



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
Hertford Street
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

**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
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	<u>108</u>	<u>707</u>
	24,732	26,200
Accounts payable	<u>-</u>	<u>(862)</u>
	<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

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