



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 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

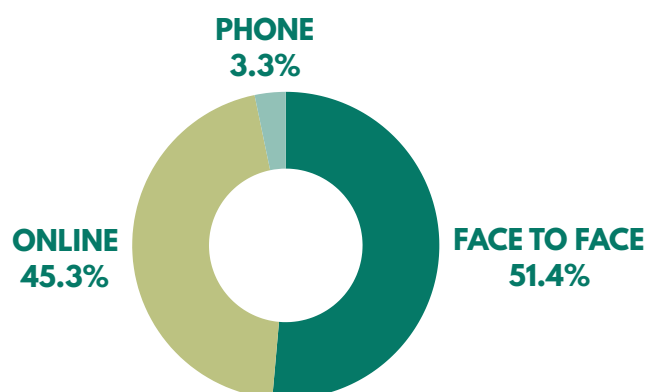
1571

NUMBER OF  
HOURS DELIVERED

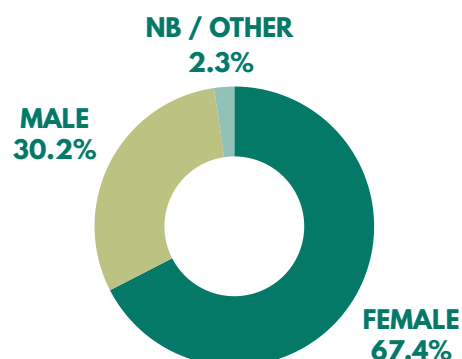
126

NUMBER OF  
ASSESSMENTS

How did clients access  
their counselling?



Split of Client Gender

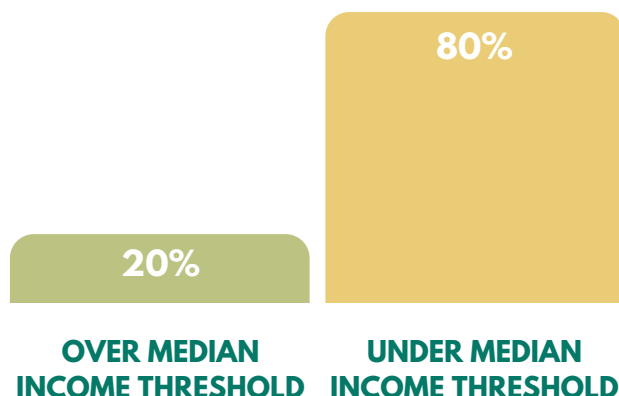


Client Living Location

OXFORD

OUTSIDE OXFORD

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**

**THE LISTENING CENTRE  
FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2023**

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 2023**

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 2023 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  
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OX2 0HP

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 £
<b>Income</b>				
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>
<b>Direct charitable expenditure</b>				
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>
<b>Surplus/(deficit) for the year</b>	<b>(8,975)</b>	<b>-</b>	<b>(8,975)</b>	<b>(607)</b>
Balance brought forward	24,732	-	24,732	25,338
<b>Balance carried forward</b>	<b><u>£15,757</u></b>	<b><u>-</u></b>	<b><u>£15,757</u></b>	<b><u>£24,732</u></b>

## 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	<u>108</u>	<u>108</u>
	15,757	24,732
Accounts payable	-	-
<b>Balance of funds</b>	<b><u>£15,757</u></b>	<b><u>£24,732</u></b>

Claire Jacques

