections 386 and 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 16.06.2025 and are signed on their behalf by:



Dr A M Sammon  
Chairperson



Mr R D Kingston  
Treasurer

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

LISTENING POST COUNSELLING SERVICE LIMITED

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

1) ACCOUNTING AND RESERVES POLICIES

**Basis of accounting**

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

**Cash flow statement**

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

**Donations**

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

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

**Tangible fixed assets**

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

**Depreciation**

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

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

**Support costs**

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

**Reserves**

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

2) Income From Donations, Grants and Legacies	Unrestricted Funds	Restricted Funds	2025 Total	2024 Total
	£	£	£	£
Donations	32,794	-	32,794	22,300
Trusts	34,900	34,961	69,861	74,550
	<u>67,694</u>	<u>34,961</u>	<u>102,655</u>	<u>96,850</u>

LISTENING POST COUNSELLING SERVICE LIMITED

NOTES TO THE UNAUDITED ACCOUNTS  
FOR THE YEAR ENDED 31 JANUARY 2025 (continued)

3) Income from Charitable Activities	Unrestricted Funds £	Restricted Funds £	2025 Total £	2024 Total £	
a) Training & Seminars:					
Training Courses	30,700	-	30,700	39,200	
Training Seminars	2,600	-	2,600	1,240	
	<u>33,300</u>	<u>-</u>	<u>33,300</u>	<u>40,440</u>	
b) Counselling Services:					
Counselling Placement Administration Fees	1,646	-	1,646	1,125	
Counselling Charged Clients	102,457	-	102,457	79,015	
Counselling Client Donations	63,306	-	63,306	67,728	
Counselling Client Assessment Booking Fees	6,477	-	6,477	7,146	
Supervision Fees	21,712	-	21,712	19,157	
	<u>195,598</u>	<u>-</u>	<u>195,598</u>	<u>174,171</u>	
4) Expenditure on Raising Funds	Unrestricted Funds £	Restricted Funds £	2025 Total £	2024 Total £	
Direct costs	28,215	-	28,215	24,425	
Support costs (see note 6)	2,331	-	2,331	4,984	
	<u>30,546</u>	<u>-</u>	<u>30,546</u>	<u>29,409</u>	
5) Expenditure on Charitable Activities	Unrestricted Funds £	Restricted Funds £	2025 Total £	2024 Total £	
a) Training & Seminars:					
Direct staff costs	24,898	-	24,898	25,221	
Registration fees	6,298	-	6,298	7,327	
Other Direct costs	11,829	-	11,829	6,291	
Support costs (see note 6)	7,778	-	7,778	6,584	
	<u>50,803</u>	<u>-</u>	<u>50,803</u>	<u>45,423</u>	
b) Counselling Services:					
Direct staff costs	124,215	12,667	136,882	138,649	
Professional indemnity insurance	1,200	-	1,200	1,200	
Contracted Counsellors	18,128	8,962	27,090	9,987	
Contracted Supervision	12,400	-	12,400	11,820	
Supervision	25,816	-	25,816	24,143	
Other Direct costs	23,914	3,337	27,251	9,531	
Support costs (see note 6)	29,887	4,520	34,407	56,274	
	<u>235,560</u>	<u>29,486</u>	<u>265,046</u>	<u>251,604</u>	
6) Analysis of Support Costs	Raising Funds £	Training £	Counselling £	Grand Total £	Basis of Allocation
Support staff costs	207	4,816	9,216	14,239	By time
Governance	1,092	1,895	9,397	12,384	In proportion
Telephone	270	507	2,365	3,142	By estimate
Rent & rates	352	117	4,809	5,278	By estimate
Heat & light	46	77	1,382	1,505	By estimate
Insurance	97	33	390	520	By estimate
Depreciation	-	66	6,011	6,077	Per item by
Photocopier	267	267	837	1,371	By estimate
Total Support Costs	<u>2,331</u>	<u>7,778</u>	<u>34,407</u>	<u>44,516</u>	



LISTENING POST COUNSELLING SERVICE LIMITED

NOTES TO THE UNAUDITED ACCOUNTS  
FOR THE YEAR ENDED 31 JANUARY 2025 (continued)

7) Staff Costs and Employee Benefits

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

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

The average number of employees during the year was:

	2025	2024
	No.	No.
Average number of part time staff:	30.8	36.1
Average number of full time equivalents:	<u>7.1</u>	<u>6.8</u>

8) Tangible Fixed Assets

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

9) Debtors: Amounts due within one year

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

LISTENING POST COUNSELLING SERVICE LIMITED

NOTES TO THE UNAUDITED ACCOUNTS  
FOR THE YEAR ENDED 31 JANUARY 2025 (continued)

10) Creditors: Amounts falling due within one year

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

11) Restricted Funds

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

**Stroud Refurbishment**

A grant was obtained towards refurbishing the Stroud Centre.

**CRM Grant**

Grants were obtained to pay for a new CRM System

**High Severity Clients**

A grant was obtained (09/11/23) to provide counselling for high severity/complex needs clients (176 sessions at £22.70 per session)

**Clients who Pay £5 and Under**

A grant was obtained (13/12/23) to provide counselling for low income clients (83 sessions at £30 per session)

**Complex or Aged 18-25 Clients**

A grant was obtained (21/12/23) to provide counselling for clients aged 18-25 or with complex needs (166 sessions at £15 per session)

**Family Therapy**

A grant was obtained (09/08/2024) to provide family therapy in Coleford

**Stroud Centre**

A grant was obtained (02/08/2024) to cover costs for the Stroud Centre

**Coffe & Chat & Check-Ins**

A grant was obtained (01/05/2024) to pay for coffee & chat sessions, and telephone check-ins for waiting list clients

**Forest REACH**

A grant was obtained (28/03/2024) to provide counselling in the Forest of Dean. This is showing in the Balance Sheet, and being moved to the restricted income account as it is spent

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

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

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

(a) view' and the report is limited to those matters set out in the statement below.

**Independent examiner's statement**

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

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

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

have not been met; or

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

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



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

