



LISTENING EAR
someone to talk to

**LISTENING EAR (MERSEYSIDE)
COMPANY LIMITED BY GUARANTEE**

**ANNUAL REPORT &
FINANCIAL STATEMENTS
FOR THE YEAR ENDED
31ST MARCH 2021**

**Company No. 05999650
Charity Registration No. 1117324**

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LISTENING EAR (MERSEYSIDE)

TRUSTEES' ANNUAL REPORT FOR THE YEAR ENDED 31ST MARCH 2021

The trustees are pleased to present their annual report for the year ended 31st March 2021.

The financial statements comply with the Charities Act 2011, Companies Act 2006, Accounting and Reporting by Charities; Statement of Recommended Practice (Sorp 2015) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (as amended for accounting periods commencing from 1st January 2019).

OBJECTIVES AND ACTIVITIES

To relief of persons in England and Wales who are in conditions of poverty, sickness and distress, with the purpose of relieving such persons.

To promote, organise and facilitate co-operation and partnership working between third sector, statutory and other relevant bodies in the achievement of the above purposes within the area of benefit.

The Trustees have had regard to the Charity Commission guidance on Public Benefit requirements in setting the objectives.

ACHIEVEMENTS, SERVICE DELIVERY AND PERFORMANCE FOR THE YEAR

2020/21 was an extremely unusual year with the COVID 19 pandemic having a profound effect on Listening Ear, and the wider community. As illustrated in last year's annual report, the team at Listening Ear, which included the Senior Management Team, Team Leaders and the Chair of the board of trustees, met on the 18th March 2020 to put in place an immediate plan that would enable Listening Ear to continue providing all services, including client facing and back office 'support', remotely. The plan that was actioned ensured that all one to one therapeutic services continued, and there was no 'drop' in service. Group work was initially suspended as was any internal and external training.

The response from the grant distributing sector was also very quick to react to the immediate problems third sector organisations faced, both in terms of financial security and the provision of new services, to cope with the challenges of the pandemic.

For example, Listening Ear previously used student placements to deliver a portion of the adult counselling services, and with the change in platform, from in-person to telephone and video support, this option was not appropriate. Listening Ear successfully applied for grant income to pay for qualified counsellors to deliver this vital work, and subsequently worked with 811 adults over the course of the year, which is a huge number for Listening Ear. By providing 'remote' based therapy, it enabled Listening Ear to service the residents of Kirby, which has traditionally been a challenge. Another interesting factor was the increased rates of recovery, which pre-Covid was 89%, and during the year this rose to 94%.

With the change in the service delivery model, with all staff working from home, a big issue was the requirement of equipment in the form of laptops and fully encrypted mobile phones for staff. Again, Listening Ear were successful with emergency grant applications to purchase the required equipment, which included 47 iPhones and 25 laptops.

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The process of providing 'remote' support worked well with the adult clients, and the older aged CYP, however for the younger age group, the support that we provided was with parents/ carers/ guardians, which was acceptable for a short period but not sustainable.

During the summer we had lengthy discussions with various CYP commissioners with regards to working in- person. From September we started working in schools again, with 'pauses' due to changes in government advice and various lockdown arrangements.

The ambition is to fully re-open 174 in Whiston, however a phased approach is most likely, as we trail new processes and procedures, and monitor the efficacy of this approach, whilst also being mindful of the health and wellbeing of staff, parents and beneficiaries.

We also developed a new service for people that had been bereaved during COVID, in the form of a Freephone helpline, which was commissioned to be delivered to the residence of South Yorkshire and personnel working for Sefton MBC working with 317 people offering 2172 appointments covering 1,515 hours of support.

In the previous annual report, we illustrated the launch of the new business plan, with the following broad thematic developments:

- Profile development
- Business development
- Services development
- Income development

These thematic developments took a bit of a 'back seat' whilst we worked to ensure we had a stable organisation, both financially and with regards to the health of the workforce - a number of staff 'caught' Covid-19, and many were affected by the symptoms of 'long Covid'. Additionally a range of the activities of the Business Plan required engaging with external agencies, and this was stymied by the overall impact of the pandemic, with many organisations focused on survival and dealing with the consequences of Covid, and with statutory organisations reallocated to deliver Covid interventions especially within Public Health.

A number of actions within these themes were achieved, including:

- The continued growth of Amparo across England
- An increase in the number of team leaders
- An increase the number of Amparo workers
- Offering a Trauma Informed model of Care that supports those who have experienced ACEs, delivering more whole family approaches to therapy
- In areas where Amparo operates, LE has supported the development of SOBS groups and the provision of a counselling offer where none currently exist
- To fully fund our existing (under-funded) charitable services in existing delivery areas, specifically with Diamond: Emotional Support for People Affected by Domestic Abuse

Despite the impact of Covid, during 2020/21 Listening Ear went through a period of growth, and again, this is all made possible by the dedicated staff, volunteers and board members that work to deliver excellent interventions, and the support required for this to happen from the team that work 'behind the scenes', ensuring we continue to meet our aim of delivering more services to more people in more areas.

LISTENING EAR (MERSEYSIDE)

TRUSTEES' ANNUAL REPORT FOR THE YEAR ENDED 31ST MARCH 2021

In children's services, Listening Ear positively completed therapy with 225 children and young people presenting with issues around bereavement and other forms of loss including divorce and separation, children looked after and those affected by domestic abuse in the home, an annual decrease of 38%, which was as a direct consequence of the Covid position.

In 2020/21 Listening Ear delivered counselling and support services for:

- Those affected by suicide, bereavement, loss and domestic abuse
 - Looked After Children and Carers
 - Those experiencing issues affecting their ability to work or engage in education
- We processed 1,894 (down by 8% year on year) referrals
 - Offered 1,425 (down by 28% year on year) clinical assessments, 13,505 one-to-one appointments and group sessions (up by 65% year on year). This massive increase was significantly impacted by the change to remote working, especially in the AMPARO service.
 - Engaged with 1,479 (18% down year on year) of which 1,209 achieved a planned ending (10% down year on year)
 - Evidenced mental health improvements for 1140 (6% increase year on year) people using outcomes monitoring tools
 - 98.56% of beneficiaries rated our service as great or good
 - Mindset training activity was suspended during the start of the year, due to the various lockdowns, however we were able to restart a range of training courses from January 2021, and this will continue with further training courses and the launch of the Level 4 diploma in CYP counselling.
 - 91.6% of children completing therapy showed improved mental health and wellbeing scores at end of therapy using an evidence-based impact monitoring tool.
 - 92.2% of children and young people said that attending our service made them better able to concentrate in school.

Within the adult services team, Listening Ear offered therapy to 261 residents of Knowsley presenting with mild to moderate mental health issues.

- 1,610 (7.3% year on year increase) assessments, appointments and group sessions were scheduled, with an attendance rate of 79%
- 97.17% of adults completing therapy rated the service as either Fantastic, great or Good
- 100% said that they felt fully informed at every stage of the counselling or listening process
- 96.32% said their overall experience of the service was excellent or good

Listening Ear's VIDA occupational health service saw 521 beneficiaries with planned or early completions during the year

- 87% saw a positive improvement in their wellbeing (2% increase year on year)
- The engagement rate across all VIDA contracts was 89.9%

AMPARO, the suicide postvention service continued delivering services to people directly affected by suicide, and geographically increased the level of support to now include all of Lancashire, South Yorkshire, Cheshire and Merseyside and Suffolk, servicing a total population of 5.4 million people (9.6% of the population of England)

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During the year there were 312 (20% year on year increase) referrals into the service with 248 (74%) engaging to become beneficiaries. The contact process to all beneficiaries was within our 24 hour target, and appointments were offered within our 7 day target. AMPARO continues to consistently achieve these targets ensuring there is no waiting list. Following the coroner audit of all our beneficiaries, none went on to take their own lives, which for Listening Ear is the most important outcome.

With the success of the trial of the service in two areas of Lancashire the service has now been commissioned to cover the whole of Lancashire for the next three years.

Human Resources

During the year, Listening Ear's permanent staff changed to 19.5 FTE from the previous level of 17.1. We still retain a number of casual workers with Listening Ear who provide additional support to assist with front line service delivery.

The annual staff survey was undertaken and this year, the focus was on the impact of COVID and working from home, with all questions requiring a narrative response

The overall responses indicated that generally the staff team:

- Felt that telephone and video counselling, once embedded with the beneficiaries, worked well
- Outdoor therapy would be a good development
- Working from home was a positive experience
- More meetings (via video platform) were welcomed
- Any concerns regarding returning to in-person work would be implemented safely,
- General comments included:
 - Personally, I think LE has done as much as they can to help at this strange time and I would just like to say thank you. We are all still in employment at a time when so many are losing their jobs for which I am very grateful.
 - I would like to take this opportunity to thank LE for all the support they have given me during this difficult time, I feel that LE has really valued my own, plus the other staff & clients health & wellbeing.
 - I feel pleased to have been given the opportunity to make my concerns known. It is good practice to keep abreast of the opinions of the staff and to give them a Listening Ear! Thanks & well done!

The staff feedback generated from the survey will be crucial when we start the planning for the phased return to in – person working

The therapeutic staff restructure, that was due to be completed pre-Covid, was concluded during this financial year, basing their salaries on experience and qualifications. A similar process will be undertaken for the remaining staff teams during the next year

Corporate

As illustrated above, during the previous financial year, Listening Ear launched the new business plan 2019-2022, and due to Covid, this had a direct impact on delivery of the various elements of the business plan. It is anticipated that we will be able to increase our focus on this plan during the forthcoming year, and will potentially work to a closure date of March 2023. Illustrated below are the items under each category heading. Progress has been made on a number of the areas, however for some still to develop.

- “Income” Development – In progress
 - Fully funding our existing charitable services in existing delivery areas
 - Driving an increase in donations from individual givers and from companies
 - Increasing charitable income from grant giving trusts
 - Increasing income through trading
 - Only applying for appropriate public sector tender opportunities
 - Supporting the growth of VIDA and AMPARO
 - Retaining existing contracts
- “Business” Development – In progress and development
 - Continuing to increase the number of clinical Team Leaders in the business in order to directly support an increased number of volunteers
 - Investing in a HR administrator
 - Continuing to support CPD for all staff
- “Service” Development – In progress
 - Employing an optimum number of dedicated telephone assessors and Suicide Liaison Workers to respond to referrals quickly
 - Developing an alternative (to counselling) therapeutic offer for social Offering a Trauma Informed model of Care that will support those who have experienced ACEs
 - Continuing to deliver time-limited, short-term counselling interventions, and enabling beneficiaries to continue to receive support following the completion of counselling – in progress for CYP (emotional Youth Club), additional work required for Adults and AMPARO beneficiaries
 - In areas where Amparo operates, we will support the development of SOBS groups and the provision of a counselling offer (where appropriate) where none currently exist
- “Profile” Development – with activities that include
 - Completed
 - Securing BACP Accreditation for the CYP Service
 - Developing and growing a new business arm - Mindset training
 - In progress:
 - Growing Amparo
 - Becoming part of Thrive development and delivery in Knowsley
 - To develop:
 - Leading on the development of a Third Sector consortia for Occupational Health contract delivery
 - Continuing to develop our research on cost benefit analysis of therapeutic services for CYP and expanding to other areas of service delivery
 - Publishing a range of our products and services

Donations and Grants received

Our thanks are due to all those individuals and organisations that made donations and provided grants to Listening Ear within this reporting period. A comprehensive list of supporters is detailed at the back of the annual report. All contributions were gratefully received and as you can see from this report, were wisely invested in the services provided at Listening Ear, Thank you.

FINANCIAL REVIEW

Total income in the year was £1,005,443 (2020: £801,565) of which £243,114 (2020: £73,322), related to funding for projects upon which restrictions are placed.

Total expenditure in the year was £881,456 (2020: £790,227), leaving a surplus for the year of £123,987 (2020: Surplus £11,338).

At 31st March 2021 the charitable company's reserves stood at £771,218 (2020: £647,231) of which £421,815 (2020: £430,049) represented restricted funds

Reserves Policy

The trustees have agreed a reserves policy of three months' operating costs and Listening Ear are working towards this financial target through strict financial control and increased revenues from unrestricted sources to include the sales of goods and services to third party organisations.

Listening Ear has realised this ambition, which was challenging, particularly in light of the austerity measures implemented by central Government. The board approved an annual budget that was then implemented by staff within Listening Ear, and made every effort to identify appropriate cost savings.

At the end of the financial year, unrestricted funds totalled £349,403 of which £12,013 is represented by tangible assets (see note 11), leaving surplus free reserves of £337,390 (2020: surplus £217,182). The charity has set aside a redundancy provision of £61,354, and requires £157,527 for three months' running costs, total (£218,881).

STRUCTURE, GOVERNANCE AND MANAGEMENT

The organisation is a charitable company limited by guarantee, incorporated on 15th November 2006 and registered as a charity on 20th December 2006 and amended by special resolution on 8th June 2015, and a further resolution on the 16th November 2020. The Governing Instruments under which the charitable company operates comprise the Memorandum and Articles of Association together with the policies made from time to time by the trustees. Clauses 1 to 8 of the memorandum of association are deemed to have been deleted and transferred as amended to the articles of association of the company by virtue of the provisions of section 8 of the Companies Act 2006. In the event of the company being wound up members are required to contribute an amount not exceeding £1.

Listening Ear is run by an overall active team of trustees and all have voting rights. This team form the Executive Committee of Listening Ear and we are delighted to have a cross section of backgrounds, experiences and skills that inform the strategic direction of all our services.

The Executive Committee meets on a quarterly basis, with any additional meetings as required. The trustees are elected members and have a responsibility to act in the best interest of Listening Ear. They are responsible for the organisation's governance, sustainability and accountability.

LISTENING EAR (MERSEYSIDE)
TRUSTEES' ANNUAL REPORT FOR THE YEAR ENDED 31ST MARCH 2021

REFERENCE AND ADMINISTRATIVE DETAILS

Name Listening Ear (Merseyside)
Company Number 05999650
Charity Number 1117324
Registered Office St Nicholas Centre, 70 Church Road, Halewood, Liverpool, L26 6LB

Trustees Keith Bennet
Jane Case (Resigned 29th June 2021)
Karl J Connor (Appointed 20th January 2021)
Roy Dowling (Resigned 19th October 2020)
Patricia Ann Farrell
Heidi E. Hunt
Patricia J. Lunt
Florence Owens (Resigned 19th October 2020)
Roderick P. Macgregor Thomson

Accountants Graham Wright B A (Hons), F C A DChA,
Liverpool Charity and Voluntary Services,
151 Dale Street,
Liverpool
L2 2AH

Auditors BWM
Suite 5.1,
12 Tithebarn Street,
Liverpool,
L2 2DT

Bankers HSBC,
99-101 Lord Street,
Liverpool
L2 6PG

Disclosure of information to auditor

In so far as the trustees are aware, there is no relevant audit information of which the charity's auditors are unaware. Additionally, the trustees have taken all necessary steps that they ought to have taken as trustees in order to make themselves aware of all the relevant information and to establish that the charity's auditors are aware of that information.

Auditor

BWM were appointed as auditor to the company and a resolution proposing that they be re-appointed will be put at a general meeting.

Small company provisions

These accounts have been prepared in accordance with the special provisions relating to small companies within Part 15 of the Companies Act 2006.

**LISTENING EAR (MERSEYSIDE)
TRUSTEES' ANNUAL REPORT FOR THE YEAR ENDED 31ST MARCH 2021**

Signed on behalf of the Board of Trustees



.....
Patricia Ann Farrell, Chair of the Executive Committee

Dated: 24/12/2021

LISTENING EAR (MERSEYSIDE)

STATEMENT OF TRUSTEES' RESPONSIBILITIES

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company as at the balance sheet date and of its incoming resources and application of resources, including income and expenditure, for the financial year. In preparing those financial statements, the trustees should follow best practice and:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principle in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue as a going concern;
- state whether applicable accounting standards have been followed, subject to any material departure disclosed and explained in the financial statements.

The Trustees are responsible for maintaining proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Opinion

We have audited the financial statements of Listening Ear (Merseyside) (the 'charity') for the year ended 31 March 2021 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and the notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the *UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2021 and of its incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue. Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated.

If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information.

If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of our audit:

- the information given in the trustees' report, which includes the trustees' report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees' report included within the trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' report included within the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustees' report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the statement of trustees' responsibilities, the trustees, who are also the trustees of the charity for the purpose of company law, are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error. In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud, is detailed below.

The extent to which the audit was considered capable of detecting irregularities, including fraud

Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

- the engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;
- we identified the laws and regulations applicable to the company through discussions with trustees and other management;
- we focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the company, including the Companies Act 2006, taxation legislation and data protection, anti-bribery, employment and health and safety legislation;
- we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence; and
- identified laws and regulations were communicated within the audit team regularly and the team remained alert to instances of non-compliance throughout the audit.

We assessed the susceptibility of the company's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:

- making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud; and
- considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.

To address the risk of fraud through management bias and override of controls, we:

- performed analytical procedures to identify any unusual or unexpected relationships;
- tested journal entries to identify unusual transactions;
- assessed whether judgements and assumptions made in determining the accounting estimates were indicative of potential bias; and
- investigated the rationale behind significant or unusual transactions.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- agreeing financial statement disclosures to underlying supporting documentation;
- reading the minutes of meetings of those charged with governance; and
- enquiring of management as to actual and potential litigation and claims.

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations

to enquiry of the trustees and other management and the inspection of regulatory and legal correspondence, if any.

Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

A further description of our responsibilities is available on the Financial Reporting Council's website at: <https://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



Peter Taaffe FCA CTA DChA (Senior Statutory Auditor)
for and on behalf of BWM

Chartered Accountants
Statutory Auditor

24/12/2021

.....
Suite 5.1
12 Tithebarn Street

Liverpool

L2 2DT

**LISTENING EAR (MERSEYSIDE)
STATEMENT OF FINANCIAL ACTIVITIES
(INCLUDING INCOME & EXPENDITURE)
FOR THE YEAR ENDED 31ST MARCH 2021**

Current financial year	Notes	Unrestricted Funds 2021	Restricted Funds 2021	Total Funds 2021	Total Funds 2020
		£	£	£	£
Income and endowments from:					
Donations and legacies	3a	12,306	-	12,306	11,095
Charitable activities	3b	740,410	243,114	983,524	780,638
Investments	3c	113	-	113	332
Other Income	3d	9,500	-	9,500	9,500
		-----	-----	-----	-----
Total income		762,329	243,114	1,005,443	801,565
		-----	-----	-----	-----
Expenditure on:					
Charitable Activities	4	630,108	251,348	881,456	790,227
		-----	-----	-----	-----
Total expenditure		630,108	251,348	881,456	790,227
		-----	-----	-----	-----
Net (expenditure)/ income, net movement in funds		132,221	(8,234)	123,987	11,338
Total funds brought forward	12,13	217,182	430,049	647,231	635,893
		-----	-----	-----	-----
Total funds carried forward	11-13	349,403	421,815	771,218	647,231
		=====	=====	=====	=====

The notes on pages 19 to 29 form part of these accounts.

All the above amounts relate to continuing the activities of the charitable company.

**LISTENING EAR (MERSEYSIDE)
STATEMENT OF FINANCIAL ACTIVITIES
(INCLUDING INCOME & EXPENDITURE)
FOR THE YEAR ENDED 31ST MARCH 2021**

Prior financial year	Notes	Unrestricted Funds 2020 £	Restricted Funds 2020 £	Total Funds 2020 £
Income and endowments from:				
Donations and legacies	3a	11,095	-	11,095
Charitable activities	3b	707,316	73,322	780,638
Investments	3c	332	-	332
Other Income	3d	9,500	-	9,500
		-----	-----	-----
Total income		728,243	73,322	801,565
		-----	-----	-----
Expenditure on:				
Charitable Activities	4	704,191	86,036	790,227
		-----	-----	-----
Total expenditure		704,191	86,036	790,227
		-----	-----	-----
Net (expenditure)/ income, net movement in funds		24,052	(12,714)	11,338
 Total funds brought forward	12,13	 193,130	 442,763	 635,893
		-----	-----	-----
Total funds carried forward	11-13	217,182	430,049	647,231
		=====	=====	=====

All the above amounts relate to continuing the activities of the charitable company.

LISTENING EAR (MERSEYSIDE)
BALANCE SHEET AT 31ST MARCH 2021

Company Number 05999650

	Notes	31 st March 2021 £	31 st March 2020 £
Fixed assets			
Tangible fixed assets	6	423,190	433,439
Current assets			
Debtors	7	155,948	79,177
Cash at bank and in hand		614,221	231,775
		-----	-----
		770,169	310,952
Current liabilities			
Creditors: amounts falling due within one year	8	(422,141)	(97,160)
		-----	-----
Net current assets		348,028	213,792
		-----	-----
Total assets less current liabilities		771,218	647,231
		=====	=====
Funds:			
Unrestricted funds	11,12	349,403	217,182
Restricted funds	11,13	421,815	430,049
		-----	-----
		771,218	647,231
		=====	=====
Included within Unrestricted Funds:			
Designated Funds	12	61,353	52,459
		=====	=====

These accounts have been prepared in accordance with the provisions applicable to small companies subject to the small companies' regime and in accordance with FRS102 SORP.

Approved by the Board on 24/12/2021 and signed on their behalf by:



.....
Patricia Ann Farrell
Director and Chair

LISTENING EAR (MERSEYSIDE)
STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 31ST MARCH 2021

	Note	31 st March 2021		31 st March 2020	
		£	£	£	£
Cash flows from operating activities					
Cash (used)/generated from operations	16		382,333		40,337
Investing activities					
Purchase of tangible fixed assets				(2,250)	
Interest received		113		332	
		-----		-----	
Net cash generated from investing activities			113		(1,918)
Net cash generated from financing activities			-		-
			-----		-----
Net increase/(Decrease) in cash and cash equivalents			382,446		38,419
Cash and cash equivalents at beginning of year			231,775		193,356
			-----		-----
Cash and cash equivalents at end of year			614,221		231,775
			=====		=====

Represented by:

	31 st March 2021		31 st March 2020	
	£	£	£	£
Cash at bank and in hand		614,221		231,775
		=====		=====

1. Limited Liability

The charity is a company limited by guarantee. Each member's liability is limited to £1.

2. Accounting Policies

Basis of accounting

The accounts have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant note(s) to these accounts. The financial statements have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (SORP 2015) (as amended for accounting periods commencing from 1st January 2019), Charities Act 2011 and the Companies Act 2006.

The accounts are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The accounts have been prepared under the historical cost convention. The principal accounting policies adopted are set out below.

Going concern

At the time of approving the accounts, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the accounts.

Fund accounting

Unrestricted funds are the Charitable Company's free reserves available for the trustees to apply in accordance with the charitable company's charitable objectives.

Restricted funds are subject to specific restrictive conditions imposed by the donor. All restricted funds are accounted for as restricted income and expenditure for the purposes is charged to the fund.

Designated funds are the Charitable Company's unrestricted funds which have been set aside by the trustees for specific purposes.

Income recognition

All income is recognised once the charity has entitlement to the income, there is sufficient certainty of receipt and so it is probable that the income will be received, and the amount of income receivable can be measured reliably.

Donations and legacies comprise of donations and general grants which are recognised in the accounts when received, with the exception of known legacies which are accounted for when their receipt is certain.

Income from charitable activities is recognised on an accruals basis. Grants receivable are recognised on the date on which their unconditional payment is confirmed by the donor.

Income from investment relates to bank interest received and is recognised when the amount is certain.

Expenditure recognition

Liabilities are recognised as soon as there is a legal or constructive obligation committing the charitable company to that expenditure, it is probable that settlement will be required and the amount of the obligation can be measured reliably.

All expenditure is accounted for on an accruals basis. All expenses, including support costs and governance costs, are allocated or apportioned to the applicable expenditure headings in the Statement of Financial Activities. Support and governance costs are applied to unrestricted funds unless specifically included in the restrictions, as specified by the donor.

Expenditure on charitable activities relate to the operation of the charity comprising of direct charitable expenditure to meet the objectives of the charitable company. Support and governance costs relate to the management and operation of the organisation and also compliance with constitutional and statutory requirements in producing the annual report. These are dealt with in the Statement of Financial Activities when payment has been approved by the charitable company.

Fixed Assets

Capital expenditure is stated in the balance sheet at cost less accumulated depreciation. All capital expenditure of £500 and above are treated as fixed assets. Depreciation is provided to write off the cost of each asset over its expected useful life as below:

Computer & Equipment	20% per annum straight line basis
Fixtures & Fittings	20% per annum straight line basis
Freehold Land & Property	2% per annum straight line basis on building and Improvements elements

Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts.

Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

Basic financial liabilities

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future receipts discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

Taxation

Income and gains are exempt from taxation as they are received and applied for charitable purposes only. The charitable company benefits from various exemptions from taxation afforded by tax legislation and is not liable to corporation tax on income or gains falling within those exemptions.

Pension

The charity operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the charity in independently administered funds.

Contribution payments are charged to the SOFA. Any amounts not paid are shown in accruals as a liability in the balance sheet

Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when there is a clear decision or commitment to terminate the employment or provide such termination benefits.

Leases

Payments made under operating leases, including any lease incentives received, are charges to profit or loss on a straight line basis over the term of the relevant lease except where another more systematic basis is more representative of the time pattern in which economic benefits from the leases asset are consumed.

Critical accounting estimates and judgements

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an on-going basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

LISTENING EAR (MERSEYSIDE)
NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31ST MARCH 2021

3. Income and endowments from

	Unrestricted Funds 2021 £	Restricted Funds 2021 £	Total Funds 2021 £	Total Funds 2020 £
a. Donations and Legacies				
Donations	12,306	-	12,306	11,095
	=====	=====	=====	=====

	Unrestricted Funds 2021 £	Restricted Funds 2021 £	Total Funds 2021 £	Total Funds 2020 £
b. Charitable activities				
Children In Need	-	41,853	41,853	41,189
Charities Aid Foundation	-	10,000	10,000	-
Counselling Services	716,010	-	716,010	707,316
First Step – Survivors to Thrivers	-	-	-	1,223
Hays Travel	-	-	-	3,000
Independent Age	-	12,000	12,000	-
Julia & Hans Rausing Trust	-	34,769	34,769	-
KMBC DA Better Together	-	20,000	20,000	5,000
Liverpool Carers	-	5,000	5,000	-
Liverpool City Council- Covid 19	-	6,000	6,000	-
Masonic Charitable Trust- EYC	-	4,351	4,351	-
National Lottery for EYC	-	-	-	9,910
National Lottery	-	16,377	16,377	-
PH Holt	-	-	-	10,000
SESF (Social Enterprise Support Fund)	-	22,700	22,700	-
Steve Morgan Foundation	-	20,505	20,505	-
Steve Morgan 3/DCMS	-	45,189	45,189	-
The Clothworkers Foundation	-	4,370	4,370	-
Truemark Trust	-	-	-	3,000
Training	24,400	-	24,400	-
	-----	-----	-----	-----
	740,410	243,114	983,524	780,638
	=====	=====	=====	=====

c. Investments	£	£	£	£
Bank interest	113	-	113	332
	=====	=====	=====	=====

d. Other Income	£	£	£	£
Telephone Mast Income	9,500	-	9,500	9,500
	=====	=====	=====	=====

LISTENING EAR (MERSEYSIDE)
NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31ST MARCH 2021

4. Expenditure on Charitable Activities

	Direct Charitable Expenditure £	Support & Governance Costs £	Total 2021 £	Total 2020 £
Provision of counselling facilities and service	717,033	164,423	881,456	790,227
	=====	=====	=====	=====

a. Analysed as follows:

	2021 £	2020 As restated £
<i>Direct charitable expenditure:</i>		
Staff salary costs	644,154	567,812
Therapists	14,040	24,390
Running costs	18,361	20,469
Resources	6,553	4,146
Room Hire	2,850	8,028
Office Costs	16,180	-
Events and outings	-	190
Travel Expenses	923	-
Supervision costs	13,972	11,138
	-----	-----
	717,033	636,173
	-----	-----
	2021 £	2020 £
<i>Support & Governance costs:</i>		
Staff salary costs	60,174	58,536
Office costs	16,180	17,020
Refreshments	19	2,289
Insurance	3,371	7,285
Training	3,097	1,773
Advertising and marketing	23,313	19,893
Travel expenses	-	16,385
Legal and Professional	9,074	7,791
Computer costs	35,025	11,196
Accountancy & Independent Examination	2,000	2,000
Irrecoverable VAT	(1,329)	-
Audit Fees	3,250	-
Depreciation	10,249	9,886
	-----	-----
	164,423	154,054
	-----	-----
Total expenditure on charitable activities	881,456	790,227
	=====	=====

£251,348 (2020: £86,036) of the above expenditure relates to restricted funding.

Prior year have been restated to reflect the reclassification of employees by direct and support.

LISTENING EAR (MERSEYSIDE)**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31ST MARCH 2021**

b. Staff Costs	2021	2020
	£	£
Gross wages and salaries	642,039	567,905
Social security costs	46,903	43,386
Pension costs	15,385	15,056
	-----	-----
	704,328	626,347
	=====	=====

c. Particulars of employees:

The average number of employees during the year was as follows:

	2021	2020
Charitable activities	35	32
Management and administration	3	3
	-----	-----
	38	35
	=====	=====

No employee received emoluments of more than £60,000 during the year.

The trustees are not remunerated for their services and are not included in the above number of employees.

No out of pocket expenses were reimbursed to trustees in the year (2020: £nil).

5. Auditor's remuneration

	2021	2020
	£	£
Audit Services	3,250	-
	=====	=====

LISTENING EAR (MERSEYSIDE)
NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31ST MARCH 2021

6. Tangible Fixed Assets

	Computer & Equipment	Fixtures & Fittings	Freehold Land & Property	Total
Cost	£	£	£	£
Balance at 1 st April 2020	90,327	1,322	465,889	557,538
Additions in the year	-	-	-	-
Disposals during the year	(25,565)	-	-	(25,565)
	-----	-----	-----	-----
Balance at 31st March 2021	64,762	1,322	465,889	531,973
	-----	-----	-----	-----
Depreciation				
Balance at 1 st April 2020	87,287	1,141	35,671	124,099
Charge for the year	1,240	91	8,918	10,249
Disposals during the year	(25,565)	-	-	(25,565)
	-----	-----	-----	-----
Balance at 31st March 2021	62,962	1,232	44,589	108,783
	-----	-----	-----	-----
 Net book value at 31st March 2021	 1,800	 90	 421,300	 423,190
	=====	=====	=====	=====
Net book value at 31st March 2020	3,040	181	430,218	433,439
	=====	=====	=====	=====

7. Debtors

	2021	2020
	£	£
Debtors and prepayments	155,948	79,177
	=====	=====

8. Creditors: amounts falling due within one year

	2021	2020
	£	£
Trade Creditors & accruals	11,959	5,413
VAT	38,177	30,452
Taxation and social security	10,391	12,713
Deferred Income (See Below)	358,337	44,295
Other Creditors	3,277	4,287
	-----	-----
	422,141	97,160
	=====	=====

LISTENING EAR (MERSEYSIDE)
NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31ST MARCH 2021

9. Deferred Income

	2021	2020
	£	£
Balance at 1 st April 2020	44,295	42,020
Amount deferred in the year	358,337	44,295
Amount released to incoming resources	(44,295)	(42,020)
	-----	-----
Balance at 31st March 2021	358,337	44,295
	=====	=====

Deferred income represents income for activities in future accounting years.

10. Financial instruments

	2021	2020
	£	£
Carrying amount of financial assets:		
Debt instruments measured at cost	767,324	310,952
	=====	=====
Carrying amount of financial liabilities:		
Measured at cost	15,235	9,701
	=====	=====

11. Analysis of Net Assets between Funds

	Tangible Fixed Assets	Net Current Assets	Total
	£	£	£
Unrestricted Funds			
General Fund	12,013	276,037	288,050
Designated Fund	-	61,353	61,353
	-----	-----	-----
	12,013	337,390	349,403
	-----	-----	-----
Restricted Funds			
Department of Communities and Local Government	411,177	123	411,300
Hays Travel	-	1,500	1,500
Liverpool City Council- Covid 19	-	6,000	6,000
National Lottery for EYC	-	1,515	1,515
Truemark Trust	-	1,500	1,500
	-----	-----	-----
	411,177	10,638	421,815
	-----	-----	-----
Totals	423,190	348,028	771,218
	=====	=====	=====

LISTENING EAR (MERSEYSIDE)
NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31ST MARCH 2021
12. Unrestricted Funds

		Movements in the year		
	Resources at Beginning of year	Income	Expenditure	Resources at End of Year
	£	£	(£)	£
General Fund	164,723	753,435	(630,108)	288,050
Designated Fund	52,459	8,894	(-)	61,353
	-----	-----	-----	-----
	217,182	762,329	(630,108)	349,403
	=====	=====	=====	=====

General Fund is used to finance the charitable company's general activities and core costs as outlined in the Trustees' Report.

Designated Fund comprises a provision for redundancy costs

13. Restricted Funds

		Movements in the Year		
	Resources at Beginning of year	Income	Expenditure	Resources at End of Year
	£	£	(£)	£
BBC Children in Need	-	41,853	(41,853)	-
Charities Aid Foundation (CAF)	-	10,000	(10,000)	-
Department of Communities and Local Government	419,992	-	(8,692)	411,300
Hays Travel	1,500	-	-	1,500
Independent Age	-	12,000	(12,000)	-
Julia & Hans Rausing Trust	-	34,769	(34,769)	-
KMBC DA better together	-	20,000	(20,000)	-
Liverpool Carers	-	5,000	(5,000)	-
Liverpool City Council- Covid 19	-	6,000	-	6,000
Masonic Charitable Trust-EYC	-	4,351	(4,351)	-
National Lottery	-	16,377	(16,377)	-
National Lottery for EYC	5,099	-	(3,584)	1,515
PH Holt	1,958	-	(1,958)	-
SESF (Social Enterprise support Fund)	-	22,700	(22,700)	-
Steve Morgan 3/DCMS	-	45,189	(45,189)	-
Steve Morgan Foundation	-	20,505	(20,505)	-
The Clothworkers Foundation	-	4,370	(4,370)	-
Truemark Trust	1,500	-	-	1,500
	-----	-----	-----	-----
	430,049	243,114	(251,348)	421,815
	=====	=====	=====	=====

Description of Funds

These are monies given to the charitable company to be spent at the discretion of the Charity's Board of Trustees for specific charitable purposes:

BBC Children in Need – Supporting the 'Butterflies' service for children and young people affected by bereavement, divorce or separation.

Charities Aid Foundation – contribution for Coronavirus emergency fund

Department of Communities and Local Government – To purchase and refurbish a derelict building in Whiston.

Hays Travel – Towards the Emotional Youth Club (see below)

Independent Age – To deliver bereavement counselling to 50 older people.

Julia & Hans Rausing Trust – to retain our marketing and staff training budget, invest in a new amparo micro website and invest in a new server

KMBC DA Better Together – For clinical supervision for third sector leaders.

Liverpool Carers – to contribute to recruit and equip counsellors that will replace volunteers as at the time we had no onsite clinical supervision

Liverpool City Council- Covid 19 – Contribution towards bereavement and befriending support during Covid 19 pandemic.

Masonic Charitable Trust- EYC – to fund the costs of one (of four) fortnightly, Emotional Youth Clubs to be established by Listening Ear.

National Lottery – Contribution towards coronavirus community support.

National Lottery for EYC – The Emotional Youth Club, a monthly peer support group for children and young people that have been through therapy but need a little extra support.

PH Holt – Contributions towards salary costs for a staff member for 2 days per week to develop a diploma course in CYP Therapy.

SESF (Social Enterprise Support Fund) – to contribute to retain our marketing and staff training budget, invest in a new Amparo micro website and invest in a new server

Steve Morgan3/DCMS – to provide support for the salaries of our Senior Management Team (SMT) - CEO, Deputy CEO and Head of Clinical Services - until 31st March 2023.

Steve Morgan Foundation – to contribute to recruit and equip counsellors that will replace volunteers as at the time we had no onsite clinical supervision

The Clothworkers Foundation – Purchase of IT

Truemark Trust – Towards the Emotional Youth Club (see above)

LISTENING EAR (MERSEYSIDE)**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31ST MARCH 2021**

14. Remuneration of key management personnel

The remuneration paid to the senior management team, who are considered to be the key management personnel was:

	2021	2020
	£	£
Remuneration	149,607	142,082
	=====	=====

15. Operating Lease Commitments

Financial commitments under non-cancellable operating leases relating to a photocopier lease will result in the following payments falling due at 31st March 2021

	2021	2020
	£	£
Within 1 year	10,366	10,366
Between 2- 5 years	6,328	8,348
	-----	-----
	16,694	18,714
	=====	=====

16. Cash generated from operations

	2021	2020
	£	£
Surplus/(Deficit) for the year	123,987	11,338
Adjustments for:		
Investment income	(113)	(332)
Depreciation	10,249	9,886
Movements in working capital:		
Increase in debtors	(76,771)	(9,109)
Increase/(Decrease) in creditors	10,939	26,279
Increase/(Decrease) in deferred income	314,042	2,275
	-----	-----
Cash generated from / (used in) operations	382,333	40,337
	=====	=====

17. Related Party Transactions

There were no material related party transactions during the year which require disclosure (2020: none).

18. Guarantees

As at 31st March 2021, 9 members had given a guarantee of £1 each in the event of the charitable company winding-up. Total: £9 (2020: 8 members £8).