

THE LISTENING CENTRE

England & Wales · Charity number 1098571

Details

Other names	TLC
Status	Registered
Legal form	Other
Registered	2003-07-15
Register	View on the Charity Commission register

Contact

Address	38a Hertford Street Oxford OX4 3AL
Phone	0000000000
Email	admin@thelisteningcentre.org.uk
Website	www.thelisteningcentre.org.uk

Activities

Objects: To relieve the needs of people with mental health issues in Oxfordshire and the surrounding area by the provision of counselling and psychotherapy services.

Activities: The Listening Centre provides an affordable counselling service to individuals on limited incomes who live in and around Oxford. Counsellors & Psychotherapists in training support the service on an unpaid basis.

Classification

- **How:** Provides Services
- **What:** The Advancement Of Health Or Saving Of Lives
- **Who:** Other Defined Groups, The General Public/mankind

Geography

- **Area of benefit:** BLACKBIRD LEYS AND THE SURROUNDING AREA
- Oxfordshire

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£103,686	£73,780	-	-
2024-03-31	£59,513	£56,397	-	-
2023-03-31	£32,990	£41,965	-	-
2022-03-31	£40,859	£41,466	-	-
2021-03-31	£37,256	£22,495	-	-

Trustees

Name	Role	Appointed
Alan Jiang		2025-06-02
Nicola Holmes-Brown		2025-03-12
Oliver Perera		2025-04-04

THE LISTENING CENTRE

England & Wales - Charity number 1098571

Accounts

REGISTERED CHARITY NUMBER: 1098571

**THE LISTENING CENTRE
FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

Mercer Lewin Ltd
Chartered Accountants and Registered Auditors
6-7 Citibase, New Barclay House
234 Botley Road
Oxford
OX2 0HP

THE LISTENING CENTRE ANNUAL REPORT FOR THE YEAR ENDED 31 MARCH 2025

The Listening Centre is registered with the Charity Commission (No 1098571).

The charity is constituted by deed, dated 21 June 2003 and updated in 2009.

Charity
Address: The Old Schoolhouse
Hertford Street
Oxford
OX4 3AJ

Report of the Trustees FOR THE YEAR ENDED 31 MARCH 2025

Chair's Statement

This year has been one of quiet, purposeful progress for The Listening Centre externally. Internally, we have experienced a period of significant transition and change. I would like to offer my thanks and appreciation to our outgoing CEO Sian Renwick for starting this transition process. I also wish to express my deep gratitude to Claire Jacques and Marie Hooper, who helped the charity skillfully navigate the interim period after Sian left us and before we recruited our incoming Chief Executive Andrea West, who I am delighted to welcome to The Listening Centre. Andrea has brought new energy, expertise and ideas to our work, as well as consolidating and making our processes more robust behind the scenes. We have taken considered steps to strengthen our operations, governance, and financial resilience while continuing to meet the increasing demand for accessible, high-quality counselling. The Board has worked closely with the Chief Executive and clinical lead to provide strategic oversight and ensure we remain grounded in our mission.

The Listening Centre operates in an increasingly complex environment. Financial uncertainty, rising mental health needs, and pressure on public services all continue to shape the landscape in which we work. Despite these challenges, TLC remains steadfast in its commitment to providing a professional, ethical, and affordable service. We recognise that the need for safe, accessible therapeutic support is growing, and that our role as a community-based provider has never been more vital.

On behalf of the Board, I would like to thank all those who make our work possible: our counsellors, staff, partners, funders, and clients. Your support continues to sustain the impact and integrity of the service we provide.

Chris Graham
Interim Chair of Trustees

Chief Executive's Report

This year has been defined by consolidation, transition, and careful planning for the future. My appointment as Chief Executive in early 2025 marked a new chapter for The Listening Centre, and I am grateful for the confidence shown in me by the Board and the wider team. It has been a privilege to join an organisation with such a clear commitment to ethical, affordable counselling and such a strong legacy of community-focused work.

My priority on joining was to assess and strengthen our core operations. Working closely with our newly appointed Clinical Lead, Beth Waters, we have taken significant steps to embed consistency across key areas of delivery, including assessment, supervision, and clinical governance. We have also introduced new processes to support volunteers and student counsellors, ensuring they are well-equipped to meet the needs of a growing and increasingly diverse client base.

The ongoing development of the TLC+ programme has been a particular area of focus. By providing a framework for paid work within our established ethical and clinical structures, this initiative allows us to retain skilled practitioners, extend our reach to clients with more complex needs, and strengthen our financial model. Importantly, it reflects our belief that affordability and quality should not be in opposition, and that practitioner development is central to the sustainability of the counselling profession.

Alongside this, we have laid the groundwork for longer-term growth. We reviewed our internal governance and data management systems, refreshed key policies, and submitted targeted funding applications to support service delivery and client bursaries. While the external environment remains challenging, particularly in relation to mental health demand and fundraising competition, we have made steady progress toward our strategic goals.

None of this would be possible without the ongoing dedication of our staff team, volunteer counsellors, supervisors, trustees, and funders. I would also like to acknowledge the clients who place their trust in us during some of the most difficult periods of their lives. Their voices continue to shape how we work and why we exist.

TLC gave me a safe space at a time when everything felt overwhelming. The support I received has had a lasting impact on my well-being and my relationships. Client feedback

Andrea West

Chief Executive Officer

Clinical and Operational Delivery

Counselling has been delivered by a team of committed volunteer and paid counsellors, supported by experienced supervisors and the operations team. Placements have been offered to student counsellors from a range of training institutions, alongside opportunities for early-career and qualified practitioners to contribute to TLC's work.

Our clinical coordination function was strengthened this year with improvements to how assessments, allocations, and supervision are managed. These changes have supported a more consistent client experience and provided clearer oversight across the service. We introduced updated policies to support

the management of performance and professional concerns relating to student and volunteer counsellors, ensuring alignment with national ethical standards.

Counselling sessions were delivered across multiple sites as well as online, with flexibility built into the model to respond to client preference and counsellor availability.

Client Demand and Access

Demand for the service remains high. We saw an increase in the number of enquiries, assessments, and sessions delivered, reflecting both community need and the strength of our referral networks. Clients continue to present with a wide range of concerns, including anxiety, depression, bereavement, relationship issues, and self-development. We maintained a blend of face-to-face and online provision, with both modes used consistently throughout the year.

Client contributions remain an important part of our income model. We have continued to offer bursary-supported places for individuals facing financial hardship. The average client contribution continues to fall well below the full cost of delivering a session, reflecting our commitment to affordability. This model helps to ensure that support remains accessible, even as financial pressures on individuals and the organisation continue to rise.

Finance and Fundraising

Income increased during the year through a combination of client contributions, small grants, and individual donations. The TLC+ programme has begun to generate additional revenue, and we submitted several funding applications to support both bursary provision and infrastructure development.

Expenditure has remained stable, with investment in supervision, clinical oversight, and operational capacity continuing to account for the majority of costs. We continue to monitor our financial position closely and review our pricing and fundraising strategy regularly.

Governance and Infrastructure

TLC is a charity registered on 15th July 2003. The charity was established under a constitution which established the objects and powers of the charity.

Trustees delegate the day to day management and responsibility to the Chief Executive who is supported by the Clinical lead who ensures the ongoing clinical standards of the Charity and an Operations Manager who oversees all aspects of operations/delivery

The CEO, Senior Management Team and Board of Trustees followed the procedures advised by the Charity Commission before making appointments for positions. All Trustees give their time voluntarily and receive no benefits from the Charity. Any expenses reclaimed from the Charity are set out in note 8 of the financial statements.

Trustees are recruited through advertisements placed in local volunteer bureaux, social media, via the TLC website and by potential Trustees expressing their interest by making direct contact with TLC. Potential Trustees are requested to speak with the Chair and submit a written resume of their career and interests for consideration by the Board of Trustees. Following an interview by a panel of at least two Trustees and reference checking including a DBS check, suitable applicants are invited to attend one board meeting as an observer and then complete relevant paperwork and an induction. After the first meeting and if the Board is unanimous, the new trustee is elected on to the Board at the next meeting. Trustees are not appointed by anyone outside the Charity.

Trustees adhere to TLC policies and procedures for staff and volunteers.

Induction and Training for Trustees All Trustees receive a programme of induction, co-ordinated by the senior management team upon appointment. A Trustee Induction Pack is kept up to date and forms the basis of this induction. The induction includes a welcome and introduction to the Board and also an explanation of functions and services within TLC. New Trustees are required to read the trustee guidance on the Charity Commission website and access other digital training materials regarding the role and responsibilities of a Charity Trustee and information specifically regarding domestic abuse. Mandatory training for Trustees includes safeguarding (adult and children) and equality and diversity. Additional training is offered by Involve to the Board throughout the year.

Remuneration

Currently, the key management personnel team consists of three staff including, the Chief Executive, Clinical Lead and Operations Manager. All are employed on a freelance basis. Individual remuneration is reviewed after each appraisal annually, although the Charity cannot guarantee an annual pay review and any payment increase is based on available funding, achievement of targets and operational performance.

Preparation, selection, vetting and vigilant maintenance are all central to our safer recruitment policy with all senior managers undertaking the Safer Recruitment Training. All of our staff, students and volunteers are screened before commencing employment or volunteering with us. This includes DBS checks and taking up references from former employers; proof of identity and ability to work is additionally sought from candidates prior to interview along with relevant training/ education/ qualification certificates. Our recruitment policy and volunteer policy are updated annually to ensure all recent legislation and guidance is followed. Pre-planned interview questions with an interview panel of two members of staff are used to access the knowledge, insight and suitability of a candidate.

All volunteers, students and staff have to complete an enhanced Disclosure and Barring Service (DBS) check before they can commence their duties and they have to undertake comprehensive safeguarding training along with our introduction to domestic abuse training.

Objectives and Activities for the Public Benefit The mission, vision and objectives of the Charity are summarised in the TLC Constitution. The Trustees refer to the Charity Commission's general guidance on public benefit when reviewing the charitable aims and objectives and in planning future TLC operations and activities. In particular, the Trustees consider how planned activities and new projects will contribute to the aims and objectives that have been set.

Charitable Objects: To relieve the needs of people with mental health issues in Oxfordshire and the surrounding area by the provision of counselling and psychotherapy services.

Activities: The Listening Centre provides an affordable counselling service to individuals on limited incomes who live in and around Oxford. Counsellors & Psychotherapists in training support the service on an unpaid basis.

Risk Review

TLC has a comprehensive Risk Register that is reviewed regularly at Board Meetings. The Risk Register covers governance, operations, financial aspects, people management, legal and external factors (e.g. government policy) and complements the Business Continuity Plan. Risk to clients is managed through relevant policies including Health & Safety Policy, Safeguarding (adults and children), and the TLC Code of Conduct. Risk is also managed through monthly supervision and case management. The CEO monitors financial risk by reviewing income and expenditure in the management accounts on a monthly basis as well as cash flow to ensure the Charity can meet its commitments as they fall due. Regular budget reforecasting allows tracking to ensure the Charity is looking ahead at its financial stability providing a longer term picture. The income and expenditure, funding and financial risk is explored thoroughly at Board meetings every other month allowing strategy and actions to be revised if required.

The TLC risk register identifies all key risks and how these are being managed.

Financial Review

With fundraising support TLC has a robust financial plan in place to monitor progress and concerted move to access grant funding from new trusts and foundations. Different funding streams have been essential to ensure we can continue to deliver the diversity of projects we are committed to providing.

The statement of financial activities shows that the total incoming resources increased to £103,686 while total resources expended increased to £73,779.

The Trustees have determined that free reserves should be maintained at a level sufficient to cover continued service delivery for 3-6 months of half the activity of the Charity. At 31 March 2025 free reserves were £48,779 The reserves policy requires free reserves of £18,444 to £36,889.

Investment Policy

The Trustees, having regard to the liquidity requirements of operating TLC, have kept available funds in interest-bearing deposit accounts.

Restrictions on Distribution

The Constitution prohibits the distribution of the income and property of the charitable company to the members. Upon dissolution or winding up of the Charity, the assets shall be given or transferred to some similar institution or institutions having objects similar to the charitable company.

The Trustees are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Looking Ahead

The Listening Centre operates within a context that is both deeply challenging and urgently necessary. Mental health services across the UK continue to face unprecedented pressure, with waiting lists growing and increasing numbers of individuals unable to access the support they need through statutory provision. At the same time, the fundraising environment for small charities remains difficult. Competition for grant funding is intense, and many funders are reducing or narrowing their criteria in response to wider economic pressures.

Against this backdrop, our mission is clear. We exist to provide accessible, affordable and ethically grounded counselling to individuals who may not otherwise be able to access therapy. We believe in the value of therapeutic work that is thoughtful, well-supported, and rooted in professional standards. Our model, combining volunteer and paid counsellors, reflects both our commitment to affordability and our support for the development of practitioners at all stages of their careers.

Our values of inclusivity, safety, integrity, and responsiveness continue to guide our strategic decisions. In the coming year, we will invest further in the systems and partnerships needed to sustain and grow our work. This includes developing a longer-term fundraising strategy, strengthening our data and evaluation practices, and continuing to grow the TLC+ programme in a way that is clinically robust and financially sustainable.

We are also committed to finding a longer-term premises solution that supports both our service delivery and our operational needs, and to ensuring our governance and infrastructure can adapt to the evolving landscape in which we operate.

We are deeply grateful to all those who have supported The Listening Centre throughout the year our clients, counsellors, staff, funders, and partners. Your support makes this work possible.

The charity is administered by a committee of management comprising:

Trustees: Christopher George Graham
Alan Jiang
Oliver Perera
Niclo Holmes Brown
Susanne Mary Connick

Christopher George Graham

... January 2026

**INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF
THE LISTENING CENTRE**

Page 8

I report on the accounts of the charity for the year ended 31 March 2025 which are set out on the Income and Expenditure Account and Balance Sheet appended to this report.

Respective responsibilities of Committee of Management and Examiner

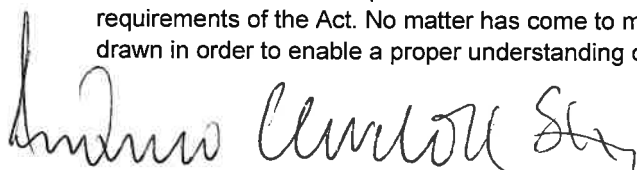
The committee of management are responsible for the preparation of the accounts; they consider that the audit requirement of the Charities Act 2011 (the Act) does not apply. It is my responsibility, without performing an audit, to carry out an examination of the accounts and to report to you.

Basis of Examiner's statement

My report is in respect of an examination carried out under s145 of the Act and in accordance with directions given by the Charity Commissioners under subsection 5(b) of that section. An examination includes a review of the accounting records kept by the committee of management and a comparison of the accounts presented with those records which is primarily limited to analytical procedures and to the making of such enquiries of the committee of management as was necessary for the purposes of this report. The procedures undertaken do not constitute an audit.

Examiner's statement

Based on my examination, no matter has come to my attention which gives me reasonable cause to believe that in any material respect, accounting records have not been kept in accordance with s130 of the Act, or that the accounts presented do not accord with those records or comply with the accounting requirements of the Act. No matter has come to my attention to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.



A Churchill Stone FCA DChA
Mercer Lewin Ltd
Chartered Accountants and Registered Auditors
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Oxford
OX2 0HP
29 January 2026

THE LISTENING CENTRE Page 9.
INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31 MARCH 2025

	General funds £	Restricted funds £	Total 2025 £	Total 2024 £
Income				
Bank interest	492	-	492	201
Client contributions	66,839	-	66,839	49,076
Donations and other income	795	-	795	2,971
Grants	35,560	-	35,560	7,265
Workshops	-	-	-	-
	<u>103,686</u>	<u>-</u>	<u>103,686</u>	<u>59,513</u>
Direct charitable expenditure				
Administration expenses	11,550	-	11,550	11,711
Advertising expenses	1,100	-	1,100	922
Bank charges	60	-	60	60
Bookkeeping fees	343	-	343	315
Co-ordination fees	7,010	-	7,010	5,980
DBS checks	60	-	60	420
Donations and grants costs	1,483	-	1,483	1,446
Independent examiner's fees	330	-	330	1,158
Insurance/BACP membership	1,295	-	1,295	240
Professional fees	7,740	-	7,740	-
Room and office hire	14,397	-	14,397	14,146
Sundry expenses	152	-	152	-
Supervision, clinical and consultancy	12,732	-	12,732	10,144
Telephone	884	-	884	1,125
Assessment Fees & Expenses	3,308	-	3,308	2,700
Volunteer expenses and travel	857	-	857	1,172
Website and internet	1,371	-	1,371	144
Counsellor Payments	2,020	-	2,020	1,130
CEO Fees	7,088	-	7,088	3,585
	<u>73,780</u>	<u>-</u>	<u>73,780</u>	<u>56,397</u>
Surplus/(deficit) for the year	29,906	-	29,906	3,115
Balance brought forward	18,872	-	18,872	15,757
Balance carried forward	<u>£48,778</u>	<u>-</u>	<u>£48,778</u>	<u>£18,872</u>

**THE LISTENING CENTRE
BALANCE SHEET AS AT 31 MARCH 2025**

Page10.

	2025 £	2024 £
Bank current account	30,831	7,512
Bank deposit account	25,814	11,360
Prepayments		
	<u>56,646</u>	<u>18,872</u>
Accounts payable	<u>(7,868)</u>	<u>-</u>
Balance of funds	<u>£48,778</u>	<u>£18,872</u>

Christopher George Graham
.... January 2026

THE LISTENING CENTRE

England & Wales - Charity number 1098571

Accounts



The
Listening
Centre

Annual Report

APRIL 2023 - MARCH 2024

REGISTERED CHARITY NUMBER: 1098571



“I had never had counselling before and was a bit apprehensive but the process was so easy. The counselling itself was more than I could ever imagined it could be, genuinely life changing. It helped me with my anxiety and in so many areas of my life. Affordable counselling with incredible counsellors - I recommend The Listening Centre to everyone who is thinking of starting counselling.”

CLIENT FEEDBACK

Foreword

2023-24 was a landmark year for The Listening Centre, with October marking thirty years since a small group of counsellors launched a drop-in listening service in Blackbird Leys. In the intervening years, TLC has, of course, developed and adapted to changing times, demands, and circumstances, but we're proud to have retained the founding vision of providing an accessible counselling service to those who need it most.

One of the original founders in 1995 was Julian Sharples, who returned to the charity in 2008 to take on the role of Chair of Trustees, and later that of CEO, and was integral to the success of TLC for over fifteen years. TLC trustees, staff, and counsellors gathered to hear Julian's reflections on his time at the charity's helm and to thank him for his contributions at a community meeting in July 2023.

The primary focus of the trustees and interim CEO, Sian Renwick, over the course of 2023-24 was to stabilise the charity's finances, through a combination of identifying potential reductions in expenditure and, crucially, increasing revenue. A standard client fee of £20 was introduced and TLC also invested in specialist fundraising support, developing a robust theory of change and case for support. These measures have already borne fruit, and the charity is delighted to report an annual surplus of £3,115.

For 2024-25, TLC intends to build on this progress and continue to invest in fundraising and partnership opportunities, as well as planning for succession by launching a recruitment drive for additional trustees.



CLAIRE JACQUES
CHAIR OF TRUSTEES

Our Values

affordable

We believe that psychotherapy and counselling should be available to all those who need it and can benefit from it regardless of their income.

inclusive

We want everyone to feel welcome, enabled and supported to achieve their potential without discrimination. We are committed to having a diverse range of clients, therapists, trustees and associates.

safe

We provide clients with a safe space in which to develop and grow at their own pace, by providing suitable counsellors or psychotherapists who adhere to strict codes of ethics and safeguarding that are aligned with recognised accrediting bodies.

supportive

We nurture and encourage mutual support and self-care among all members of the organisation.

innovative

We embrace change and aim to continually improve our service through listening, learning, and innovating.



Organisational Overview

Across 2023/24, the core work of The Listening Centre was delivered by a dedicated team of volunteer counsellors. We're committed to providing opportunities for counsellors in training to gain experience and clinical hours through placements, as well as welcoming qualified counsellors who wish to support our mission by volunteering. Essential clinical supervision was provided by our experienced associate supervisors, while an increased number of client enquiries, assessments, and allocations were managed by Kay Tillyer.

COUNSELLORS

 Peak of 22 Counsellors | 10 Qualified

SUPERVISORS

 Flora Winchester / Dr Carole Blythe
Melanie Kay / Sarah Oak / Sarah Burnet

TRUSTEES

 Claire Jacques / Liz Tapper / Chris Graham

OPERATIONAL / SUPPORT ROLES

 Sian Renwick / Kay Tillyer / Naomi Garrido

ADDITIONAL CONSULTANT / AD HOC ROLES
Anne Timpson / Clare Patterson / Admin Team

This year saw a focus on establishing sustainable fundraising processes and networks. Internal policies and controls were also reviewed and updated. A pilot was introduced to begin an agency-style counselling model to provide qualified counsellors, especially those who had trained with us, paid opportunities beyond qualification. This new model also enables us to expand our reach as we now have more options to match clients with more complex needs with more experienced therapists.



Our Clients

The need for TLC's services continues to grow, with initial enquiries up 21% in 2023/24 compared to the previous year.



200

TOTAL CLIENTS SEEN (146 last year)

2003

NUMBER OF HOURS DELIVERED (1571 last year)

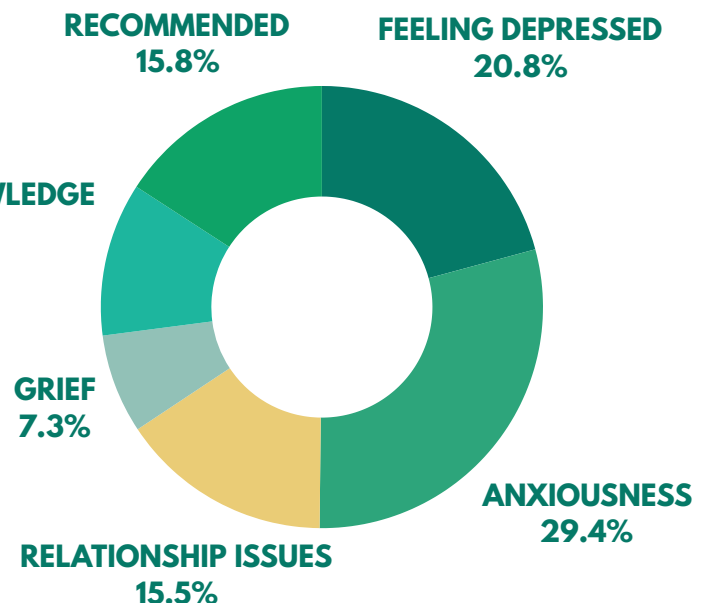
139

NUMBER OF ASSESSMENTS (126 last year)



What led clients to seek counselling?

How did clients access their counselling?



Financial Overview

£49,075.92

CLIENT FEES (£29,691.07 last year)

£2,986.24

DONATIONS (£1,227.56 last year)

£7,250.00

GRANTS (£2,000 last year)

£3,115

SURPLUS

MAIN EXPENSES



Income in 2023/24 outstripped costs, due to increases in the number of counsellors, clients, and our £20 minimum fee. Client contributions remained the primary source of income. Although investment in fundraising also saw a significant increase in grants. We remain committed to providing truly affordable counselling to those who would otherwise not be able to access it and, despite increases, client contributions still didn't cover the true cost of a session (c. £28). Some clients continue to pay as little as £5 per session. Developing our agency-style model to broaden our reach remains a priority.

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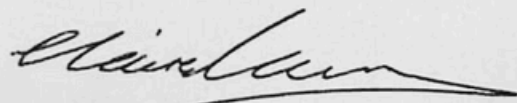
The charity is administered by a committee of management comprising:

Trustees: Chris Graham
Elizabeth Ann Tapper
Claire Ann Jacques

The objective of The Listening Centre (TLC) is the preservation and protection of good health for people in need in Blackbird Leys and the surrounding area by providing a counselling service.

The charity offers, and has offered since 1993, a regular, low-cost counselling service, provided by trainee counsellors under supervision. This supervised counselling also helps the trainee counsellors to attain the necessary experience required for their professional qualifications.

TLC provides regular group supervision sessions for its volunteers, and has an ongoing programme of professional development for its counsellors through the delivery of workshops and training sessions.



Claire Jacques

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF THE LISTENING CENTRE

I report on the accounts of the charity for the year ended 31 March 2024 which are set out on the Income and Expenditure Account and Balance Sheet appended to this report.

Respective responsibilities of Committee of Management and Examiner

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Basis of Examiner's statement

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Examiner's statement

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14th January 2025

THE LISTENING CENTRE
INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31 MARCH 2024

Page 3.

	General funds £	Restricted funds £	Total 2024 £	Total 2023 £
Income				
Bank interest	201	-	201	71
Client contributions	49,076	-	49,076	29,691
Donations and other income	2,971	-	2,971	1,228
Grants	7,265	-	7,265	2,000
Workshops	-	-	-	-
	<u>59,513</u>	<u>-</u>	<u>59,513</u>	<u>32,990</u>
Direct charitable expenditure				
Administration expenses	11,711	-	11,711	7,770
Advertising expenses	922	-	922	-
Bank charges	60	-	60	72
Bookkeeping fees	315	-	315	433
Co-ordination fees	5,980	-	5,980	7,860
DBS checks	420	-	420	-
Donations and grants costs	1,446	-	1,446	533
Independent examiner's fees	1,158	-	1,158	437
Insurance/BACP membership	240	-	240	1,779
Recruitment expenses	-	-	-	-
Room and office hire	14,146	-	14,146	9,592
Sundry expenses	-	-	-	897
Supervision, clinical and consultancy	10,144	-	10,144	11,027
Telephone	1,125	-	1,125	1,029
Assessment Fees & Expenses	2,700	-	2,700	-
Volunteer expenses and travel	1,172	-	1,172	-
Website and internet	144	-	144	535
Counsellor Payments	1,130	-	1,130	-
CEO Fees	3,585	-	3,585	-
	<u>56,397</u>	<u>-</u>	<u>56,397</u>	<u>41,965</u>
Surplus/(deficit) for the year	3,115	-	3,115	(8,975)
Balance brought forward	15,757	-	15,757	24,732
Balance carried forward	<u>£18,872</u>	<u>-</u>	<u>£18,872</u>	<u>£15,757</u>

BALANCE SHEET AS AT 31 MARCH 2024

	2024 £	2023 £
Bank current account	7,512	1,086
Bank deposit account	11,360	14,563
Prepayments	-	108
	<u>18,872</u>	<u>15,757</u>
Accounts payable	-	-
Balance of funds	<u>£18,872</u>	<u>£15,757</u>

Claire Jacques



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Oxford
OX2 0HP

**THE LISTENING CENTRE
ANNUAL REPORT FOR THE YEAR ENDED 31 MARCH 2024**

The Listening Centre is registered with the Charity Commission (No 1098571).

The charity is constituted by deed, dated 21 June 2003 and updated in 2009.

Charity Address: The Old Schoolhouse
Hertford Street
Oxford
OX4 3AJ

The charity is administered by a committee of management comprising:

Trustees: Chris Graham
Elizabeth Ann Tapper
Claire Ann Jacques

The objective of The Listening Centre (TLC) is the preservation and protection of good health for people in need in Blackbird Leys and the surrounding area by providing a counselling service.

The charity offers, and has offered since 1993, a regular, low-cost counselling service, provided by trainee counsellors under supervision. This supervised counselling also helps the trainee counsellors to attain the necessary experience required for their professional qualifications.

TLC provides regular group supervision sessions for its volunteers, and has an ongoing programme of professional development for its counsellors through the delivery of workshops and training sessions.



Claire Jacques

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF THE LISTENING CENTRE

I report on the accounts of the charity for the year ended 31 March 2024 which are set out on the Income and Expenditure Account and Balance Sheet appended to this report.

Respective responsibilities of Committee of Management and Examiner

The committee of management are responsible for the preparation of the accounts; they consider that the audit requirement of the Charities Act 2011 (the Act) does not apply. It is my responsibility, without performing an audit, to carry out an examination of the accounts and to report to you.

Basis of Examiner's statement

My report is in respect of an examination carried out under s145 of the Act and in accordance with directions given by the Charity Commissioners under subsection 5(b) of that section. An examination includes a review of the accounting records kept by the committee of management and a comparison of the accounts presented with those records which is primarily limited to analytical procedures and to the making of such enquiries of the committee of management as was necessary for the purposes of this report. The procedures undertaken do not constitute an audit.

Examiner's statement

Based on my examination, no matter has come to my attention which gives me reasonable cause to believe that in any material respect, accounting records have not been kept in accordance with s130 of the Act, or that the accounts presented do not accord with those records or comply with the accounting requirements of the Act. No matter has come to my attention to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.



A Churchill Stone FCA DChA
Mercer Lewin Ltd
Chartered Accountants and Registered Auditors
6-7 Citibase, New Barclay House
234 Botley Road
Oxford
OX2 0HP

14th January 2025

THE LISTENING CENTRE
INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31 MARCH 2024

Page 3.

	General funds £	Restricted funds £	Total 2024 £	Total 2023 £
Income				
Bank interest	201	-	201	71
Client contributions	49,076	-	49,076	29,691
Donations and other income	2,971	-	2,971	1,228
Grants	7,265	-	7,265	2,000
Workshops	-	-	-	-
	<u>59,513</u>	<u>-</u>	<u>59,513</u>	<u>32,990</u>
Direct charitable expenditure				
Administration expenses	11,711	-	11,711	7,770
Advertising expenses	922	-	922	-
Bank charges	60	-	60	72
Bookkeeping fees	315	-	315	433
Co-ordination fees	5,980	-	5,980	7,860
DBS checks	420	-	420	-
Donations and grants costs	1,446	-	1,446	533
Independent examiner's fees	1,158	-	1,158	437
Insurance/BACP membership	240	-	240	1,779
Recruitment expenses	-	-	-	-
Room and office hire	14,146	-	14,146	9,592
Sundry expenses	-	-	-	897
Supervision, clinical and consultancy	10,144	-	10,144	11,027
Telephone	1,125	-	1,125	1,029
Assessment Fees & Expenses	2,700	-	2,700	-
Volunteer expenses and travel	1,172	-	1,172	-
Website and internet	144	-	144	535
Counsellor Payments	1,130	-	1,130	-
CEO Fees	3,585	-	3,585	-
	<u>56,397</u>	<u>-</u>	<u>56,397</u>	<u>41,965</u>
Surplus/(deficit) for the year	3,115	-	3,115	(8,975)
Balance brought forward	15,757	-	15,757	24,732
Balance carried forward	<u>£18,872</u>	<u>-</u>	<u>£18,872</u>	<u>£15,757</u>

BALANCE SHEET AS AT 31 MARCH 2024

	2024 £	2023 £
Bank current account	7,512	1,086
Bank deposit account	11,360	14,563
Prepayments	-	108
	<u>18,872</u>	<u>15,757</u>
Accounts payable	-	-
Balance of funds	<u>£18,872</u>	<u>£15,757</u>

Claire Jacques



REGISTERED CHARITY NUMBER: 1098571

**THE LISTENING CENTRE
FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024**

Mercer Lewin Ltd
Chartered Accountants and Registered Auditors
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Claire Jacques

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14th January 2025

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Claire Jacques



THE LISTENING CENTRE

England & Wales - Charity number 1098571

Accounts



The
Listening
Centre

Annual Report

APRIL 2022 - MARCH 2023

REGISTERED CHARITY NUMBER: 1098571

"Affordable counselling at The Listening Centre was the best investment I made in my mental health. The counsellors provided practical strategies to manage my depression, and I've seen remarkable progress in my life."

CLIENT FEEDBACK



Foreword

2022/23 was a tough year for our collective mental health, reflected in the 30% increase in client enquiries received compared to 2021/22. It was also a a tough year for many small charities financially, and TLC was no exception. The cost of living crisis led to a noticeable increase in venue hire costs, amplifying the impact of a return to delivering more than half of our work in-person after moving fully online during the pandemic.

However, there's plenty for us to be proud of this year: we delivered 1571 hours of affordable counselling to 146 individual clients who wouldn't have otherwise been able to access it; and we helped 15 trainee counsellors to gain valuable clinical experience by providing placements.

We also invested significant time and effort in improving the systems and processes that allow us to deliver our counselling services; making things smoother for clients and counsellors, ensuring high quality and ethical standards, and maximising efficiency. Doing this work also means we're in a strong position to grow in response to the increasing need we're seeing.



CLAIRE JACQUES
CHAIR OF TRUSTEES



SIAN RENWICK
INTERIM CEO

The Trustees are conscious of the risks facing TLC in the coming months and years. With increasing costs and increasing need for our services, we need to adapt and innovate in order to ensure that we can generate sufficient revenue, from a variety of sources, to allow us to meet demand and become more financially sustainable.

With our 30th anniversary coming up in October 2023, now is the time to think strategically and act decisively, so TLC can continue to support the mental health of Oxfordshire residents for the next 30 years!

"I can't thank The Listening Centre enough. Their affordable counselling services are a blessing. The counsellors helped me overcome the trauma I've carried for years. I feel stronger, happier, and more in control of my life."

Our Values

affordable

We believe that psychotherapy and counselling should be available to all those who need it and can benefit from it regardless of their income.

inclusive

We want everyone to feel welcome, enabled and supported to achieve their potential without discrimination. We are committed to having a diverse range of clients, therapists, trustees and associates.

safe

We provide clients with a safe space in which to develop and grow at their own pace, by providing suitable counsellors or psychotherapists who adhere to strict codes of ethics and safeguarding that are aligned with recognised accrediting bodies.

supportive

We nurture and encourage mutual support and self-care among all members of the organisation.

innovative

We embrace change and aim to continually improve our service through listening, learning, and innovating.



Organisational Overview

Across 2022/23, the core work of The Listening Centre was delivered by a dedicated team of 23 volunteer counsellors. We're committed to providing opportunities for counsellors in training to gain experience and clinical hours through placements, as well as welcoming qualified counsellors who wish to support our mission by volunteering. Essential clinical supervision was provided by our experienced associate supervisors, while an increased number of client enquiries, assessments, and allocations were managed by Kay Tillyer.

COUNSELLORS

 23 TOTAL | 8 QUALIFIED

SUPERVISORS

 Flora Winchester / Dr Carole Blythe
Melanie Kay / Sarah Oak / Sarah Burnet

TRUSTEES

 Claire Jacques / Liz Tapper / Chris Graham

OPERATIONAL / SUPPORT ROLES

 Kay Tillyer / Naomi Garrido / Julian Sharples

ADDITIONAL CONSULTANT / AD HOC ROLES

Anne Timpson / Juliet Henderson / Admin Team

This year saw TLC continue to develop and refine our ways of working, with a focus on moving away from time-consuming manual processes, thanks to the expertise of Naomi Garrido. As a small charity with limited resources, we know the value of staff and volunteer time and maximising efficiency is a key priority. Continual dialogue with clinical staff means we can also make sure processes work well for clients and counsellors.



Our Clients

The need for TLC's services continues to grow, with initial enquiries up 30% in 2022/23 compared to the previous year. Post-COVID, more clients were keen to return to in-person sessions, although nearly half still preferred remote options.



146

TOTAL CLIENTS SEEN

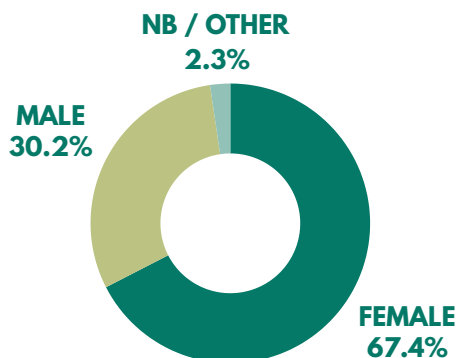
1571

NUMBER OF HOURS DELIVERED

126

NUMBER OF ASSESSMENTS

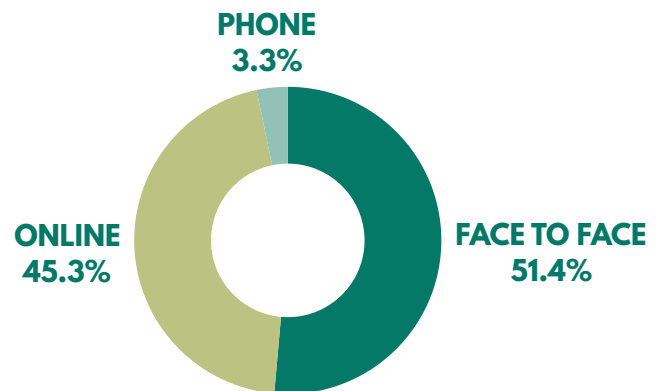
Split of Client Gender



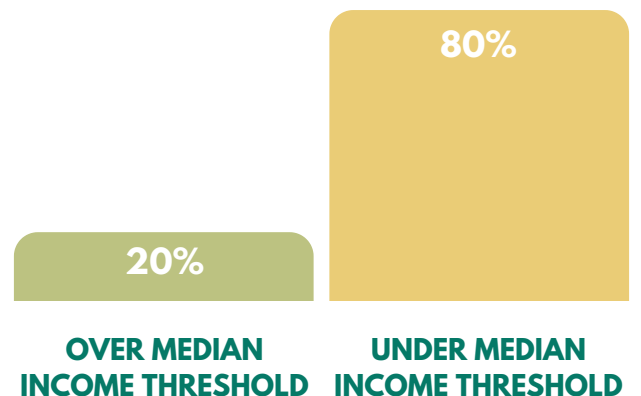
Client Living Location



How did clients access their counselling?



What was the general financial picture for clients?



Financial Overview

£29,691.07

CLIENT FEES

£1,227.56

DONATIONS

£2,000.00

GRANTS

(£8,926.35)

DEFICIT

MAIN EXPENSES



Costs in 2022/23 outstripped income, largely due to the return to a significant proportion of counselling being delivered in-person and incurring venue fees. Client contributions remained the primary source of income for TLC. However, due to our commitment to providing truly affordable counselling to those who would otherwise not be able to access it, client contributions didn't cover the true cost of a session (c. £27), with some clients paying as little as £5 per session. Developing alternative revenue streams is a key priority.

REGISTERED CHARITY NUMBER: 1098571

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FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

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Claire Jacques

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A handwritten signature in blue ink, appearing to read 'A Churchill Stone', followed by a flourish.

A Churchill Stone FCA DChA
Mercer Lewin Ltd
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18 October 2023

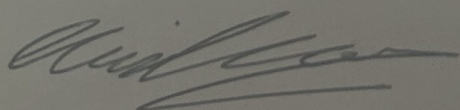
THE LISTENING CENTRE
INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31 MARCH 2023

	General funds £	Restricted funds £	Total 2023 £	Total 2022 £
Income				
Bank interest	71	-	71	3
Client contributions	29,691	-	29,691	24,593
Donations and other income	1,228	-	1,228	2,263
Grants	2,000	-	2,000	14,000
Workshops	-	-	-	-
	<u>32,990</u>	<u>-</u>	<u>32,990</u>	<u>40,859</u>
Direct charitable expenditure				
Administration expenses	7,770	-	7,770	3,777
Advertising expenses	-	-	-	-
Bank charges	72	-	72	96
Bookkeeping fees	433	-	433	1,355
Co-ordination fees	7,860	-	7,860	10,890
DBS checks	-	-	-	-
Donations and grants costs	533	-	533	2,412
Independent examiner's fees	437	-	437	600
Insurance/BACP membership	1,779	-	1,779	-
Recruitment expenses	-	-	-	-
Room and office hire	9,592	-	9,592	445
Sundry expenses	897	-	897	128
Supervision, clinical and consultancy	11,027	-	11,027	14,227
Telephone	1,029	-	1,029	951
Transformation costs	-	-	-	6,228
Volunteer expenses and travel	-	-	-	-
Website and internet	535	-	535	357
	<u>41,965</u>	<u>-</u>	<u>41,965</u>	<u>41,466</u>
Surplus/(deficit) for the year	(8,975)	-	(8,975)	(607)
Balance brought forward	24,732	-	24,732	25,338
Balance carried forward	<u>£15,757</u>	<u>-</u>	<u>£15,757</u>	<u>£24,732</u>

BALANCE SHEET AS AT 31 MARCH 2023

	2023 £	2022 £
Accounts receivable	-	-
Bank current account	1,086	6,128
Bank deposit account	14,563	18,496
Prepayments	108	108
	<u>15,757</u>	<u>24,732</u>
Accounts payable	-	-
Balance of funds	<u>£15,757</u>	<u>£24,732</u>

Claire Jacques



THE LISTENING CENTRE

England & Wales - Charity number 1098571

Accounts



Annual Reports
2021 - 2022



New Chair / New CEO

This year I handed the role of Chair of the Trustees to Claire Jacques. Claire joined TLC as a student counsellor and, once qualified, became one of our assessors. I am truly delighted that she has taken on the role of Chair, and it means that, as CEO, I am free to focus on the operational side of the charity.

Clarifying and articulating our policies and procedures

This year Lynn Errey, a former trustee and now our Clinical Director, undertook a thorough re-drafting of all our policies and procedures on a freelance basis. We had budgeted £13k to do this, but she was able to do it for £5k.

The outcome is that all aspects of our operation are now systemised and have clear processes, policies and procedures. This makes us a far more robust organisation.

Making TLC a digital organisation

Naomi Garrido, our systems and IT guru, has been steadily turning TLC into an entirely digital organisation. This means that over 80% of our clients now come to us via an online form rather than on the phone. Picking up the phone can be very daunting for many; the form also allows for speech-to-text for those who can't or prefer not to write.

Back to face to face?

In the year to 31 March 2021 all our counselling was done via Zoom. In this financial year the big question was: What will it be like going back to face to face? The answer is that we haven't – we are using hybrid working. Some counsellors and clients genuinely prefer to work online. Other prefer counselling in person. The split is currently about 50:50 and the dual option is working well for everyone.



The Old Schoolhouse

This year The Old Schoolhouse in Hertford Street, East Oxford, finally got the go-ahead for its planning application, so we are now officially based there. Our new address is:

The Listening Centre
The Old Schoolhouse
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Oxford OX4 3AJ

I'd like to thank James Hume and his team for making us feel so welcome.

Finally, I want to say that we rely on grants and donations for our continued success. If you would like to set up a direct debit yourself, here are our bank details: Safeguarding our clients

The Listening Centre
Bank: CAF Bank
Sort code: 40-52-40
Account number: 000121222

Your donation is in safe hands – we will use it wisely.

With best wishes,

Julian Sharples
CEO

Treasurer's Report

For those of you who are new to our finances, it's quite simple. The money that comes in each year (our income), minus the money we spend each year (our expenditure), creates either a surplus (if it's positive) or a deficit (if it's negative). This surplus or deficit then directly affects our bank balance.

Income and expenditure: This year vs last year

	2021 - 2022	2020 - 2021	Difference
Income	£40,859	£37,256	Up 10%
Expenditure	£41,466	£22,495	Up 84%
Surplus/Deficit	(£607)	£14,761	
Opening bank balance	£25,338	£10,577	
Closing bank balance	£24,623	£25,338	Down 3%

Red figures denote a negative amount

Our expenditure increased significantly because of various fees linked to the transformation of TLC's work, and a strengthening and professionalisation of the support structures for our counsellors. These include:

- Fees related to the transformation project (a one-off expense in 2021–22)
- Additional supervision
- Fundraising fees, which helped to deliver higher grant income
- Clinical Director fees
- Assessment fees
- Allocation Coordinator fees

Part of the reason for the increased fees is because historically a lot of these services were provided voluntarily by trustees or other volunteers, but in 2021–22 several trustees stepped down, exposing a vulnerability in our structure. In 2021–22, we are now paying core team members to deliver these services and thus creating a more robust structure, which more accurately reflects the costs involved in delivering our services.

In terms of revenue, we slightly increased our client income through negotiating more realistic fees at the assessment stage, rather than leaving this to the counsellors themselves, and going cashless, which meant clients did not miss payments.

Furthermore our grant income was higher than last year by £3.5k, which more than paid for the fundraising fees incurred during the year.



Income breakdown: This year vs last year

	2021–2022	2020 - 2021	Comments
Grants	£14,000	£10,500	Up 33%
Client fees	£24,593	£23,578	Up 4%
Individual donations	£2,263	£3,173	Down 29%

Once again we have to thank Juliet Henderson and her team for continuing to bring in grant money and our individual donors who, through their monthly donations of £5, £10 or £20, make a vital contribution to our finances.

Budget for 2022–23

For the coming year we are budgeting to make a loss on our operations, as we restart face-to-face counselling after the pandemic. It is a transitional year, as we build a longer-term sustainable vision for the future. We expect that this will still leave our bank balance just under £19k, as we use up some of the reserves built up during the pandemic.

	Budget 2023	Actual 2022	Budget 2023 vs Actual 2022
Income	£35,000	£40,859	Down 14%
Cost of operations	£40,786	£41,466	Down 2%
Surplus/Deficit on operations	£(5,786)	£(607)	
Opening bank balance	£24,623	£25,338	
Closing bank balance	£18,837	£24,623	

Red figures denote a negative amount

The fall in income relates to lower expected grant income in 2022–23, because not all grants secured in 2021–22 are expected to be recurring. The increase in costs is a result of additional volunteer expenses and room hire, related to offering face-to-face counselling again.

We believe this additional cost and in-year deficit is a justifiable short-term investment as we respond to the needs of both our counsellors and clients, as we come out of the pandemic. This investment is made possible by the increase in our cash reserves in recent years.

Chris Graham
Treasurer

Vision, mission and values

Our vision

A vivid and compelling picture of a better future. An inspirational statement of an ideal future

A society where mental wellbeing is the foundation of a healthy community and psychotherapy and counselling are accessible by all those who need them.

Our Mission

What we are doing to get there

We offer face-to-face and online psychotherapy and counselling that are affordable, professional and safe. We work to raise awareness of and promote the benefits of psychotherapy and counselling. We work with training institutions to provide placements for students.

Our values

Principles and standards that guide us

Affordable

We believe that psychotherapy and counselling should be available to all those who need them and can benefit, regardless of their income.

Inclusive

We want everyone to feel welcome, enabled and supported to achieve their potential without discrimination. We are committed to having a diverse range of clients, therapists, trustees and associates.

Safe

We provide clients with a safe space in which to develop and grow at their own pace, by providing suitable counsellors or psychotherapists who adhere to strict codes of ethics and safeguarding that are aligned with recognised accrediting bodies.

Supportive

We nurture and encourage mutual support and self-care among all members of the organisation.

Innovative

We embrace change and aim to continually improve our service through listening, learning and innovating.



Financial support and people

Financial Support

The Listening Centre gratefully acknowledges financial support during the year from:

- Sir Victor Blank Charitable Settlement
- J A Pye Settlement
- Yapp Charitable Trust
- St Michael & All Saints
- The Albert Hunt Trust
- Individual donors

Trustees

Claire Jacques (Chair)
Chris Graham
David Gould
Dawn Robinson

CEO

Julian Sharples

Clinical Director

Lynn Errey

Practice Management Team

Naomi Garrido
Kay Tillyer

Bookkeeper

Naomi Garrido

Accountants

Mercer Lewin, Chartered Accountants
41 Cornmarket Street, Oxford OX1 3HA

Bankers

CAF Bank Ltd, 25 Kings Hill Avenue
West Malling, Kent ME19 4JQ

Clients' words

“I can't thank my counsellor enough. She was fantastic, made me feel at ease, was very friendly and always on the end of the phone for me.”

“This therapy happened just at the right time. I would not have been able to carry on without these weekly counselling sessions.”

“I found the fact I could pay an affordable amount extremely helpful. It really helped me speaking to ‘the counsellor’, who is very good at what he does. Thank you very much!”

“After one or two sessions it was life saving. The more I talked to the counsellor, the better I felt. She made me feel so much better about myself.”

“I have seen these things on American programmes where people go to talk to someone. I knew it was what I needed but did not know it was here. Thank you very much.”

“I have been in counselling for almost ten years. Now I'm hoping for the first time in my life that I may no longer need professional help.”

*“It was very helpful and made me start valuing myself,
thanks to your counselling and great help.”*

TLC Client

*“Supportive, understanding, helpful, sympathetic –
very, very useful at a difficult time in my life.”*

TLC Client

*“I feel I’ve got what I needed and more
importantly improved massively.”*

TLC Client



The Listening Centre
The Old Schoolhouse
Hertford Street
Oxford OX4 3AJ

Tel: 01865 794794

www.thelisteningcentre.org.uk

Registered Charity No: 1098571

REGISTERED CHARITY NUMBER: 1098571

**THE LISTENING CENTRE
FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

Mercer Lewin Ltd
Chartered Accountants and Registered Auditors
6-7 Citibase, New Barclay House
234 Botley Road
Oxford
OX2 0HP

**THE LISTENING CENTRE
ANNUAL REPORT FOR THE YEAR ENDED 31 MARCH 2022**

The Listening Centre is registered with the Charity Commission (No 1098571).

The charity is constituted by deed, dated 21 June 2003.

Charity Address: The Leys Children's Centre
61-63 Cuddesdon Way
Blackbird Leys
Oxford OX4 6SB

The charity is administered by a committee of management comprising:

Chair: Julian Sharples
Other trustees: Ian Eastwood
Juliet Henderson
Lynn Errey
Dawn Robinson

The objective of The Listening Centre (TLC) is the preservation and protection of good health for people in need in Blackbird Leys and the surrounding area by providing a counselling service.

The charity offers, and has offered since 1993, a regular, low-cost counselling service, provided by trainee counsellors under supervision. This supervised counselling also helps the trainee counsellors to attain the necessary experience required for their professional qualifications.

TLC provides regular group supervision sessions for its volunteers, and has an ongoing programme of professional development for its counsellors through the delivery of workshops and training sessions.



Julian Sharples

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF THE LISTENING CENTRE

I report on the accounts of the charity for the year ended 31 March 2022 which are set out on the Income and Expenditure Account and Balance Sheet appended to this report.

Respective responsibilities of Committee of Management and Examiner

The committee of management are responsible for the preparation of the accounts; they consider that the audit requirement of the Charities Act 2011 (the Act) does not apply. It is my responsibility, without performing an audit, to carry out an examination of the accounts and to report to you.

Basis of Examiner's statement

My report is in respect of an examination carried out under s145 of the Act and in accordance with directions given by the Charity Commissioners under subsection 5(b) of that section. An examination includes a review of the accounting records kept by the committee of management and a comparison of the accounts presented with those records which is primarily limited to analytical procedures and to the making of such enquiries of the committee of management as was necessary for the purposes of this report. The procedures undertaken do not constitute an audit.

Examiner's statement

Based on my examination, no matter has come to my attention which gives me reasonable cause to believe that in any material respect, accounting records have not been kept in accordance with s130 of the Act, or that the accounts presented do not accord with those records or comply with the accounting requirements of the Act. No matter has come to my attention to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.



A Churchill Stone FCA DChA
Mercer Lewin Ltd
Chartered Accountants
41 Cornmarket Street
Oxford OX1 3HA

14 March 2023

THE LISTENING CENTRE
INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31 MARCH 2022

	General funds £	Restricted funds £	Total 2022 £	Total 2021 £
Income				
Bank interest	3	-	3	5
Client contributions	24,593	-	24,593	23,578
Donations and other income	2,263	-	2,263	3,173
Grants	14,000	-	14,000	10,500
Workshops	-	-	-	-
	<u>40,859</u>	<u>-</u>	<u>40,859</u>	<u>37,256</u>
Direct charitable expenditure				
Administration expenses	3,777	-	3,777	4,348
Advertising expenses	-	-	-	420
Bank charges	96	-	96	401
Bookkeeping fees	1,355	-	1,355	288
Co-ordination fees	10,890	-	10,890	5,760
DBS checks	-	-	-	263
Donations and grants costs	2,412	-	2,412	-
Independent examiner's fees	600	-	600	600
Insurance/BACP membership	-	-	-	1,151
Recruitment expenses	-	-	-	2,743
Room and office hire	445	-	445	102
Sundry expenses	128	-	128	364
Supervision, clinical and consultancy	14,227	-	14,227	4,953
Telephone	951	-	951	775
Transformation costs	6,228	-	6,228	-
Volunteer expenses and travel	-	-	-	100
Website and internet	357	-	357	228
	<u>41,466</u>	<u>-</u>	<u>41,466</u>	<u>22,494</u>
Surplus/(deficit) for the year	(607)	-	(607)	14,761
Balance brought forward	25,338	-	25,338	10,577
	<u>25,338</u>	<u>-</u>	<u>25,338</u>	<u>10,577</u>
Balance carried forward	<u>£24,732</u>	<u>-</u>	<u>£24,732</u>	<u>£25,338</u>

STATEMENT OF ASSETS AND LIABILITIES AS AT 31 MARCH 2022

	2022 £	2021 £
Accounts receivable	-	-
Bank current account	6,128	1,988
Bank deposit account	18,496	23,505
Prepayments	108	707
	<u>24,732</u>	<u>26,200</u>
Accounts payable	-	(862)
	<u>£24,732</u>	<u>£25,338</u>

Non-monetary assets

In addition to the above assets, the charity also owns items of office equipment which are kept at the family centre and elsewhere. The costs of these items are included in the receipts and payments account at the time of acquisition. The total cost of these assets is £3,182.



Julian Sharples

REGISTERED CHARITY NUMBER: 1098571

**THE LISTENING CENTRE
FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

Mercer Lewin Ltd
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Julian Sharples

THE LISTENING CENTRE

England & Wales - Charity number 1098571

Accounts



Annual Reports
2020 - 2021



In the year that will be remembered for the Covid pandemic, by any measure we have had one of the most successful 12 months in our 28-year history. We ended the year with 24 counsellors, had more than 2,000 client sessions in the year, none of which were face-to-face – they were either on Zoom or the telephone – and our bank balance ended the year nearly £15k healthier.

Zoom sessions

Most of our counsellors took to Zoom very quickly. Some did not want to work online, which we respected. We supported our counsellors with regular community meetings to help the transition. Naomi Garrido, our IT Manager, set us up with the iZettle cashless payment system and trained everyone how to use it. We take all major credit cards or direct bank payments.

Clarifying and articulating our policies and procedures

As with many organisations the pandemic brought some of our shortcomings into sharp focus. These were made all the more evident by the departure of our longstanding Counsellor Coordinator Anne Timpson. We urgently need to clarify and articulate our policies and procedures and bring them together in a way that is easily accessible to our clients, our counsellors and our support team.

This transformation project is being undertaken by our Transformation Team and we have allocated a budget of £13k in the year to 31 March 2022, which we are funding out of last year's surplus.

New Practice Management team

As part of the transformation we have a new organisational structure. At the heart of this is the new Practice Management team, which consists of:

Marie George	Practice Coordinator
Kay Tillyer and Susie Masterson	Client Allocation
Lynn Errey	Acting Clinical Director
Naomi Garrido	Admin, IT Manager and Process Developer

I am taking on the role of CEO and when we find a replacement will relinquish my role as Chair of the Trustees.

We will be recruiting for a professional Fundraising Manager to take over from our fundraising trustee, Juliet Henderson, and a Clinical Director to replace Lynn Errey who will be leaving at the end of the year.

We are also actively seeking three new trustees by the end of 2021.

Contact me for more details on these roles including job descriptions.



Vision, mission and values

Mid-pandemic we were lucky to be joined by Chrissie Allanson, an experienced marketing executive. She helped us clarify our vision mission and values as a first step towards being able to communicate with our audiences – prospective clients, counsellors, trustees and support staff. You can find the output of our work on page 6 of this report.

Safeguarding our clients

As part of our strategy to become better at safeguarding our clients we have now made the group supervision we offer mandatory, and sessions will become three hours rather than two. The result is an increase in costs of £5,000 per year and we will be actively fundraising to find this money as we think it is critical for the service we offer.

The Old Schoolhouse – nearly our new home

I can report that we are getting ever closer to the Old Schoolhouse in East Oxford being our new permanent home. Our plan is to take a 25-year lease on one of the big rooms there and convert it into three therapy rooms. We will use these for our work and when they are not in use we will rent them out by the hour to private counsellors, therapists and alternative medicine practitioners. We estimate that the conversion will cost at least £30k and as soon as we get the green light from Oxford City Council Planning Department we will be fundraising for this.

Last but absolutely not least, I want to thank Anne Timpson for everything she has done for us over the years, most lately as our Counsellor Coordinator, and Linda Gillham who gave us priceless consultancy advice in her short time with us as Practice Manager. I also want to thank all the people who make donations each month via direct debit. They make a vital contribution to our continued ability to offer our service.

If you would like to set up a direct debit yourself here are our bank details:

The Listening Centre
Bank: CAF Bank
Sort code: 40-52-40
Account number: 000121222

Your donation is in safe hands – we will use it wisely.

With best wishes,

Julian Sharples
CEO

Treasurer's Report

For those of you who are new to our finances, it's quite simple. The money that comes in each year (our income), minus the money we spend each year (our expenditure), creates either a surplus (if it's positive) or a deficit (if it's negative). This surplus or deficit then directly affects our bank balance.

Income and expenditure: This year vs last year

	2019–2020	2020–2021	Difference
Income	£25,397	£37,256	Up 47%
Expenditure	£29,034	£22,495	Down 23%
Surplus/Deficit	-£3,637	£14,761	Up 506%
Opening bank balance	£14,214	£10,577	
Closing bank balance	£10,577	£25,338	Up 140%

We reduced our expenditure because there was no requirement to hire rooms or to pay for counsellor travel expenses, and we increased our revenue through negotiating more realistic fees at the assessment stage, rather than leaving this to the counsellors themselves, and going cashless, which meant clients did not miss payments.

Income breakdown: This year vs last year

	2019–2020	2020–2021	Difference
Grants	£7,910	£10,500	Up 33%
Client fees	£14,485	£23,578	Up 59%
Individual donations	£2,019	£3,173	Up 57%

Once again we have to thank Juliet Henderson and her team for continuing to bring in grant money and our individual donors who, through their monthly donations of £5, £10 or £20, make a vital contribution to our finances.



Budget for 2021-2022

For the coming year we are budgeting to break even on our operations while investing £13,280 in our transformation programme to clarify and articulate all our policies and processes. This will still leave us with a bank balance of £12k, which is up on our opening bank balance last year.

	Actual 2021	Budget 2022	Difference
Income	£37,256	£37,305	£49
Cost of operations*	£22,495	£37,322	£14,827
Surplus/Deficit on operations	£14,761	-£17	-£14,778
Transformation project costs	-	£13,280	£13,280
Total deficit	£14,761	-£13,297	-£28,058
Opening bank balance	£10,577	£25,338	
Closing bank balance	£25,338	£12,041	

Red figures donate a negative amount

*The increased cost of our operations results from:

- Hiring a Clinical Director
- Hiring a Fundraising Manager
- Paying the market rate for the work done by our Practice Coordinator and Client Allocators.
- Increased supervision costs, now that we have 24 counsellors

We are not budgeting for the new Fundraising Manager to bring in any additional revenue in the year.

Julian Sharples
Acting Treasurer

Vision, mission and values

This year we clarified and articulated our vision, mission and values. The purpose of this exercise was to help our decision-making and ensure that our communication is based on firm foundations.

Our vision

A vivid and compelling picture of a better future. An inspirational statement of an ideal future

A society where mental wellbeing is the foundation of a healthy community and psychotherapy and counselling are accessible by all those who need them.

Our Mission

What we are doing to get there

We offer face-to-face and online psychotherapy and counselling that are affordable, professional and safe. We work to raise awareness of and promote the benefits of psychotherapy and counselling. We work with training institutions to provide placements for students.

Our values

Principles and standards that guide us

Affordable

We believe that psychotherapy and counselling should be available to all those who need them and can benefit, regardless of their income.

Inclusive

We want everyone to feel welcome, enabled and supported to achieve their potential without discrimination. We are committed to having a diverse range of clients, therapists, trustees and associates.

Safe

We provide clients with a safe space in which to develop and grow at their own pace, by providing suitable counsellors or psychotherapists who adhere to strict codes of ethics and safeguarding that are aligned with recognised accrediting bodies.

Supportive

We nurture and encourage mutual support and self-care among all members of the organisation.

Innovative

We embrace change and aim to continually improve our service through listening, learning and innovating.



Financial support and people

Financial Support

The Listening Centre gratefully acknowledges financial support during the year from:

Sir Victor Blank Charitable Settlement
J A Pye Settlement
Yapp Charitable Trust
St Michael & All Saints
The Albert Hunt Trust
Salesian Sisters
Individual donors

Counsellors

Adrian Osbourn
Beata Kruszelnicka
Catherine Mason
Christine Marie Jones
Claire Green
Daisy Beckham
David Field
Drew Cooper
Helen Brocklehurst
Kanika Lang
Kay Tillyer
Linda Luckhurst
Lucia Sarmiento
Mandy Happe
Marie George
Nicky Reed
Polly Khalid
Rachael Bentovim-Gill
Rodney Young
Simon Hughes
Susie Masterson

Trustees

Julian Sharples (Chair and Acting Treasurer)
Ian Eastwood
Lynn Errey
Juliet Henderson
Dawn Robinson

Administrative Assistant

Naomi Garrido

Practice Coordinator

Marie George

Client Allocators

Kay Tillyer
Susie Masterson

Bookkeeper

Robin Frazer

Accountants

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Clients' words

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"This therapy happened just at the right time. I would not have been able to carry on without these weekly counselling sessions."

"I found the fact I could pay an affordable amount extremely helpful. It really helped me speaking to 'the counsellor', who is very good at what he does. Thank you very much!"

"After one or two sessions it was life saving. The more I talked to the counsellor, the better I felt. She made me feel so much better about myself."

"I have seen these things on American programmes where people go to talk to someone. I knew it was what I needed but did not know it was here. Thank you very much."

"I have been in counselling for almost ten years. Now I'm hoping for the first time in my life that I may no longer need professional help."

*“It was very helpful and made me start valuing myself,
thanks to your counselling and great help.”*

*“Supportive, understanding, helpful, sympathetic –
very, very useful at a difficult time in my life.”*

*“I feel I’ve got what I needed and more
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Registered Charity No: 1098571

REGISTERED CHARITY NUMBER: 1098571

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FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

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	General funds £	Restricted funds £	Total 2021 £
Income			
Bank interest	5	-	5
Client contributions	23,578	-	23,578
Donations and other income	3,173	-	3,173
Grants	10,500	-	10,500
Workshops	-	-	-
	<u>37,256</u>	<u>-</u>	<u>37,256</u>
Direct charitable expenditure			
Administration expenses	4,348	-	4,348
Advertising expenses	420	-	420
Bank charges	401	-	401
Bookkeeping fees	288	-	288
Co-ordination fees	5,760	-	5,760
DBS checks	263	-	263
Independent examiner's fees	600	-	600
Insurance/BACP membership	1,151	-	1,151
Printing, stationery and postage	-	-	-
Recruitment expenses	2,743	-	2,743
Room and office hire	102	-	102
Sundry expenses	364	-	364
Supervision, clinical and consultancy	4,953	-	4,953
Telephone	775	-	775
Volunteer expenses and travel	100	-	100
Website and internet	228	-	228
	<u>22,494</u>	<u>-</u>	<u>22,494</u>
Surplus/(deficit) for the year	14,761	-	14,761
Balance brought forward	10,577	-	10,577
Balance carried forward	<u>£25,338</u>	<u>-</u>	<u>£25,338</u>

STATEMENT OF ASSETS AND LIABILITIES AS AT 31 MARCH 2021

	2021 £
Accounts receivable	-
Bank current account	1,988
Bank deposit account	23,505
Prepayments	707
	<u>26,200</u>
Accounts payable	(862)
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Non-monetary assets

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TLC provides regular group supervision sessions for its volunteers, and has an ongoing programme of professional development for its counsellors through the delivery of workshops and training sessions.

Julian Sharples

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF THE LISTENING CENTRE

I report on the accounts of the charity for the year ended 31 March 2021 which are set out on the Income and Expenditure Account and Balance Sheet appended to this report.

Respective responsibilities of Committee of Management and Examiner

The committee of management are responsible for the preparation of the accounts; they consider the audit requirement of the Charities Act 2011 (the Act) does not apply. It is my responsibility, when performing an audit, to carry out an examination of the accounts and to report to you.

Basis of Examiner's statement

My report is in respect of an examination carried out under s145 of the Act and in accordance with the directions given by the Charity Commissioners under subsection 5(b) of that section. An examination includes a review of the accounting records kept by the committee of management and a comparison of the accounts presented with those records which is primarily limited to analytical procedures and of such enquiries of the committee of management as was necessary for the purposes of this examination. The procedures undertaken do not constitute an audit.

Examiner's statement

Based on my examination, no matter has come to my attention which gives me reasonable cause to believe that in any material respect, accounting records have not been kept in accordance with the Act, or that the accounts presented do not accord with those records or comply with the accounting requirements of the Act. No matter has come to my attention to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.



A Churchill Stone FCA DChA
Mercer Lewin Ltd
Chartered Accountants
41 Cornmarket Street
Oxford OX1 3HA

11 February 2022

**THE LISTENING CENTRE
INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31 MARCH**

	General funds £	Restricted funds £	Total 2021 £
Income			
Bank interest	5	-	5
Client contributions	23,578	-	23,578
Donations and other income	3,173	-	3,173
Grants	10,500	-	10,500
Workshops	-	-	-
	<u>37,256</u>	<u>-</u>	<u>37,256</u>
Direct charitable expenditure			
Administration expenses	4,348	-	4,348
Advertising expenses	420	-	420
Bank charges	401	-	401
Bookkeeping fees	288	-	288
Co-ordination fees	5,760	-	5,760
DBS checks	263	-	263
Independent examiner's fees	600	-	600
Insurance/BACP membership	1,151	-	1,151
Printing, stationery and postage	-	-	-
Recruitment expenses	2,743	-	2,743
Room and office hire	102	-	102
Sundry expenses	364	-	364
Supervision, clinical and consultancy	4,953	-	4,953
Telephone	775	-	775
Volunteer expenses and travel	100	-	100
Website and internet	228	-	228
	<u>22,494</u>	<u>-</u>	<u>22,494</u>
Surplus/(deficit) for the year	14,761	-	14,761
Balance brought forward	10,577	-	10,577
Balance carried forward	<u>£25,338</u>	<u>-</u>	<u>£25,338</u>

STATEMENT OF ASSETS AND LIABILITIES AS AT 31 MARCH 2021

	2021 £
Accounts receivable	-
Bank current account	1,988
Bank deposit account	23,505
Prepayments	707
	<u>26,200</u>
Accounts payable	(862)
	<u>£25,338</u>

Non-monetary assets

In addition to the above assets, the charity also owns items of office equipment which are kept centre and elsewhere. The costs of these items are included in the receipts and payments account acquisition. The total cost of these assets is £3,182.

Julian Sharples