LISTENING EARS

England & Wales · Charity number 1145028

Details

Status	Registered
Legal form	Charitable company
Company number	06227466
Registered	2011-12-13
Register	View on the Charity Commission register

Contact

Address	YMCA Building Woolwich Dockyard London SE18 5QG
Phone	07956427194
Email	listeningearsuk@gmail.com
Website	www.listeningears.org

Activities

Objects: TO FURTHER SUCH CHARITABLE PURPOSES FOR THE BENEFIT OF THE PEOPLE IN THE LONDON BOROUGH'S OF GREENWICH AND NEWHAM THE TRUSTEES SEE FIT FROM TIME TO TIME, IN PARTICULAR BUT WITHOUT LIMITATION TO THE FORGOING BY:TO PROMOTE SOCIAL INCLUSION FOR THE PUBLIC BENEFIT BY PREVENTING PEOPLE FROM BECOMING SOCIALLY EXCLUDED, RELIEVING THE NEEDS OF THOSE PEOPLE WHO ARE SOCIALLY EXCLUDED AND ASSISTING THEM TO INTEGRATE INTO SOCIETY. FOR THE PURPOSE OF THIS CLAUSE 'SOCIALLY EXCLUDED' MEANS BEING EXCLUDED FROM SOCIETY, OR PARTS OF SOCIETY, AS A RESULT OF ONE OF MORE OF THE FOLLOWING FACTORS: UNEMPLOYMENT; FINANCIAL HARDSHIP; YOUTH OR OLD AGE; ILL HEALTH (PHYSICAL OR MENTAL); SUBSTANCE ABUSE OR DEPENDENCY INCLUDING ALCOHOL AND DRUGS; DISCRIMINATION ON THE GROUNDS OF SEX, RACE, DISABILITY, ETHNIC ORIGIN, RELIGION, BELIEF, CREED, SEXUAL ORIENTATION OR GENDER RE-ASSIGNMENT; POOR EDUCATIONAL OR SKILLS ATTAINMENT; RELATIONSHIP AND FAMILY BREAKDOWN; POOR HOUSING (THAT IS HOUSING THAT DOES NOT MEET BASIC HABITABLE STANDARDS; CRIME (EITHER AS A VICTIM OF CRIME OR AS AN OFFENDER REHABILITATING INTO SOCIETY).PROMOTE AND PROTECT PHYSICAL AND MENTAL HEALTH AND WELLBEING;THE RELIEF OF THOSE IN NEED BY REASON OF YOUTH, AGE, ILL-HEALTH, DISABILITY, FINANCIAL HARDSHIP OR OTHER DISADVANTAGE.

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Activities: Listening Ears was born from a sincere worry about increasing community isolation and loneliness. Our mission is to support marginalized individuals facing loneliness, depression, or grief. We offer a caring space for empathetic listening, creating a supportive environment. With a focus on vulnerable groups, our robust programs promote health, lifestyle improvement, and total well-being.

Classification

- **How:** Provides Services, Provides Advocacy/advice/information
- **What:** General Charitable Purposes, Education/training, The Advancement Of Health Or Saving Of Lives, Amateur Sport
- **Who:** Children/young People, Elderly/old People, People With Disabilities, The General Public/mankind

Geography

- Bexley
- Greenwich
- Newham

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£29,668	£26,486	-	-
2024-03-31	£46,812	£24,318	-	-
2023-03-31	£45,454	£43,636	-	-
2022-03-31	£20,623	£65,781	-	-
2021-03-31	£36,409	£94,937	-	-

Trustees

Name	Role	Appointed
MOSAD'OLUWA OROTAYO	Chair	2011-03-15
Atinuke Eyiowuawi		2019-10-13
Bolutife Faseun		2019-10-13
Jadres Ferreira		2019-10-13
Nehemiah Aderibigbe Akinyele		2011-03-15
OLUYEMISI SHODE		2011-03-15
Roberta Omamurhomu Avwerosuo-Adeda		2018-06-10

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LISTENING EARS

England & Wales - Charity number 1145028

Accounts

REGISTERED COMPANY NUMBER: 06227466 (England and Wales)

REGISTERED CHARITY NUMBER: 1145028



REPORT OF THE TRUSTEES AND FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2025

LISTENING EARS LIMITED

REPORT OF THE TRUSTEES

AND

FINANCIAL STATEMENTS

FOR THE YEAR ENDED

31ST MARCH 2025

Listening Ears Limited
Content of the Financial Statements
For the Year Ended 31st March 2025

	Page
Legal and Administrative Information	
Report of the Trustees	1 - 13
Independent Examiner's Report	14
Statement of Financial activities	15
Statement of Financial Position	16
Notes to the accounts	17 - 21
Detailed Statement of Financial Activities	22

Listening Ears Limited
Legal and Administrative Information

Chairman Board of Trustees:	Mosad'Oluwa Orotayo
Other Trustee Members:	Oluyemisi Shode
	Nehemiah Aderibigbe Akinyele
	Roberta Avwerosuo-Adeda
	Atinuke Eyiowuawi
	Bolutife Faseun
	Jadres Rukina Ferreira
Chief Executive Officer	Olutoyin Ogunbanjo
Registered Company Number	06227466 (England and Wales)
Registered Charity Number	1145028
Registered Office:	YMCA Building Woolwich Dockyard Woolwich London SE18 5PQ
Independent Examiner	Patrick Jusu FCCA PAJ Accountants 10 - 16 Tiller Road Docklands London E14 8PX
Bankers:	Barclays Bank 737 Barking Road Plaistow London E13 9PL
	Metro Bank 66 - 68B The Bexleyheath Kent DA6 7JN

Executive Summary

Listening Ears continues to play a vital role in reducing loneliness, improving wellbeing, and strengthening social inclusion across our community. For over eighteen years, we have remained committed to supporting individuals who are isolated, vulnerable, or facing barriers to full participation in society. Our work this year reflects both the resilience of our organisation and the ongoing need for compassionate, community-centred support. Through a combination of emotional care, practical assistance, wellbeing education, and empowerment programmes, we have continued to make a meaningful difference in the lives of older adults, young people, families, and individuals experiencing hardship.

Our mission is rooted in fostering caring friendships, encouraging the lonely, and revitalising those who feel weary or disconnected. We aim to alleviate depressive tendencies, enhance social integration, and promote total well-being. This includes supporting individuals to build confidence, develop independence, and access opportunities that improve their quality of life. We maintain an inclusive, open-door policy, ensuring that our services are accessible to all, regardless of ethnicity, background, or circumstance. Collaboration remains central to our approach, and we continue to work closely with local authorities, housing associations, health providers, and community organisations to deliver holistic support.

This year, our Feel Good Centres in Abbey Wood and Thamesmead have continued to provide safe, welcoming spaces for individuals aged 50 and above. These centres offer social connection, health information, gentle exercise, creative activities, and practical support. They play a crucial role in reducing loneliness and empowering older adults to adopt healthier lifestyles. Our Community Angels befriending service has also remained a lifeline for housebound individuals, offering companionship, emotional support, and practical assistance through home visits and telephone outreach.

The Steps2Living programme has supported service users to make sustainable lifestyle changes through healthy eating education, weight management guidance, and hands-on cooking sessions. Meanwhile, our Food Bank—supported by our ongoing partnership with Sainsbury's Abbey Wood—has provided essential food supplies to families and older adults affected by the cost-of-living crisis. This year, we were also able to host a Christmas Party and distribute 68 Christmas Hampers and Turkeys to vulnerable service users, ensuring they felt valued and supported during the festive season.

The Rosebud Centre for Girls, one of our most transformative initiatives, has continued to empower young women through personal development workshops, creative arts, life skills training, mentoring, and residential experiences. Although the programme is currently suspended due to funding shortfalls and the temporary closure of the YMCA premises, its impact over the past eleven years remains profound. We are actively seeking new funding streams to reinstate this vital service.
Our achievements have been strengthened by the generosity of funders, corporate partners, volunteers, and individual donors. Their support has enabled us to deliver high-quality programmes and respond to emerging community needs. Looking ahead, Listening Ears remains committed to expanding our services, rebuilding suspended programmes, strengthening partnerships, and continuing to provide compassionate, life-enhancing support to those who need it most.

Listening Ears Limited
Report of the Trustees
For the Year Ended 31 March 2025

The trustees, who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2025. The Trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) Effective 1 January 2015.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is controlled by its governing document, articles of association, and constitute a limited company, limited by guarantee, as defined by the Companies Act 2006.

Recruitment and appointment of new trustees

The legal responsibility for the election of new trustees to Listening Ears lies with the Annual General Meeting (AGM).

The Board recognises that it has only limited control over the election of trustees at the AGM. It is accepted that Listening Ears members should be able to elect people to the board who they believe will best represent their interests. However the existing board members also have a responsibility to ensure that the needs of the organisation in terms of governance are met by those people elected. The Board seek to do this by adopting a system of recommending Trustee appointments to the membership using the steps detailed below. The membership will then decide to elect a recommended candidate or to appoint another person to the board. Trustees can delegate some aspects of recruitment of Trustees to Management, but they ensure that they retain overall responsibility and control of the recruitment, selection and induction processes. In recruiting new trustees, the existing trustees and management act in the best interests of Listening Ears and in accordance with the Charity Commission directives as laid out in CC30.

Induction and training of new trustees

All trustees are expected to attend:

- Volunteer induction training
- Trustee induction session
- Any other update training of relevance to board members

As part of the induction process all trustees receive copies of the following:

- Outline of current boards skills and experience
- A copy of the previous year's annual report and financial report
- A copy of the memorandum and articles of association (governing document)
- A copy of the previous board meeting minutes (once agreement for appointment has been made by the Trustees)
- Charity Commission CC3 - The essential trustee: What you need to know
- Charity Commission CC60 - The Hall marks of an Effective Charity
- Copies of the trustee handbook with all current up to date policies

Risk management

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error. The trustees confirm that they regularly review the significant risks facing the Charity and have systems and procedures in place to mitigate those risks. The risk policy has adopted a risk mapping methodology that is applied to each identified risk, assessing the likelihood of it occurring and the severity of the impact of occurrence on the Charity. The Chief Executive Officer is responsible for the day-to-day monitoring of risk and reporting to the Trustees.

1. Introduction and Overview

Listening Ears continues to serve as a vital source of support, connection, and empowerment for individuals across our community. Since our establishment, we have remained committed to reducing loneliness, improving well-being, and strengthening social inclusion for people of all ages. This year has brought both significant achievements and notable challenges, yet our mission has remained unwavering: to create spaces where individuals feel seen, supported, and able to thrive.

Our work spans a range of programmes designed to address social isolation, promote emotional resilience, and equip people with the skills and confidence needed to lead fulfilling lives. Through our Feel Good Centres, Community Angels befriending service, Steps2Living wellbeing programme, Food Bank support, and the Rosebud Centre for Girls, we continue to deliver meaningful, life-enhancing interventions that respond directly to community needs.

Despite financial pressures and the temporary suspension of some services, Listening Ears remains deeply rooted in its purpose. Our partnerships, volunteers, funders, and service users continue to shape a compassionate and resilient organisation committed to long-term impact.

2. Objectives and Activities

Our Charitable Purpose

Listening Ears exists to advance social inclusion for the public benefit. We work to prevent individuals from becoming socially excluded and to support those already experiencing isolation to reintegrate into society. Social exclusion may arise from unemployment, financial hardship, age, ill health, disability, discrimination, poor housing, family breakdown, or involvement in crime. Our programmes are designed to address these barriers with empathy, practical support, and community-centred solutions.

Mission and Core Goals

Our mission is grounded in three core aims:

- **Fostering caring friendships and emotional support** for those experiencing loneliness or distress.
- **Promoting total well-being** through information, training, and activities that improve physical, emotional, and social health.
- **Empowering individuals toward independence**, confidence, and improved life opportunities, including vocational and employment pathways.

Commitment to Inclusion

We operate an open-door policy, welcoming individuals regardless of ethnicity, race, religion, gender, or educational background. Our services are designed to be accessible, culturally sensitive, and responsive to the diverse needs of our community.

Collaborative Working

We recognise that sustainable change is achieved through partnership. Listening Ears works closely with local authorities, housing associations, health providers, community organisations, and corporate partners to ensure that service users receive holistic combined support.

3. Public Benefit Statement

The Trustees confirm that Listening Ears has complied with the duty to have due regard to the Charity Commission's guidance on public benefit.

Our work directly contributes to:

- Reducing loneliness and social isolation, Improving mental and emotional well-being, Enhancing physical health through lifestyle education, Strengthening community cohesion, Supporting vulnerable individuals to access services, build confidence, and participate fully in society

By addressing the root causes of exclusion and providing practical, emotional, and social support, Listening Ears ensures that individuals who might otherwise be marginalised can reconnect, rebuild, and flourish.

4. Achievements and Performance

Despite a challenging financial climate, Listening Ears has continued to deliver impactful programmes that address the needs of older adults, young people, families, and individuals facing hardship. Our achievements this year reflect the dedication of our staff, volunteers, partners, and supporters.

4.1 Feel Good Centres

Loneliness among older adults continues to rise, and our Feel Good Centres remain one of our most effective responses. These centres provide safe, welcoming spaces where individuals aged 50+ can connect, relax, learn, and receive practical support.

Feel Good @ The Pavilion (Abbey Wood)

Operating within the Flowers Estate, this centre offers drop-in sessions, social activities, health information, and signposting to essential services. Service users enjoy a warm environment where they can share a cup of tea, play games, meet new friends, and access wellbeing support.

Feel Good @ The Nest (Thamesmead)

Delivered in partnership with Peabody, this centre mirrors our Abbey Wood model and extends support to older residents across Thamesmead and Bexley. The programme continues to grow in popularity and impact.

Activities Offered Across Both Centres

Our centres provide a rich programme of activities designed to improve physical health, emotional wellbeing, and social connection, including:

- Healthy eating workshops, Multicultural cookery sessions, Arts and crafts, Dance and gentle exercise, Tai Chi, Massage sessions, Luncheon clubs, Health walks, Summer seaside trips, Gardening and planting activities

These activities not only reduce isolation but also empower older adults to adopt healthier lifestyles, build friendships, and regain confidence.

4.2 Community Angels: Befriending & Outreach

Our Community Angels programme offers one-to-one emotional support to individuals who are housebound or living alone. Many face challenges such as chronic illness, disability, depression, or mobility issues. Through home visits, telephone support, and companionship, our trained volunteers offer a lifeline to those who might otherwise remain unseen.

This year, Community Angels has:

- Reduced isolation among vulnerable adults, Provided compassionate listening and emotional support, Helped individuals access services and maintain independence, Offered reassurance and continuity during difficult periods

The programme continues to demonstrate that simple human connection can transform lives.

4.3 Steps2Living: Health and Total Wellbeing

Steps2Living focuses on empowering individuals to make sustainable lifestyle changes. Led by a qualified Health Trainer, the programme supports clients through:

- Healthy eating education, Weight management guidance, Cooking skills, Group and one-to-one wellbeing sessions, Practical demonstrations and hands-on learning

Participants learn to prepare nutritious meals, adapt cultural recipes, and build confidence in the kitchen. The programme has contributed to improved physical health, increased self-esteem, and greater awareness of long-term wellbeing.

4.4 Food Bank Support

Listening Ears continues to serve as the "Front of the Shop" charity for Sainsbury's Abbey Wood, a partnership now in its fourth year. Donations from shoppers enable us to provide essential food support to families and individuals affected by the cost-of-living crisis.

Our minibus has been invaluable in delivering food parcels directly to elderly service users, ensuring that those with mobility challenges receive timely support. This personalised approach has strengthened trust and provided dignity during a difficult economic period.

4.5 Rosebud Centre for Girls

The Rosebud Centre for Girls remains one of Listening Ears' most transformative initiatives, dedicated to supporting girls aged 7–19 and young women up to 25 with disabilities or special needs. Rosebud provides a safe, nurturing environment where young women can explore identity, build confidence, and develop essential life skills.

Empowerment and Personal Development

Rosebud offers a wide range of workshops covering:

- Personal and life skills, Creative arts and fashion, Dance and physical exercise, Jewellery making, CV writing and interview skills, Photography, media, film, and animation, Health and lifestyle education, Residentials, day trips, and cultural experiences

These activities help girls develop resilience, self-expression, and emotional balance. Staff and volunteers have observed significant improvements in confidence, communication, and decision-making among participants.

Building Emotional Resilience

Rosebud provides a safe space for girls to discuss challenges such as bullying, peer pressure, body image, and difficult relationships. Through one-to-one mentoring, group discussions, and role-play exercises, participants learn to navigate real-life situations with greater clarity and confidence.

Life Skills and Independence

Workshops in cooking, budgeting, hygiene, teamwork, and problem-solving equip girls with practical skills for adulthood. Residential programmes offer opportunities to practise independence in a supportive, homelike environment.

Collaborative Working

To ensure holistic support, Rosebud works closely with:

- Challenge Network, YMCA, The Point, Her Centre, Greenwich Youth Offending Services, Family Information Service, Community Safety Team, Mental Health Support Team, Rape Crisis London, Sexual Health Team, Schools, faith groups, and local agencies

5. Suspension of Services: Funding Shortfall and Premises Closure

Listening Ears faced the difficult decision to temporarily suspend the Rosebud Centre due to a significant funding shortfall. After eleven years of continuous service, the lack of sustainable financial support made it impossible to maintain delivery at the required standard.

Compounding this challenge, the YMCA premises used for Rosebud have been undergoing extensive renovations, resulting in a prolonged closure to all partner organisations.

This suspension does not reflect a lack of commitment or demand—rather, it highlights the financial pressures faced by grassroots organisations. We remain determined to secure new funding streams and restore Rosebud's vital services as soon as possible. The Trustees are actively exploring grants, partnerships, and community fundraising opportunities to support reinstatement.

6. Partnerships and Collaborative Working

Listening Ears' impact is strengthened by the relationships we build with organisations across the community. Our collaborative approach ensures that service users receive holistic support and that our programmes remain relevant and responsive.

Key partners include:

- Peabody
- Sainsbury's Abbey Wood
- Morrisons Thamesmead
- WellTower
- Annington Ltd
- Local health teams
- Faith groups
- Adult and Social services
- Rotary International, Greenwich

These partnerships provide support, donations, volunteers, venues, referrals, and practical resources that enable us to deliver high-quality services.

7. Awards and Recognition

Listening Ears is proud to have received recognition for our contribution to community wellbeing.

Best Community-Based Business in Greenwich (2008)

- **Finalist – Community Involvement, London Business Awards (2010)**
- **Finalist – Partnership Achievement, London Health Commission Awards (2010)**
- **Community Civic Award for Reducing Isolation – Royal Borough of Greenwich (2019)**

These accolades reflect the dedication of our staff, volunteers, and supporters, and the positive impact of our work.

8. Financial Review

Funding Sources

During the year, Listening Ears received both restricted and unrestricted funds from:

- City Bridge, London Community Foundation, WellTower, Thamesmead Community Fund, Rotary Greenwich, Individual donors

These funds supported the delivery of our core programmes, outreach activities, and operational costs.

Corporate Partners and Sponsors

We are grateful for the generosity of our corporate partners, whose contributions—financial, practical, and in-kind—have strengthened our ability to serve the community:

- WellTower, Peabody, Morrisons Thamesmead, Sainsbury's Abbey Wood, New Covenant Church, Abbey Wood, RCCG Chapel of Mercy, Romford, New Wine Church, Woolwich, Honey's Kitchen, Rotary Greenwich, Individual donors

Their support has enabled us to provide food parcels, wellbeing activities, community events, and essential resources for vulnerable individuals.

Thanks to the generosity of our funders, partners, and individual donors, we were also able to host a joyful Christmas Party for our service users and distribute 68 Christmas Hampers and Turkeys to older adults and vulnerable families across our community.

9. Future Plans

Looking ahead, Listening Ears is committed to:

- **Reinstating the Rosebud Centre for Girls** through renewed fundraising and partnership development.
- **Expanding Feel Good Centres** to additional locations to meet rising demand among older adults.
- **Strengthening Community Angels** to reach more isolated individuals.
- **Enhancing Steps2Living** with new workshops and culturally tailored health programmes.
- **Developing new partnerships** to secure long-term sustainability.
- **Increasing volunteer recruitment and training** to support programme delivery.
- **Exploring digital and hybrid models** to improve accessibility for those unable to attend in person.

10. Acknowledgements

The Trustees extend heartfelt thanks to everyone who has contributed to Listening Ears this year. Our achievements would not be possible without:

- Team of dedicated staff and volunteers, Funders, Sponsors, and Corporate Partners, Individual donors, Local organisations and community networks, and service users, whose resilience inspires our work.

Despite financial challenges, Listening Ears remains a beacon of hope, compassion, and community spirit. We look forward to building on this year's progress and continuing to serve those who need us most.

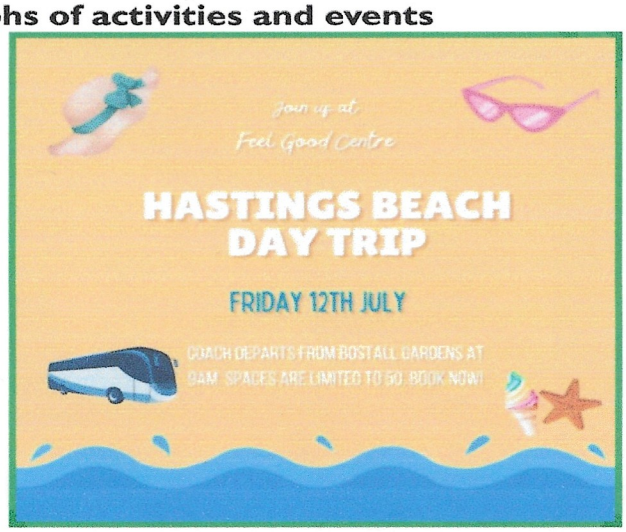
FINANCIAL REVIEW

Results for the year.
During the year the Charity received £29,668 (2024: £46,812) from donations and grants.
The surplus for the year was £3,182 and 2024 was £22,494 and this balance has been added to the accumulated funds carried forward.

SOME OF OUR PROJECT ACTIVITIES IN PICTURES

A selection of photographs of activities and events















SOME OF OUR PROJECT ACTIVITIES IN PICTURES (Continue)











SOME OF OUR PROJECT ACTIVITIES IN PICTURES (Continue)















SOME OF OUR PROJECT ACTIVITIES IN PICTURES (Continue)













SOME OF OUR PROJECT ACTIVITIES IN PICTURES (Continue)















Reserves policy

It is the policy of the charity to set aside 20% of unrestricted funds to the general reserve. This provides sufficient funds to cover management, administration and support costs and to respond to emergencies which may arise from time to time. Funds are maintained at this level throughout the year.

GOING CONCERN

After making enquiries, the Trustees have a reasonable expectation that the Charity has adequate resources to continue its objectives and activities for the public benefit for the foreseeable future. Accordingly, they continue to adopt the going concern basis in preparing the annual report and financial statements.
Further details regarding the adoption of the going concern basis are in note 1 'Accounting Policies' in the financial statements.

STATEMENT OF TRUSTEES RESPONSIBILITIES

The trustees (who are also the directors of Listening Ears Limited for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) including FRS102 the Financial Reporting Standard Applicable in the UK and Republic of Ireland.

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 and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity 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 charitable company will continue in business.

The trustees are responsible for keeping 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 and charities act 2011. 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.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Approved by order of the board of trustees on 29th December 20225 and signed on its behalf by:

Mosad'Oluwa Orotayo
Chair, Board of Trustees

Independent Examiner's Report of Listening Ears Limited

I report on the accounts for the year ended 31 March 2025 set out on pages fifteen to twenty two.

Respective responsibilities of trustees and examiner

The charity's trustees (who are also the directors for the purposes of company law) are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year (under Section 144(2) of the Charities Act 2011 (the 2011 Act)) and that an independent examination is required.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

- examine the accounts under Section 145 of the 2011 Act
- to follow the procedures laid down in the General Directions given by the Charity Commission (under Section 145(5)(b) of the 2011 Act); and
- to state whether particular matters have come to my attention.

Basis of the independent examiner's report

My examination was carried out in accordance with the General Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair view ' and the report is limited to those matters set out in the statements below.

Independent examiner's statement

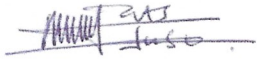
In connection with my examination, no matter has come to my attention:

(1) which gives me reasonable cause to believe that, in any material respect, the requirements

- to keep accounting records in accordance with Section 386 and 387 of the Companies Act 2006; and
- to prepare accounts which accord with the accounting records, comply with the accounting requirements of Sections 394 and 395 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charities

have not been met; or

(2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.



Patrick Jusu FCCA
Independent examiner
PAJ Accountants
10 - 16 Tiller Road
Docklands, London E14 8PX Date: 29th December 2025

Listening Ears Limited
Statement of Financial Activities
For the Year Ended 31 March 2025

	Notes	Unrestricted Funds	Restricted Funds	Total Funds 2025	Total Funds 2024
		£	£	£	£
INCOMING RESOURCES					
Incoming Resources from generated funds					
Voluntary Income					
Donations	2	13,089	-	13,089	15,217
Grant income					
Grants received	3	-	16,570	16,570	31,588
Investment Income					
Bank Interest received	3a	9	-	9	7
Total Incoming Resources		**13,098**	**16,570**	**29,668**	**46,812**
RESOURCES EXPENDED					
Resources expended on Charitable Activities:					
Charitable activities costs	4	6,038	14,489	20,527	16,661
Cost of generating voluntary income	5	-	930	930	744
Resources Expended		**6,038**	**15,419**	**21,457**	**17,405**
Other Resources Expended					
Governance costs	6	1,351	-	1,351	1,584
Other support costs	7	3,678	-	3,678	5,329
		5,029	**-**	**5,029**	**6,913**
Total Resources Expended		**11,067**	**15,419**	**26,486**	**24,318**
Net incoming resources for the year		**2,031**	**1,151**	**3,182**	**22,494**
RECONCILIATION OF FUNDS					
Net movement in funds		**2,031**	**1,151**	**3,182**	**22,494**
Fund balances brought forward		8,365	21,686	30,051	7,557
Transfer of funds		-	-	-	-
Fund balances carried forward		**10,396**	**22,837**	**33,233**	**30,051**

Listening Ears Limited
Balance Sheet
At 31 March 2025

	Notes	Unrestricted Funds	Restricted Funds	Total Funds 2025	Total Funds 2024
		£	£	£	£
Fixed Assets					
Tangible fixed assets	11	3,575	-	3,575	4,550
		3,575	**-**	**3,575**	**4,550**
Current Assets					
Debtors	12	-	-	-	-
Cash at bank and in hand		2,032	28,626	30,658	26,501
		2,032	**28,626**	**30,658**	**26,501**
Creditors: Amounts falling due within one year	13	(1,000)	-	(1,000)	(1,000)
Net Current Assets		**1,032**	**28,626**	**29,658**	**25,501**
Net Assets		**4,607**	**28,626**	**33,233**	**30,051**
Funds	14				
Unrestricted Funds				10,396	8,365
Restricted Funds				22,837	21,686
				33,233	**30,051**

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

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

The trustees acknowledge their responsibilities for
(a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
(b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.
These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small charitable companies and with the Financial Reporting Standard for Smaller Entities (effective January 2015).

The financial statements were approved by the Board of Trustees on 29th December 2025 and were signed on its behalf

Mosad'Oluwa Orotayo

Chair of Board of Trustees

Listening Ears Limited
Notes to the Financial Statements
For the Year Ended 31 March 2025

1 Accounting Policies

Accounting Convention

The accounts have been prepared in accordance with all applicable accounting standards, FRS 102, the Statement of Recommended Practise (SORP), "Accounting and Reporting by Charities" revised 2015 (FRS 102) and the Companies Act 2006, except for the alternative headings that have been used in the Statement of Financial Activities, as the Trustees feel that the revised headings make the accounts easier to read for a non-financial audience. The principal accounting policies adopted in the preparation of the accounts are set out below.

The charity constitutes a public benefit entity as defined by FRS102.

Exemption from preparing a cash flow statement

Exemption has been taken from preparing a cash flow statement on the grounds that the charitable company qualifies as a small charitable company.

Incoming Resources

All incoming resources are included on the Statement of Financial Activities when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy.

Grants and Donations

Income from grants and donations is included in incoming resources when these are receivable.

Going concern

The Charity's activities, together with the factors likely to affect its future performance and position are set out in the Report of the Trustees on pages 2 to 8 which describes the structure, governance and management of the Charity; its risk management policies and procedures, its objectives and activities, the achievements, performance and financial position of the Charity, and its plans for the future.
After making enquiries, the Trustees have a reasonable expectation that the Charity has adequate resources to continue its objectives and activities for the public benefit for the foreseeable future. Accordingly, they continue to adopt the going concern basis in preparing the annual report and financial statements.

Resources Expended

Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Cost of generating funds

Cost of generating funds are those costs relating to the generation of income and includes cost related to the management of the charities activities.

Allocation and apportionment of costs

Support cost are those cost related to shared activities of the organisation and are apportioned on a basis considered appropriate to the underlying activities.

Governance costs

Governance costs are the costs associated with the strategic direction of the charity and with meeting regulatory
responsibilities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustee
Restricted funds can only be used for particular restricted purposes within the objects of the charity Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.
Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Listening Ears Limited
Notes to the Financial Statements
For the Year Ended 31 March 2025

2 Voluntary Income

	31.03.25	31.03.24
	£	£
General donations	13,089	15,217
	13,089	15,217

3 Grant Income

	31.03.25	31.03.24
	£	£
The Royal Borough of Greenwich	-	1,097
City Bridge	11,170	5,525
HNC UK Management	2,000	7,046
London Cmmunity Foundation	3,000	7,995
TK Maxx	400	-
Awards for All	-	9,925
	16,570	31,588

3a Investment Income

	31.03.25	31.03.24
Bank Interest received	9	7
	9	7

Resources Expended

4 Charitable activities cost

	31.03.25	31.03.24
	£	£
Project support costs	9,394	4,959
Fundraising expenses	100	-
Wages and other direct cost	8,370	9,446
Travel and subsistence	1,382	1,113
Hire of hall	1,096	1,118
Printing and publicity	185	25
	20,527	16,661

5 Cost of generating voluntary income

	31.03.25	31.03.24
	£	£
Office entertainment	310	639
IT /zoom operation expenses	127	105
Volunteer expenses	180	-
Storage expenses	313	-
	930	744

6 Governance costs

	31.03.25	31.03.24
	£	£
Accountancy services	500	500
Independent examination	500	500
Bank charges	80	131
Subscription	271	253
Consultancy fees	-	200
	1,351	1,584

7 Other support costs	31.03.25 £	31.03.24 £
Motor vehicle expenses	943	60
Sundry expenses	143	-
Equiment	98	-
Insurance	881	300
Telephone, internet and fax	559	509
Software	80	-
Rent	-	3,485
Depreciation	975	975
	3,678	5,329

8 NET INCOMING/(OUTGOING) RESOURCES

Net resources are stated after charging/(crediting):	31.03.25 £	31.03.24 £
Depreciation - owned assets	975	975
Independent examination fees	1,000	1,000
	1,975	1,975

9 TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2025 nor for the year ended 31 March 2024.

There were no trustees' expenses paid neither for the year ended 31 March 2025 nor for the year ended 31 March 2024.

10 STAFF COSTS

	31.03.25 £	31.03.24 £
Wages and other direct cost	7,017	8,875
Social security costs	1,353	571
Pension Cost	-	-
	8,370	9,446

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

	31.03.25	31.03.24
	2	5

No employees received emoluments in excess of £60,000.

11 Tangible Fixed Assets

All assets relate to the Charity and are used for charitable purposes.

Cost	Motor Vehicle	Office Furniture & Equipment	Computer equipments	Total
		£	£	£
At 1st April 2024	6,500	657	1,066	8,223
Improvements	-	-	-	-
Additions	-	-	-	-
At 31st March 2025	6,500	657	1,066	8,223
Depreciation				
At 1st April 2024	1,950	657	1,066	3,673
Charge for the year	975	-	-	975
At 31st March 2025	2,925	657	1,066	4,648
Net Book Value				
At 31st March 2025	3,575	-	-	3,575
Net Book Value				
At 31st March 2024	4,550	-	-	4,550

12 Debtors

	31.03.2025	31.03.2024
	£	£
	-	-
Prepayment	-	-

13 Creditors: Amounts falling due within one year

	31.03.2025	31.03.2024
	£	£
Accrued expenses	1,000	1,000
	1,000	1,000

14 MOVEMENTS IN FUNDS

	At 1st April 2024	Net Movements in funds	Transfer of Funds	At 31st March 2025
	£	£	£	£
Unrestricted fund	8,365	(2,031)	-	10,396
Restricted funds	21,686	1,151	-	22,837
	30,051	**3,182**	**-**	**33,233**

15 SUMMARY MOVEMENT IN FUNDS FOR THE YEAR

	Incoming resources	Resources expended	Movement in funds
	£	£	£
Unrestricted funds	13,098	(11,067)	(2,031)
Restricted funds	16,570	15,419	1,151
	29,668	**(26,486)**	**3,182**

Listening Ears Limited
Detailed Statement of Financial Activities
For the Year Ended 31 March 2025

INCOMING RESOURCES	31.03.25	31.03.24
Voluntary & Investment Income	£	£
Donations	13,089	15,217
City Bridge	11,170	5,525
HNC UK Management	2,000	7,046
London Community Foundation	3,000	7,995
The Royal Borough of Greenwich	-	1,097
Awards for All	-	9,925
TK Maxx	400	-
Bank interest received	9	7
Total income resources	**29,668**	**46,812**
RESOURCES EXPENDED		
Other Charitable activities cost		
Project support costs	9,394	4,959
Fundraising expenses	100	-
Wages and other direct cost	8,370	9,446
Travel and subsistence	1,382	1,113
Hire of hall	1,096	1,118
Printing and publicity	185	25
	20,527	**16,661**
Cost of generating voluntary income		
Office entertainment	310	639
IT /zoom operation expenses	127	105
Volunteer expenses	180	-
Storage expenses	313	-
	930	**744**
Governance costs		
Accountancy services	500	500
Independent examination	500	500
Bank charges	80	131
Subscription	271	253
Consultance fees	-	200
	1,351	**1,584**
Support Costs		
Motor vehicle expenses	943	60
Sundry expenses	143	-
Equipment expenses	98	-
Insurance	881	300
Telephone, internet and fax	559	509
Software	80	-
Rent	-	3,485
Depreciation	975	975
	3,679	**5,329**
Total Resources Expended	**26,486**	**24,318**
Net Expenditure	**3,182**	**22,494**

LISTENING EARS

England & Wales - Charity number 1145028

Accounts

REGISTERED COMPANY NUMBER: 06227466 (England and Wales)

REGISTERED CHARITY NUMBER: 1145028

REPORT OF THE TRUSTEES
AND
FINANCIAL STATEMENTS
FOR THE YEAR ENDED
31ST MARCH 2024

LISTENING EARS LIMITED

REPORT OF THE TRUSTEES

AND

FINANCIAL STATEMENTS

FOR THE YEAR ENDED

31ST MARCH 2024

Listening Ears Limited
Content of the Financial Statements
For the Year Ended 31st March 2024

	Page
Legal and Administrative Information	1
Report of the Trustees	2 - 13
Independent Examiner's Report	14
Statement of Financial activities	15
Statement of Financial Position	16
Notes to the accounts	17 - 21
Detailed Statement of Financial Activities	22

Listening Ears Limited
Legal and Administrative Information

Chairman Board of Trustees:	Mosad'Oluwa Orotayo
Other Trustee Members:	Oluyemisi Shode
	Nehemiah Aderibigbe Akinyele
	Roberta Avwerosuo-Adeda
	Atinuke Eyiowuawi
	Bolutife Faseun
	Jadres Rukina Ferreira
Chief Executive Officer	Olutoyin Ogunbanjo
Registered Company Number	06227466 (England and Wales)
Registered Charity Number	1145028
Registered Office:	YMCA Building Woolwich Dockyard Woolwich London SE18 5PQ
Independent Examiner	Patrick Jusu FCCA PAJ Accountants 10 - 16 Tiller Road Docklands London E14 8PX
Bankers:	Barclays Bank 737 Barking Road Plaistow London E13 9PL
	Metro Bank 66 - 68B The Bexleyheath Kent DA6 7JN

The trustees, who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2024. The Trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) Effective 1 January 2015.

Listening Ears, founded in October 2006, emerged from a genuine concern for the rising levels of isolation and loneliness within the community. Incorporated on April 26, 2007, as a Company Limited by Guarantee and later registered as a UK Charity in December 2011, our organization is dedicated to reaching out to marginalized individuals facing loneliness, isolation, depression, or grief. Our primary mission is to provide an empathetic supportive space for those in need.

Utilizing a drop-in service, we initiate a welcoming environment by extending a cup of tea and fostering interactive engagement. This approach creates an avenue for individuals to openly discuss their challenges, seek guidance, access information, and obtain referrals for specialized support when necessary. Our focus is particularly on vulnerable groups, offering emotional, health, and overall well-being support.

To accomplish our objectives, we implement empowerment programs and workshops designed to develop life skills and enhance self-esteem. Our commitment extends beyond individuals to encompass families and the wider community, with a special emphasis on those facing various forms of disadvantage. By promoting social inclusion, we strive to benefit the public by creating a more connected and supportive society.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is controlled by its governing document, articles of association, and constitute a limited company, limited by guarantee, as defined by the Companies Act 2006.

Recruitment and appointment of new trustees

The legal responsibility for the election of new trustees to Listening Ears lies with the Annual General Meeting (AGM).
The Board recognises that it has only limited control over the election of trustees at the AGM. It is accepted that Listening Ears members should be able to elect people to the board who they believe will best represent their interests. However the existing board members also have a responsibility to ensure that the needs of the organisation in terms of governance are met by those people elected. The Board seek to do this by adopting a system of recommending Trustee appointments to the membership using the steps detailed below. The membership will then decide to elect a recommended candidate or to appoint another person to the board.
Trustees can delegate some aspects of recruitment of Trustees to Management, but they ensure that they retain overall responsibility and control of the recruitment, selection and induction processes. In recruiting new trustees, the existing trustees and management act in the best interests of Listening Ears and in accordance with the Charity Commission directives as laid out in CC30.

Induction and training of new trustees

All trustees are expected to attend:
• Volunteer induction training
• Trustee induction session
• Any other update training of relevance to board members

As part of the induction process all trustees receive copies of the following:
• Outline of current boards skills and experience
• A copy of the previous year's annual report and financial report
• A copy of the memorandum and articles of association (governing document)
• A copy of the previous board meeting minutes (once agreement for appointment has been made by the Trustees)
• Charity Commission CC3 - The essential trustee: What you need to know
• Charity Commission CC60 - The Hall marks of an Effective Charity
• Copies of the trustee handbook with all current up to date policies

Risk management

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error. The trustees confirm that they regularly review the significant risks facing the Charity and have systems and procedures in place to mitigate those risks. The risk policy has adopted a risk mapping methodology that is applied to each identified risk, assessing the likelihood of it occurring and the severity of the impact of occurrence on the Charity. The Chief Executive Officer is responsible for the day-to-day monitoring of risk and reporting to the Trustees.

OBJECTIVES AND ACTIVITIES

Mission and Goals
Our mission revolves around fostering caring friendships, providing encouragement to the lonely, and revitalising the weary. Through these efforts, we aim to alleviate depressive tendencies, enhance social integration, and promote community cohesion.

Total Wellbeing Focus
A cornerstone of our passion lies in the pursuit of total wellbeing. To realise this vision, we deliver information and training that empowers our service users to attain improved health and an elevated quality of life.

Empowerment for Independence
Beyond mental and emotional support, we are dedicated to rebuilding confidence and empowering our service users to lead independent lives. This empowerment extends to fostering economic, vocational, and employment opportunities.

Strategic Partnerships
We recognise the importance of collaboration and we actively engage with external agencies. This strategic approach aims to secure additional support for our clients, aiding them in achieving their desired goals.

Inclusive Membership Policy
Embracing diversity, we maintain an open-door membership policy. Our services are accessible to all, irrespective of ethnicity, race, religion, or educational background. We are committed to creating an inclusive environment that caters to the unique needs of each individual.

Through these objectives and activities, we aspire to make a lasting and positive impact on the lives of those we serve.

Public benefit

Our primary goal is to advance social inclusion for the public benefit by proactively preventing individuals from experiencing social exclusion and facilitating their seamless integration into society. For the purpose of this clause, "socially excluded" refers to the state of being marginalised from society or specific segments of society due to various factors.

These factors include, but are not limited to:

Unemployment
Financial hardship
Youth or old age
Ill health, whether physical or mental
Substance abuse or dependency, encompassing alcohol and drugs
Discrimination based on sex, race, disability, ethnic origin, religion, belief, creed, sexual orientation, or gender re-assignment
Poor educational or skill attainment
Relationship and family breakdown
Poor housing, defined as housing that falls short of basic habitable standards
Involvement in crime, either as a victim or as an offender undergoing rehabilitation into society.

Through our efforts, we aim to create a society where all individuals, regardless of their circumstances, can actively participate, contribute, and thrive.

ACCOMPLISHMENTS AND PERFORMANCE

In the relentless pursuit of our mission and objectives, Listening Ears consistently initiates projects tailored to address identified needs within the lives of our service users and the broader community. These targeted programs are strategically designed to instigate positive transformations in the circumstances of our service users, fostering meaningful and lasting changes.

ACCOMPLISHMENTS AND PERFORMANCE (continued)

KEY INITIATIVES

Feel Good Centres

Recognising the escalating levels of loneliness, particularly among the elderly and those over 50, Listening Ears has developed a targeted initiative to tackle this prevalent issue. The objective of the Feel Good Centres initiative is to create a supportive environment where the elderly and individuals over 50 can access tangible assistance to alleviate loneliness, foster connections, unwind, receive valuable information, and obtain practical support to enhance their health and lifestyle practices which form crucial components of their overall well-being.

The overarching vision involves the establishment of Feel Good Centres across various regions, replicating the success of our award-winning model developed over the past seventeen years while actively seeking ways to enhance it. The primary focus remains on dismantling the barriers of isolation, bolstering the confidence of older individuals, and empowering them to actively contribute to the enhancement of community cohesion.

Feel Good @ The Pavilion

Tailored for individuals aged 50 and above, our program operates within the Flowers Estate in Abbey Wood. In collaboration with various organisations and service providers, we extend services to the elderly through sign-posting and referrals. Information sessions on health, safety, and related topics are also conducted. This project provides both service users and community members with a welcoming space to drop in, socialise, enjoy a cup of tea and fresh fruits, engage in games, forge new friendships, and access support and guidance concerning their health and overall well-being.

Feel Good @ The Nest

In collaboration with Peabody, we have mirrored the Feel Good initiative, now active at The Nest in Thamesmead. This program extends vital support and services to the elderly residing in the Thamesmead and Bexley areas.

Diverse Range of Activities and Programs at our Feel Good Centres

We encourage service users to engage in a variety of enriching programs available at our centres by taking advantage of the following offerings:

Healthy Eating Workshops
Multicultural Cookery Sessions
Arts & Crafts Sessions
Dance Sessions & Gentle Exercise Classes
Summer Day Trips to the Seaside
Health Walks
Herbs & Salad leaves Planting
Massage Sessions
Tai Chi Classes
Luncheon Club

We encourage them to participate in as many programs as possible to enhance their well-being and make the most of their experience with us.

ACCOMPLISHMENTS AND PERFORMANCE (continued)

Community Angels: Befriending & Outreach Program

Designed for individuals who are homebound or living alone, our Befriending & Outreach program, known as Community Angels, brings our support services directly to clients in the comfort of their homes.
Many of these service users experience isolation due to factors such as ill health, disability, old age, depression, mental health challenges, or other social disadvantages. This initiative provides companionship and a sympathetic ear to those seeking someone to talk to. Our primary goal is to utilise this approach to diminish levels of isolation, subsequently reducing tendencies toward depression without reliance on antidepressants. To fulfil this mission, we enlist the services of CRB-checked volunteers who take on the crucial role of befriending.

Steps2Living: Nurturing Health and Total Wellbeing

Our Steps2Living project is dedicated to providing information, support, and empowerment related to Healthy Eating, weight management, and overall wellbeing. Under the guidance of a qualified Health Trainer. We work closely with our clients both individually and in group settings. Our focus is on encouraging them to embrace small, impactful changes that lead to significant positive differences in their health.

Beyond theoretical teachings, Listening Ears takes a hands-on approach by supporting our service users to actively engage in the kitchen. We believe in practical learning, encouraging them to roll up their sleeves and explore culinary skills. Recognising the diversity within our service user base, spanning various ethnicities and cultures, we create opportunities for them to apply newfound knowledge. This includes experimenting with dishes from different cultural backgrounds, incorporating the fundamental principles of healthy cooking into their recipes, and adapting them to their specific cultural preferences.

Food Bank: Nourishing Our Community

In acknowledgment of Listening Ears' profound impact on the local community, we are honoured to be designated as the "Front Of the Shop" charity by Sainsbury's Abbey Wood for four years running. This partnership enables shoppers to contribute non-perishable food items to our charity, allowing us to establish a Food Bank for the community. This crucial service provides essential support to families and community members facing challenges, particularly those adversely affected by the current cost of living crisis.

Our minibus plays a vital role during this challenging period, enabling us to extend additional assistance to our elderly service users. We utilise the minibus to deliver food items directly to their homes, offering a helping hand with shopping and other minor errands. This personalised approach ensures that those in need receive the support required to navigate these trying times.

ROSEBUD CENTRE FOR GIRLS

Rosebud serves as a dedicated support centre for young girls and women, catering to ages 7 to 19, and extending support to women up to age 25 facing disabilities or special needs. Our mission is to navigate the challenges of adolescence, fostering confidence, self-reliance, and balanced emotional health. By empowering these young women, we aspire to cultivate a generation of individuals with positive outlooks, independence, and productivity within their communities and society at large.

At Rosebud, we provide a safe space for expressive communication and idea-sharing, free from judgment. Acceptance for who they are, coupled with guidance, propels them toward their goals. Our diverse array of character development workshops and skills training covers Personal & Life Skills Development, Jewellery Making, Health & Lifestyle, Dance & Physical Exercise, Career Development, CV Writing, Interview Skills, Creative Arts & Fashion Design, Drama, Music, Creative Media, Photography, Film & Animation, as well as engaging Day Trips and Weekend and Weeklong Residentials.

The goal is to educate, empower, and enable these girls to discover their identities, build resilience, and unlock their full potential. Tailoring our support for different age groups, we employ physical activities for pre-teens, exploring identity and self-esteem. As challenges intensify for young teenagers, our workshops address emotional, mental, and physical well-being. For late teens, our services extend to independence and career development, including vocational skill training and nurturing talents in creative arts and cultural industries.

Fostering Confidence Through Rosebud

Throughout the duration of the Rosebud project's exclusive focus on empowering young girls, significant strides in confidence, self-expression, assertion, and participation have been observed. This progress is not only self-reported by the girls but is also evident through keen observations by staff and volunteers. Our meticulously crafted workshops directly addressed prevalent challenges faced by these young women, such as bullying, peer pressure, body image concerns, and navigating challenging relationships.

Structured group activities and personalised one-to-one support have been instrumental in elevating their confidence and self-esteem. Tailored to the specific challenges encountered by the girls, these workshops facilitated open discussions and active participation. The culmination of these efforts materialised in presentations by each girl, designed around their individual vision boards, serving as a tangible representation of their aspirations. This process of self-discovery not only brought their thoughts to life but also cultivated a renewed perception of themselves, fostering a sense of identity and fuelling aspirations for the future.

ACCOMPLISHMENTS AND PERFORMANCE (continued)

In addition to workshops, the incorporation of role-playing added a dynamic element, bringing real-life situations to the forefront for discussion. Exploring potential solutions to various scenarios broadened their perspectives, providing them with a repertoire of options and tools to navigate different situations effectively. This approach not only enhanced their problem-solving skills but also empowered them to make informed choices. Furthermore, the girls were encouraged to take ownership of decision-making responsibilities, engaging in positive activities that would shape their future positively.

Promoting Emotional Resilience at Rosebud

The secure environment created by the Rosebud project serves as a vital space for girls to openly discuss the issues and challenges impacting their lives. This deliberate focus minimises the risk of misguided advice from peers. Through our personalised one-to-one and peer mentoring support, we actively contribute to elevating their aspirations, fostering a positive mindset, and encouraging exploration of a bright and promising future for each girl.

Empowering Through Life Skills at Rosebud

Empowering our service users to recognise and enhance their capabilities, Rosebud offers a range of practical workshops that focus on skill building. These exercises are seen as valuable opportunities for economic empowerment, especially in the current employment landscape. The workshops serve as platforms for creativity and self-discovery, bringing out the natural talents of each participant. The independent living skills acquired during residential programs are designed to provide lifelong benefits. Observations and reports indicate increased emotional resilience and a positive outlook on the future. Feedback from parents and periodic assessments highlight improved family relationships, enhanced knowledge of healthy lifestyle practices, including cooking and baking skills, and a heightened awareness of balanced nutrition. These skills empower individuals to take responsibility for their health through regular physical activity.

Building Bridges: Collaborating for Holistic Support

Recognising the multifaceted challenges young women encounter, spanning financial, emotional, and structural issues, we acknowledge the need for comprehensive solutions. To achieve holistic outcomes, we prioritise building robust networks with professional agencies, service providers, and organisations working with young people. We have established partnerships with Challenge Network, YMCA, The Point, Her Centre, Greenwich Youth Offending Services, Family Information Service, Community Safety Team, Mental Health Support Team, Rape Crisis London and Sexual Health Team. Additionally, we maintain a network of contacts within the Greenwich borough, including Children's Services, schools, faith groups, and other local stakeholders who provide referrals.

Our strategy emphasises active participation from service users, empowering them to contribute to program design, structure, and execution, fostering a sense of ownership. For example, addressing the identified challenge of a widening gap between young girls and their mothers, we initiated the RoseGarden forum. This platform encourages interaction and mutual admiration between mothers and daughters through creative activities not typical in a home setting. Responding to mothers' expressed interest, the forum emerged from the observed progress in their daughters.

We recognise the importance of residential breaks within the project, providing a homelike environment for girls to practice acquired skills such as cooking, hygiene, responsibility, teamwork, finance, problem-solving, budgeting, and independence. While the residential program ideally extends to one week or more, we plan to organise multiple breaks throughout the year to accommodate a limited number of girls at a time.

ACCOMPLISHMENTS AND PERFORMANCE (continued)

SUSPENSION OF VITAL SERVICES DUE TO FUNDING SHORTFALL & PREMISES

It is with a heavy heart that we announce the temporary suspension of our project – Rosebud Centre due to an acute funding shortage. Despite our unwavering commitment to serving the community, the stark reality of financial constraints has forced us to make this difficult decision. Over a period of eleven years, Rosebud has been a beacon of hope, offering vital support services to those in need. Regrettably, without adequate financial support, sustaining these critical services has become an insurmountable challenge.

Additionally, the YMCA premises where we operate the project has been under massive renovation and therefore remail closed to all projects and organisations using the premises.

This suspension is not a reflection of our dedication but rather a stark reminder of the financial hurdles that grassroots organisations face. We remain optimistic that, with the support of our community and potential donors, we can revitalise and continue our mission to provide the much-needed support to our service users. Understanding and support during this challenging period are invaluable, and we are actively exploring avenues to secure the necessary funds to reinstate Rosebud Centre and resume our crucial services.

ACKNOWLEDGMENTS AND ACHIEVEMENTS

We take pride in the substantial strides our projects have made in fostering positive change within individuals and the broader community, garnering recognition through various esteemed awards and achievements. Some notable accolades include:

•Best Community-Based Business in Greenwich (2008): A testament to our dedication and impact on the local community.

•Finalist - Community Involvement Category at the London Business Awards (2010): An acknowledgment of our commitment to active community engagement and participation.

•Finalist - Partnership Achievement Category - London Health Commission Awards (2010): Recognizing the collaborative efforts that have contributed to health improvements in the region.

•Community Civic Award for Reducing Isolation – Royal Borough of Greenwich (2019): An esteemed accolade affirming our success in addressing social isolation and making a meaningful difference in the lives of individuals.

FUNDING SOURCES – Restricted & Unrestricted

Funds utilised during this financial year include both restricted and unrestricted fundings, as well as donations and came from the following grant making bodies and organisations listed below.

City Bridge
Awards For All
London Community Foundation
Salway Foundation
Well Tower
Royal Borough of Greenwich
Thamesmead Community Fund
General Donations – Individual donors

Corporate Partners

Annington Ltd
Peabody
Morrisons Thamesmead
Sainsburys Abbeywood
New Covenant Church, Abbeywood
RCCG, Chapel of Mercy, Romford

FINANCIAL REVIEW

Results for the year.
During the year the Charity received £46813 (2023: £45,453) from donations and grants.
The surplus for the year was £22,494 and 2023 was £1,817, and this balance has been added to the accumulated funds carried forward.

SOME OF OUR PROJECT ACTIVITIES IN PICTURES



SOME OF OUR PROJECT ACTIVITIES IN PICTURES (Continue)



Figure 1Listening Ears' Feel Good project manager Kim Firmin opens the new local B&M store.





SOME OF OUR PROJECT ACTIVITIES IN PICTURES (Continue)













SOME OF OUR PROJECT ACTIVITIES IN PICTURES (Continue)








SOME OF OUR PROJECT ACTIVITIES IN PICTURES (Continue)













Reserves policy
It is the policy of the charity to set aside 20% of unrestricted funds to the general reserve. This provides sufficient funds to cover management, administration and support costs and to respond to emergencies which may arise from time to time. Funds are maintained at this level throughout the year.

GOING CONCERN

After making enquiries, the Trustees have a reasonable expectation that the Charity has adequate resources to continue its objectives and activities for the public benefit for the foreseeable future. Accordingly, they continue to adopt the going concern basis in preparing the annual report and financial statements.
Further details regarding the adoption of the going concern basis are in note 1 'Accounting Policies' in the financial statements.

STATEMENT OF TRUSTEES RESPONSIBILITIES

The trustees (who are also the directors of Listening Ears Limited for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) including FRS102 the Financial Reporting Standard Applicable in the UK and Republic of Ireland.

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 and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity 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 charitable company will continue in business.

The trustees are responsible for keeping 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 and charities act 2011. 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.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Approved by order of the board of trustees on 28th December 2024 and signed on its behalf by:



Mosad'Oluwa Orotayo
Chair, Board of Trustees

Independent Examiner's Report of Listening Ears Limited

I report on the accounts for the year ended 31 March 2024 set out on pages fifteen to twenty two.

Respective responsibilities of trustees and examiner

The charity's trustees (who are also the directors for the purposes of company law) are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year (under Section 144(2) of the Charities Act 2011 (the 2011 Act)) and that an independent examination is required.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

- examine the accounts under Section 145 of the 2011 Act
- to follow the procedures laid down in the General Directions given by the Charity Commission (under Section 145(5)(b) of the 2011 Act); and
- to state whether particular matters have come to my attention.

Basis of the independent examiner's report

My examination was carried out in accordance with the General Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair view ' and the report is limited to those matters set out in the statements below.

Independent examiner's statement

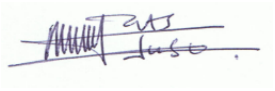
In connection with my examination, no matter has come to my attention:

(1) which gives me reasonable cause to believe that, in any material respect, the requirements

- to keep accounting records in accordance with Section 386 and 387 of the Companies Act 2006; and
- to prepare accounts which accord with the accounting records, comply with the accounting requirements of Sections 394 and 395 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charities

have not been met; or

(2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.



Patrick Jusu FCCA
Independent examiner
PAJ Accountants
10 - 16 Tiller Road
Docklands, London E14 8PX Date: 30th December 2024.

Listening Ears Limited
Statement of Financial Activities
For the Year Ended 31 March 2024

	Notes	Unrestricted Funds	Restricted Funds	Total Funds 2024	Total Funds 2023
		£	£	£	£
INCOMING RESOURCES					
Incoming Resources from generated funds					
Voluntary Income					
Donations	2	15,217	-	15,217	14,961
Grant income					
Grants received	3	-	31,588	31,588	30,493
Investment Income					
Bank Interest received	3a	7	-	7	-
Total Incoming Resources		**15,224**	**31,588**	**46,812**	**45,453**
RESOURCES EXPENDED					
Resources expended on Charitable Activities:					
Charitable activities costs	4	6,457	10,204	16,661	33,043
Cost of generating voluntary income	5	744	-	744	333
Resources Expended		**7,201**	**10,204**	**17,405**	**33,376**
Other Resources Expended					
Governance costs	6	579	1,005	1,584	2,622
Other support costs	7	3,197	2,132	5,329	7,638
		3,776	**3,137**	**6,913**	**10,260**
Total Resources Expended		**10,977**	**13,341**	**24,318**	**43,636**
Net incoming resources for the year		**4,247**	**18,247**	**22,494**	**1,817**
RECONCILIATION OF FUNDS					
Net movement in funds		**4,247**	**18,247**	**22,494**	**1,817**
Fund balances brought forward		4,118	3,439	7,557	5,738
Transfer of funds		-	-	-	-
Fund balances carried forward		**8,365**	**21,686**	**30,051**	**7,555**

Listening Ears Limited
Balance Sheet
At 31 March 2024

	Notes	Unrestricted Funds	Restricted Funds	Total Funds 2024	Total Funds 2023
		£	£	£	£
Fixed Assets					
Tangible fixed assets	11	4,550	-	4,550	5,525
		4,550	**-**	**4,550**	**5,525**
Current Assets					
Debtors	12	-	-	-	-
Cash at bank and in hand		4,815	21,686	26,501	3,332
		4,815	**21,686**	**26,501**	**3,332**
Creditors: Amounts falling due within one year	13	-	(1,000)	(1,000)	(1,300)
Net Current Assets		**4,815**	**20,686**	**25,501**	**2,032**
Net Assets		**9,365**	**20,686**	**30,051**	**7,557**
Funds	14				
Unrestricted Funds				8,365	4,118
Restricted Funds				21,686	3,439
				30,051	**7,557**

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2024.

The members have not required the charitable company to obtain an audit of its financial statements for the year ended 31 March 2024 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for
(a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
(b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.
These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small charitable companies and with the Financial Reporting Standard for Smaller Entities (effective January 2015).

The financial statements were approved by the Board of Trustees on 28th December 2024 and were signed on its behalf



Mosad'Oluwa Orotayo

Chair of Board of Trustees

Listening Ears Limited
Notes to the Financial Statements
For the Year Ended 31 March 2024

1 Accounting Policies

Accounting Convention

The accounts have been prepared in accordance with all applicable accounting standards, FRS 102, the Statement of Recommended Practise (SORP), "Accounting and Reporting by Charities" revised 2015 (FRS 102) and the Companies Act 2006, except for the alternative headings that have been used in the Statement of Financial Activities, as the Trustees feel that the revised headings make the accounts easier to read for a non-financial audience. The principal accounting policies adopted in the preparation of the accounts are set out below.

The charity constitutes a public benefit entity as defined by FRS102.

Exemption from preparing a cash flow statement

Exemption has been taken from preparing a cash flow statement on the grounds that the charitable company qualifies as a small charitable company.

Incoming Resources

All incoming resources are included on the Statement of Financial Activities when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy.

Grants and Donations

Income from grants and donations is included in incoming resources when these are receivable.

Going concern

The Charity's activities, together with the factors likely to affect its future performance and position are set out in the Report of the Trustees on pages 2 to 8 which describes the structure, governance and management of the Charity; its risk management policies and procedures, its objectives and activities, the achievements, performance and financial position of the Charity, and its plans for the future.
After making enquiries, the Trustees have a reasonable expectation that the Charity has adequate resources to continue its objectives and activities for the public benefit for the foreseeable future. Accordingly, they continue to adopt the going concern basis in preparing the annual report and financial statements.

Resources Expended

Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Cost of generating funds

Cost of generating funds are those costs relating to the generation of income and includes cost related to the management of the charities activities.

Allocation and apportionment of costs

Support cost are those cost related to shared activities of the organisation and are apportioned on a basis considered appropriate to the underlying activities.

Governance costs

Governance costs are the costs associated with the strategic direction of the charity and with meeting regulatory
responsibilities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustee
Restricted funds can only be used for particular restricted purposes within the objects of the charity Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.
Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Listening Ears Limited
Notes to the Financial Statements
For the Year Ended 31 March 2024

2 Voluntary Income

	31.03.24	31.03.23
	£	£
General donations	15,217	14,961
	15,217	14,961

3 Grant Income

	31.03.24	31.03.23
	£	£
The Royal Borough of Greenwich	1,097	13,118
City Bridge	5,525	-
HNC UK Management	7,046	-
London Cmmunity Foundation	7,995	-
Contribution Revenue	-	6,500
Peabody PCF	-	1,275
Awards for All	9,925	9,600
	31,588	30,493

3a Investment Income

	31.03.24	31.03.23
Bank Interest received	7	-
	7	-

Resources Expended

4 Charitable activities cost

	31.03.24	31.03.23
	£	£
Project support costs	4,959	4,140
Wages and other direct cost	9,446	27,328
Travel and subsistence	1,113	1,005
Hire of hall	1,118	505
Printing and publicity	25	65
	16,661	33,043

5 Cost of generating voluntary income

	31.03.24	31.03.23
	£	£
Office entertainment	639	200
IT /zoom operation expenses	105	104
Storage expenses	-	29
	744	333

6 Governance costs

	31.03.24	31.03.23
	£	£
Accountancy services	500	900
Independent examination	500	500
Bank charges	131	97
Subscription	253	76
Consultancy fees	200	1,050
	1,584	2,622

7 **Other support costs**	31.03.24 £	31.03.23 £
Motor vehicle expenses	60	305
Pension	-	855
Personal development	-	-
Insurance	300	611
Telephone, internet and fax	509	1,042
Software	-	175
Rent	3,485	3,675
Depreciation	975	975
	5,329	7,638

8 NET INCOMING/(OUTGOING) RESOURCES

Net resources are stated after charging/(crediting):	31.03.24 £	31.03.23 £
Depreciation - owned assets	975	975
Independent examination fees	1,000	1,300
	1,975	2,275

9 TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2024 nor for the year ended 31 March 2023.

There were no trustees' expenses paid neither for the year ended 31 March 2024 nor for the year ended 31 March 2023.

10 STAFF COSTS

	31.03.24 £	31.03.23 £
Wages and other direct cost	8,875	24,709
Social security costs	571	2,620
Pension Cost	-	855
	9,446	28,184

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

31.03.24	31.03.23
2	5

No employees received emoluments in excess of £60,000.

11 Tangible Fixed Assets

All assets relate to the Charity and are used for charitable purposes.

Cost	Motor Vehicle	Office Furniture & Equipment £	Computer equipments £	Total £
At 1st April 2023	6,500	657	1,066	8,223
Improvements	-	-	-	-
Additions	-	-	-	-
At 31st March 2024	6,500	657	1,066	8,223
Depreciation				
At 1st April 2023	975	657	1,066	2,698
Charge for the year	975	-	-	975
At 31st March 2024	1,950	657	1,066	3,673
Net Book Value				
At 31st March 2024	4,550	-	-	4,550
Net Book Value	5,525	-	-	5,525
At 31st March 2023				

12 Debtors

	31.03.2024	31.03.2023
	£	£
	-	-
Prepayment		
	-	-

13 Creditors: Amounts falling due within one year

	31.03.2024	31.03.2023
	£	£
Accrued expenses	1,000	1,300
	1,000	1,300

14 MOVEMENTS IN FUNDS

	At 1st April 2023	Net Movements in funds	Transfer of Funds	At 31st March 2024
	£	£	£	£
Unrestricted fund	4,118	(4,247)	-	8,365
Restricted funds	3,439	18,247	-	21,686
	7,557	**22,493**	**-**	**30,051**

15 SUMMARY MOVEMENT IN FUNDS FOR THE YEAR

	Incoming resources	Resources expended	Movement in funds
	£	£	£
Unrestricted funds	15,224	(10,977)	(4,247)
Restricted funds	31,588	13,341	18,247
	46,812	**(24,318)**	**22,493**

Listening Ears Limited
Detailed Statement of Financial Activities
For the Year Ended 31 March 2024

INCOMING RESOURCES	31.03.24	31.03.23
Voluntary & Investment Income	£	£
Donations	15,217	14,961
City Bridge	5,525	-
HNC UK Management	7,046	-
London Community Foundation	7,995	-
Contribution Revenue	-	6,500
The Royal Borough of Greenwich	1,097	13,118
Peabody PCF	-	1,275
Awards for All	9,925	9,600
Bank interest received	7	-
Total income resources	**46,812**	**45,454**
RESOURCES EXPENDED		
Other Charitable activities cost		
Project support costs	4,959	4,140
Wages and other direct cost	9,446	27,328
Travel and subsistence	1,113	1,005
Hire of hall	1,118	505
Printing and publicity	25	65
	16,661	**33,043**
Cost of generating voluntary income		
Office entertainment	639	200
IT /zoom operation expenses	105	104
Storage expenses	-	29
	744	**333**
Governance costs		
Accountancy services	500	900
Independent examination	500	500
Bank charges	131	97
Subscription	253	76
Consultance fees	200	1,050
	1,583	**2,623**
Support Costs		
Motor vehicle expenses	60	305
Pensions	-	855
Insurance	300	611
Telephone, internet and fax	509	1,042
Software	-	175
Rent	3,485	3,675
Depreciation	975	975
	5,329	**7,638**
Total Resources Expended	**24,318**	**43,637**
Net Expenditure	**22,494**	**1,817**

LISTENING EARS

England & Wales - Charity number 1145028

Accounts

REGISTERED COMPANY NUMBER: 06227466 (England and Wales)

REGISTERED CHARITY NUMBER: 1145028

Listening Ears

REPORT OF THE TRUSTEES
AND
FINANCIAL STATEMENTS
FOR THE YEAR ENDED
31ST MARCH 2023

LISTENING EARS LIMITED

REPORT OF THE TRUSTEES

AND

FINANCIAL STATEMENTS

FOR THE YEAR ENDED

31ST MARCH 2023

Listening Ears Limited
Content of the Financial Statements
For the Year Ended 31st March 2023

	Page
Legal and Administrative Information	1
Report of the Trustees	2 - 13
Independent Examiner's Report	14
Statement of Financial activities	15
Statement of Financial Position	16
Notes to the accounts	17 - 21
Detailed Statement of Financial Activities	22

Listening Ears Limited
Legal and Administrative Information

Chairman Board of Trustees:	Mosad'Oluwa Orotayo
Other Trustee Members:	Oluyemisi Shode
	Nehemiah Aderibigbe Akinyele
	Roberta Avwerosuo-Adeda
	Atinuke Eyiowuawi
	Bolutife Faseun
	Jadres Rukina Ferreira
Chief Executive Officer	Olutoyin Ogunbanjo
Registered Company Number	06227466 (England and Wales)
Registered Charity Number	1145028
Registered Office:	YMCA Building Woolwich Dockyard Woolwich London SE18 5PQ
Independent Examiner	Patrick Jusu FCCA PAJ Accountants 10 - 16 Tiller Road Docklands London E14 8PX
Bankers:	Barclays Bank 737 Barking Road Plaistow London E13 9PL

The trustees, who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2023. The Trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) Effective 1 January 2015.

Listening Ears, founded in October 2006, emerged from a genuine concern for the rising levels of isolation and loneliness within the community. Incorporated on April 26, 2007, as a Company Limited by Guarantee and later registered as a UK Charity in December 2011, our organization is dedicated to reaching out to marginalized individuals facing loneliness, isolation, depression, or grief. Our primary mission is to provide an empathetic supportive space for those in need.

Utilizing a drop-in service, we initiate a welcoming environment by extending a cup of tea and fostering interactive engagement. This approach creates an avenue for individuals to openly discuss their challenges, seek guidance, access information, and obtain referrals for specialized support when necessary. Our focus is particularly on vulnerable groups, offering emotional, health, and overall well-being support.

To accomplish our objectives, we implement empowerment programs and workshops designed to develop life skills and enhance self-esteem. Our commitment extends beyond individuals to encompass families and the wider community, with a special emphasis on those facing various forms of disadvantage. By promoting social inclusion, we strive to benefit the public by creating a more connected and supportive society.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is controlled by its governing document, articles of association, and constitute a limited company, limited by guarantee, as defined by the Companies Act 2006.

Recruitment and appointment of new trustees

The legal responsibility for the election of new trustees to Listening Ears lies with the Annual General Meeting (AGM).
The Board recognises that it has only limited control over the election of trustees at the AGM. It is accepted that Listening Ears members should be able to elect people to the board who they believe will best represent their interests. However the existing board members also have a responsibility to ensure that the needs of the organisation in terms of governance are met by those people elected. The Board seek to do this by adopting a system of recommending Trustee appointments to the membership using the steps detailed below. The membership will then decide to elect a recommended candidate or to appoint another person to the board.
Trustees can delegate some aspects of recruitment of Trustees to Management, but they ensure that they retain overall responsibility and control of the recruitment, selection and induction processes. In recruiting new trustees, the existing trustees and management act in the best interests of Listening Ears and in accordance with the Charity Commission directives as laid out in CC30.

Induction and training of new trustees

All trustees are expected to attend:
• Volunteer induction training
• Trustee induction session
• Any other update training of relevance to board members

As part of the induction process all trustees receive copies of the following:
• Outline of current boards skills and experience
• A copy of the previous year's annual report and financial report
• A copy of the memorandum and articles of association (governing document)
• A copy of the previous board meeting minutes (once agreement for appointment has been made by the Trustees)
• Charity Commission CC3 - The essential trustee: What you need to know
• Charity Commission CC60 - The Hall marks of an Effective Charity
• Copies of the trustee handbook with all current up to date policies

Risk management

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error. The trustees confirm that they regularly review the significant risks facing the Charity and have systems and procedures in place to mitigate those risks. The risk policy has adopted a risk mapping methodology that is applied to each identified risk, assessing the likelihood of it occurring and the severity of the impact of occurrence on the Charity. The Chief Executive Officer is responsible for the day-to-day monitoring of risk and reporting to the Trustees.

OBJECTIVES AND ACTIVITIES

Mission and Goals
Our mission revolves around fostering caring friendships, providing encouragement to the lonely, and revitalizing the weary. Through these efforts, we aim to alleviate depressive tendencies, enhance social integration, and promote community cohesion.

Total Wellbeing Focus
A cornerstone of our passion lies in the pursuit of total wellbeing. To realize this vision, we deliver information and training that empowers our service users to attain improved health and an elevated quality of life.

Empowerment for Independence
Beyond mental and emotional support, we are dedicated to rebuilding confidence and empowering our service users to lead independent lives. This empowerment extends to fostering economic, vocational, and employment opportunities.

Strategic Partnerships
Recognizing the importance of collaboration, we actively engage with external agencies. This strategic approach aims to secure additional support for our clients, aiding them in achieving their desired goals.

Inclusive Membership Policy
Embracing diversity, we maintain an open-door membership policy. Our services are accessible to all, irrespective of ethnicity, race, religion, or educational background. We are committed to creating an inclusive environment that caters to the unique needs of each individual.

Through these objectives and activities, we aspire to make a lasting and positive impact on the lives of those we serve.

Public benefit

Our primary goal is to advance social inclusion for the public benefit by proactively preventing individuals from experiencing social exclusion and facilitating their seamless integration into society. For the purpose of this clause, "socially excluded" refers to the state of being marginalized from society or specific segments of society due to various factors.

These factors include, but are not limited to:

Unemployment
Financial hardship
Youth or old age
Ill health, whether physical or mental
Substance abuse or dependency, encompassing alcohol and drugs
Discrimination based on sex, race, disability, ethnic origin, religion, belief, creed, sexual orientation, or gender re-assignment
Poor educational or skill attainment
Relationship and family breakdown
Poor housing, defined as housing that falls short of basic habitable standards
Involvement in crime, either as a victim or as an offender undergoing rehabilitation into society.

Through our efforts, we aim to create a society where all individuals, regardless of their circumstances, can actively participate, contribute, and thrive.

ACCOMPLISHMENTS AND PERFORMANCE
In the relentless pursuit of our mission and objectives, Listening Ears consistently initiates projects tailored to address identified needs within the lives of our service users and the broader community. These targeted programs are strategically designed to instigate positive transformations in the circumstances of our service users, fostering meaningful and lasting changes

ACCOMPLISHMENTS AND PERFORMANCE (continued)

KEY INITIATIVES

Feel Good Centres

Recognizing the escalating levels of loneliness, particularly among the elderly and those over 50, Listening Ears has developed a targeted initiative to tackle this prevalent issue. The objective of the Feel Good Centres initiative is to create a supportive environment where the elderly and individuals over 50 can access tangible assistance to alleviate loneliness, foster connections, unwind, receive valuable information, and obtain practical support to enhance their health and lifestyle practices, crucial components of their overall well-being.

The overarching vision involves the establishment of Feel Good Centres across various regions, replicating the success of our award-winning model developed over the past sixteen years while actively seeking ways to enhance it. The primary focus remains on dismantling the barriers of isolation, bolstering the confidence of older individuals, and empowering them to actively contribute to the enhancement of community cohesion.

Feel Good @ The Pavilion

Tailored for individuals aged 50 and above, our program operates within the Flowers Estate in Abbey Wood. In collaboration with various organizations and service providers, we extend services to the elderly through sign-posting and referrals. Information sessions on health, safety, and related topics are also conducted. This project provides both service users and community members with a welcoming space to drop in, socialize, enjoy a cup of tea and fresh fruits, engage in games, forge new friendships, and access support and guidance concerning their health and overall well-being.

Feel Good @ The Nest

Collaborating with Peabody, we've mirrored the Feel Good initiative, now active at The Nest in Thamesmead. This program extends vital support and services to the elderly residing in the Thamesmead and Bexley areas.

Diverse Range of Activities and Programs at our Feel Good Centres

We encourage service users to engage in a variety of enriching programs available at our centres by taking advantage of the following offerings:

- Healthy Eating Workshops
- Multicultural Cookery Sessions
- Arts & Crafts Sessions for the Elderly
- Dance Sessions & Gentle Exercise Classes for the Elderly
- Summer Day Trips to the Seaside
- Health Walks
- Herbs & Salad leaves Planting
- Massage Sessions
- Tai Chi Classes
- Luncheon Club

We encourage them to participate in as many programs as possible to enhance their well-being and make the most of their experience with us.

ACCOMPLISHMENTS AND PERFORMANCE (continued)

Community Angels: Befriending & Outreach Program

Designed for individuals who are homebound or living alone, our Befriending & Outreach program, known as Community Angels, brings our support services directly to clients in the comfort of their homes.
Many of these service users experience isolation due to factors such as ill health, disability, old age, depression, mental health challenges, or other social disadvantages. This initiative provides companionship and a sympathetic ear to those seeking someone to talk to. Our primary goal is to utilize this approach to diminish levels of isolation, subsequently reducing tendencies toward depression without reliance on antidepressants. To fulfil this mission, we enlist the services of CRB-checked volunteers who take on the crucial role of befriending.

Steps2Living: Nurturing Health and Total Wellbeing

Our Steps2Living project is dedicated to providing information, support, and empowerment related to Healthy Eating, weight management, and overall wellbeing. Under the guidance of a qualified Health Trainer, we work closely with our clients both individually and in group settings. Our focus is on encouraging them to embrace small, impactful changes that lead to significant positive differences in their health. Beyond theoretical teachings, Listening Ears takes a hands-on approach by supporting our service users to actively engage in the kitchen. We believe in practical learning, encouraging them to roll up their sleeves and explore culinary skills. Recognizing the diversity within our service user base, spanning various ethnicities and cultures, we create opportunities for them to apply newfound knowledge. This includes experimenting with dishes from different cultural backgrounds, incorporating the fundamental principles of healthy cooking into their recipes, and adapting them to their specific cultural preferences.

Food Bank: Nourishing Our Community

In acknowledgment of Listening Ears' profound impact on the local community, we are honoured to be designated as the "Front Of the Shop" charity by Sainsbury's Abbey Wood for three years running. This partnership enables shoppers to contribute non-perishable food items to our charity, allowing us to establish a Food Bank for the community. This crucial service provides essential support to families and community members facing challenges, particularly those adversely affected by the current cost of living crisis.

Our minibus played a vital role during this challenging period, enabling us to extend additional assistance to our elderly service users. We utilized the minibus to deliver food items directly to their homes, offering a helping hand with shopping and other minor errands. This personalized approach ensures that those in need receive the support required to navigate these trying times.

ROSEBUD CENTRE FOR GIRLS

Rosebud serves as a dedicated support centre for young girls and women, catering to ages 7 to 19, and extending support to women up to age 25 facing disabilities or special needs. Our mission is to navigate the challenges of adolescence, fostering confidence, self-reliance, and balanced emotional health. By empowering these young women, we aspire to cultivate a generation of individuals with positive outlooks, independence, and productivity within their communities and society at large.

At Rosebud, we provide a safe space for expressive communication and idea-sharing, free from judgment. Acceptance for who they are, coupled with guidance, propels them toward their goals. Our diverse array of character development workshops and skills training covers Personal & Life Skills Development, Jewellery Making, Health & Lifestyle, Dance & Physical Exercise, Career Development, CV Writing, Interview Skills, Creative Arts & Fashion Design, Drama, Music, Creative Media, Photography, Film & Animation, as well as engaging Day Trips and Weekend and Weeklong Residentials.The goal is to educate, empower, and enable these girls to discover their identities, build resilience, and unlock their full potential. Tailoring our support for different age groups, we employ physical activities for pre-teens, exploring identity and self-esteem. As challenges intensify for young teenagers, our workshops address emotional, mental, and physical well-being. For late teens, our services extend to independence and career development, including vocational skill training and nurturing talents in creative arts and cultural industries.

Fostering Confidence Through Rosebud

Throughout the duration of the Rosebud project's exclusive focus on empowering young girls, significant strides in confidence, self-expression, assertion, and participation have been observed. This progress is not only self-reported by the girls but is also evident through keen observations by staff and volunteers. Our meticulously crafted workshops directly addressed prevalent challenges faced by these young women, such as bullying, peer pressure, body image concerns, and navigating challenging relationships.

Structured group activities and personalized one-to-one support have been instrumental in elevating their confidence and self-esteem. Tailored to the specific challenges encountered by the girls, these workshops facilitated open discussions and active participation. The culmination of these efforts materialized in presentations by each girl, designed around their individual vision boards, serving as a tangible representation of their aspirations. This process of self-discovery not only brought their thoughts to life but also cultivated a renewed perception of themselves, fostering a sense of identity and fuelling aspirations for the future.

In addition to workshops, the incorporation of role-playing added a dynamic element, bringing real-life situations to the forefront for discussion. Exploring potential solutions to various scenarios broadened their perspectives, providing them with a repertoire of options and tools to navigate different situations effectively. This approach not only enhanced their problem-solving skills but also empowered them to make informed choices. Furthermore, the girls were encouraged to take ownership of decision-making responsibilities, engaging in positive activities that would shape their future positively.

ACCOMPLISHMENTS AND PERFORMANCE (continued)

Promoting Emotional Resilience at Rosebud

The secure environment created by the Rosebud project serves as a vital space for girls to openly discuss the issues and challenges impacting their lives. This deliberate focus minimizes the risk of misguided advice from peers. Through our personalized one-to-one and peer mentoring support, we actively contribute to elevating their aspirations, fostering a positive mindset, and encouraging exploration of a bright and promising future for each girl.

Empowering Through Life Skills at Rosebud

Empowering our service users to recognize and enhance their capabilities, Rosebud offers a range of practical workshops that focus on skill building. These exercises are seen as valuable opportunities for economic empowerment, especially in the current employment landscape. The workshops serve as platforms for creativity and self-discovery, bringing out the natural talents of each participant. The independent living skills acquired during residential programs are designed to provide lifelong benefits. Observations and reports indicate increased emotional resilience and a positive outlook on the future. Feedback from parents and periodic assessments highlight improved family relationships, enhanced knowledge of healthy lifestyle practices, including cooking and baking skills, and a heightened awareness of balanced nutrition. These skills empower individuals to take responsibility for their health through regular physical activity.

Building Bridges: Collaborating for Holistic Support

Recognizing the multifaceted challenges young women encounter, spanning financial, emotional, and structural issues, we acknowledge the need for comprehensive solutions. To achieve holistic outcomes, we prioritize building robust networks with professional agencies, service providers, and organizations working with young people. We've established partnerships with Challenge Network, YMCA, The Point, Her Centre, Greenwich Youth Offending Services, Family Information Service, Community Safety Team, Mental Health Support Team, Rape Crisis London and Sexual Health Team. Additionally, we maintain a network of contacts within the Greenwich borough, including Children's Services, schools, faith groups, and other local stakeholders who provide referrals.

Our strategy emphasizes active participation from service users, empowering them to contribute to program design, structure, and execution, fostering a sense of ownership. For example, addressing the identified challenge of a widening gap between young girls and their mothers, we initiated the RoseGarden forum. This platform encourages interaction and mutual admiration between mothers and daughters through creative activities not typical in a home setting. Responding to mothers' expressed interest, the forum emerged from the observed progress in their daughters.

We recognize the importance of residential breaks within the project, providing a homelike environment for girls to practice acquired skills such as cooking, hygiene, responsibility, teamwork, finance, problem-solving, budgeting, and independence. While the residential program ideally extends to one week or more, we plan to organize multiple breaks throughout the year to accommodate a limited number of girls at a time.

ACCOMPLISHMENTS AND PERFORMANCE (continued)

SUSPENSION OF VITAL SERVICES DUE TO FUNDING SHORTFALL

It is with a heavy heart that we announce the temporary suspension of our project – Rosebud Centre due to an acute funding shortage. Despite our unwavering commitment to serving the community, the stark reality of financial constraints has forced us to make this difficult decision. Over the last ten years, Rosebud has been a beacon of hope, offering vital support services to those in need. Regrettably, without adequate financial support, sustaining these critical services has become an insurmountable challenge.

This suspension is not a reflection of our dedication but rather a stark reminder of the financial hurdles that grassroots organizations face. We remain optimistic that, with the support of our community and potential donors, we can revitalize and continue our mission to provide the much needed support to our service users. Your understanding and support during this challenging period are invaluable, and we are actively exploring avenues to secure the necessary funds to reinstate Rosebud Centre and resume our crucial services.

ACKNOWLEDGMENTS AND ACHIEVEMENTS

We take pride in the substantial strides our projects have made in fostering positive change within individuals and the broader community, garnering recognition through various esteemed awards and achievements. Some notable accolades include:

•Best Community-Based Business in Greenwich (2008): A testament to our dedication and impact on the local community.

•Finalist - Community Involvement Category at the London Business Awards (2010): An acknowledgment of our commitment to active community engagement and participation.

•Finalist - Partnership Achievement Category - London Health Commission Awards (2010): Recognizing the collaborative efforts that have contributed to health improvements in the region.

•Community Civic Award for Reducing Isolation – Royal Borough of Greenwich (2019): An esteemed accolade affirming our success in addressing social isolation and making a meaningful difference in the lives of individuals.

PRINCIPAL FUNDING SOURCES

Funds utilised during the year came from the following grant making bodies listed below.

Awards For All
Innovation Grant - Royal Borough of Greenwich
Thamesmead Community Fund
General Donations

Corporate Partners
Annington Ltd
Peabody
Morrisons Thamesmead
Sainsburys Abbeywood
New Covenant Church, Abbeywood
RCCG, Chapel of Mercy, Romford

FINANCIAL REVIEW

Results for the year.
During the year the Charity received £45,453 (2022: £20,623) from donations and grants.
The surplus for the year was £1,817 and deficit for 2022 was £45,158, and this balance has been added to the accumulated funds carried forward.

SOME OF OUR PROJECT ACTIVITIES IN PICTURES



SOME OF OUR PROJECT ACTIVITIES IN PICTURES (Continue)







SOME OF OUR PROJECT ACTIVITIES IN PICTURES (Continue)









SOME OF OUR PROJECT ACTIVITIES IN PICTURES (Continue)









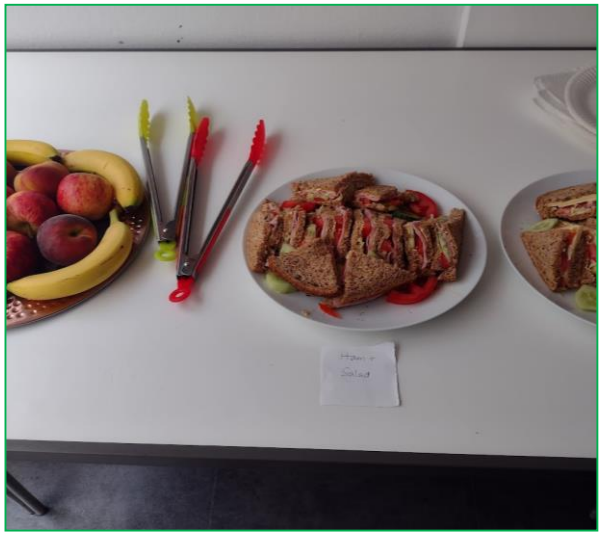


SOME OF OUR PROJECT ACTIVITIES IN PICTURES (Continue)











Reserves policy
It is the policy of the charity to set aside 20% of unrestricted funds to the general reserve. This provides sufficient funds to cover management, administration and support costs and to respond to emergencies which may arise from time to time. Funds are maintained at this level throughout the year.

GOING CONCERN

After making enquiries, the Trustees have a reasonable expectation that the Charity has adequate resources to continue its objectives and activities for the public benefit for the foreseeable future. Accordingly, they continue to adopt the going concern basis in preparing the annual report and financial statements.
Further details regarding the adoption of the going concern basis are in note 1 'Accounting Policies' in the financial statements.

STATEMENT OF TRUSTEES RESPONSIBILITIES

The trustees (who are also the directors of Listening Ears Limited for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) including FRS102 the Financial Reporting Standard Applicable in the UK and Republic of Ireland.

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 and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity 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 charitable company will continue in business.

The trustees are responsible for keeping 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 and charities act 2011. 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.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Approved by order of the board of trustees on 23rd December 2023 and signed on its behalf by:



Mosad'Oluwa Orotayo
Chair, Board of Trustees

Independent Examiner's Report of Listening Ears Limited

I report on the accounts for the year ended 31 March 2023 set out on pages fifteen to twenty two.

Respective responsibilities of trustees and examiner

The charity's trustees (who are also the directors for the purposes of company law) are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year (under Section 144(2) of the Charities Act 2011 (the 2011 Act)) and that an independent examination is required.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

- examine the accounts under Section 145 of the 2011 Act
- to follow the procedures laid down in the General Directions given by the Charity Commission (under Section 145(5)(b) of the 2011 Act); and
- to state whether particular matters have come to my attention.

Basis of the independent examiner's report

My examination was carried out in accordance with the General Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair view ' and the report is limited to those matters set out in the statements below.

Independent examiner's statement

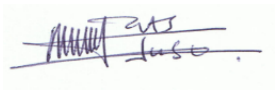
In connection with my examination, no matter has come to my attention:

(1) which gives me reasonable cause to believe that, in any material respect, the requirements

- to keep accounting records in accordance with Section 386 and 387 of the Companies Act 2006; and
- to prepare accounts which accord with the accounting records, comply with the accounting requirements of Sections 394 and 395 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charities

have not been met; or

(2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.



Patrick Jusu FCCA
Independent examiner
PAJ Accountants
10 - 16 Tiller Road
Docklands, London E14 8PX Date: 27th December 2023

Listening Ears Limited
Statement of Financial Activities
For the Year Ended 31 March 2023

	Notes	Unrestricted Funds	Restricted Funds	Total Funds	Total Funds
				2023	2022
		£	£	£	£
INCOMING RESOURCES					
Incoming Resources from generated funds					
Voluntary Income					
Donations	2	14,961	-	14,961	11,021
Grant income					
Grants received	3	-	30,493	30,493	9,600
Investment Income					
Bank Interest received	3a	0	-	0	2
Total Incoming Resources		**14,962**	**30,493**	**45,453**	**20,623**
RESOURCES EXPENDED					
Resources expended on Charitable Activities:					
Charitable activities costs	4	33,043	-	33,043	51,815
Cost of generating voluntary income	5	333	-	333	3,370
Resources Expended		**33,376**	**-**	**33,376**	**55,185**
Other Resources Expended					
Governance costs	6	2,622	-	2,622	2,822
Other support costs	7	7,638	-	7,638	7,774
		10,260	**-**	**10,260**	**10,596**
Total Resources Expended		**43,636**	**-**	**43,636**	**65,781**
Net incoming resources for the year		**(28,674)**	**30,493**	**1,817**	**(45,158)**
RECONCILIATION OF FUNDS					
Net movement in funds		(28,674)	30,493	1,818	(45,158)
Fund balances brought forward		2,792	2,946	5,738	50,896
Transfer of Funds		30,000	(30,000)	-	-
Fund balances carried forward		**4,118**	**3,439**	**7,556**	**5,738**

Listening Ears Limited
Balance Sheet
At 31 March 2023

	Notes	Unrestricted Funds	Restricted Funds	Total Funds 2023	Total Funds 2022
		£	£	£	£
Fixed Assets					
Tangible fixed assets	11	5,525	-	5,525	-
		5,525	**-**	**5,525**	**-**
Current Assets					
Debtors	12	-	-	-	-
Cash at bank and in hand		385	2,946	3,331	6,738
		385	**2,946**	**3,331**	**6,738**
Creditors: Amounts falling due within one year	13	-	(1,300)	(1,300)	(1,000)
Net Current Assets		**385**	(1,646)	**2,031**	**5,738**
Net Assets		**5,910**	**1,646**	**7,556**	**5,738**
Funds	14				
Unrestricted Funds				4,118	2,792
Restricted Funds				3,439	2,946
				7,556	**5,738**

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2023.

The members have not required the charitable company to obtain an audit of its financial statements for the year ended 31 March 2023 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for
(a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
(b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.
These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small charitable companies and with the Financial Reporting Standard for Smaller Entities (effective January 2015).

The financial statements were approved by the Board of Trustees on 23rd December 2023. and were signed on its behalf



Mosad'Oluwa Orotayo

Chair of Board of Trustees

Listening Ears Limited
Notes to the Financial Statements
For the Year Ended 31 March 2023

1 Accounting Policies

Accounting Convention

The accounts have been prepared in accordance with all applicable accounting standards, FRS 102, the Statement of Recommended Practise (SORP), "Accounting and Reporting by Charities" revised 2015 (FRS 102) and the Companies Act 2006, except for the alternative headings that have been used in the Statement of Financial Activities, as the Trustees feel that the revised headings make the accounts easier to read for a non-financial audience. The principal accounting policies adopted in the preparation of the accounts are set out below.

The charity constitutes a public benefit entity as defined by FRS102.

Exemption from preparing a cash flow statement

Exemption has been taken from preparing a cash flow statement on the grounds that the charitable company qualifies as a small charitable company.

Incoming Resources

All incoming resources are included on the Statement of Financial Activities when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy.

Grants and Donations

Income from grants and donations is included in incoming resources when these are receivable.

Going concern

The Charity's activities, together with the factors likely to affect its future performance and position are set out in the Report of the Trustees on pages 2 to 8 which describes the structure, governance and management of the Charity; its risk management policies and procedures, its objectives and activities, the achievements, performance and financial position of the Charity, and its plans for the future.
After making enquiries, the Trustees have a reasonable expectation that the Charity has adequate resources to continue its objectives and activities for the public benefit for the foreseeable future. Accordingly, they continue to adopt the going concern basis in preparing the annual report and financial statements.

Resources Expended

Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Cost of generating funds

Cost of generating funds are those costs relating to the generation of income and includes cost related to the management of the charities activities.

Allocation and apportionment of costs

Support cost are those cost related to shared activities of the organisation and are apportioned on a basis considered appropriate to the underlying activities.

Governance costs

Governance costs are the costs associated with the strategic direction of the charity and with meeting regulatory
responsibilities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustee
Restricted funds can only be used for particular restricted purposes within the objects of the charity Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.
Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Listening Ears Limited
Notes to the Financial Statements
For the Year Ended 31 March 2023

2 Voluntary Income

	31.03.23	31.03.22
	£	£
General donations	14,961	11,021
	14,961	11,021

3 Grant Income

	31.03.23	31.03.22
	£	£
The Royal Borough of Greenwich	13,118	9,600
Contribution Revenue	6,500	-
Peabody PCF	1,275	-
Awards for All	9,600	-
	30,493	9,600

3a Investment Income

	31.03.22	31.03.21
Bank Interest received	0	2
	0	2

Resources Expended

4 Charitable activities cost

	31.03.23	31.03.22
	£	£
Project support costs	4,140	8,078
Wages and other direct cost	27,328	41,992
Travel and subsistence	1,005	165
Hire of hall	505	436
Printing and publicity	65	1,144
	33,043	51,815

5 Cost of generating voluntary income

	31.03.23	31.03.22
	£	£
Office entertainment	200	-
Other general office expenses	-	3,370
IT /zoom operation expenses	104	-
Storage expenses	29	-
	333	3,370

6 Governance costs

	31.03.23	31.03.22
	£	£
Accountancy services	900	1,300
Independent examination	500	-
Bank charges	97	143
Subscription	76	-
Consultancy fees	1,050	1,379
	2,622	2,822

7 Other support costs	31.03.23 £	31.03.22 £
Motor vehicle expenses	305	-
Pension	855	1,663
Personal development	-	250
Insurance	611	1,194
Telephone, internet and fax	1,042	746
Software	175	-
Subscriptions	-	231
Rent	3,675	3,690
Depreciation	975	-
	7,638	7,774

8 NET INCOMING/(OUTGOING) RESOURCES

Net resources are stated after charging/(crediting):	31.03.23 £	31.03.22 £
Depreciation - owned assets	975	-
Independent examination fees	-	1,300
	975	1,300

9 TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2023 nor for the year ended 31 March 2022.

There were no trustees' expenses paid neither for the year ended 31 March 2023 nor for the year ended 31 March 2022.

10 STAFF COSTS

	31.03.23 £	31.03.22 £
Wages and other direct cost	24,709	35,263
Social security costs	2,620	6,729
Pension Cost	855	1,663
	28,184	43,656

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

	31.03.23	31.03.22
	2	5

No employees received emoluments in excess of £60,000.

Listening Ears Limited
Notes to the Financial Statements
For the Year Ended 31 March 2023

11 Tangible Fixed Assets

All assets relate to the Charity and are used for charitable purposes.

Cost	Motor Vehicle	Office Furniture & Equipment £	Computer equipments £	Total £
At 1st April 2022	-	657	1,066	1,723
Improvements	-	-	-	-
Additions	6,500	-	-	6,500
At 31st March 2023	6,500	657	1,066	8,223
Depreciation				
At 1st April 2022	-	657	1,066	1,723
Charge for the year	975	-	-	975
At 31st March 2023	975	657	1,066	2,698
Net Book Value				
At 31st March 2023	5,525	-	-	5,525

12 Debtors

	31.03.2023	31.03.2022
	£	£
	-	-
Prepayment		
	-	-

13 Creditors: Amounts falling due within one year

	31.03.2023	31.03.2022
	£	£
Accrued expenses	1,300	1,000
	1,300	1,000

14 MOVEMENTS IN FUNDS

	At 1st April 2022	Net Movements in funds	Transfer of Funds	At 31st March 2023
	£	£	£	£
Unrestricted fund	2,792	(28,674)	30,000	4,118
Restricted funds	2,946	30,493	(30,000)	3,439
	5,738	**1,817**	**-**	**7,556**

15 SUMMARY MOVEMENT IN FUNDS FOR THE YEAR

	Incoming resources	Resources expended	Movement in funds
	£	£	£
Unrestricted funds	14,962	(43,636)	(28,674)
Restricted funds	30,493	-	30,493
	45,454	**(43,636)**	**1,817**

Listening Ears Limited
Detailed Statement of Financial Activities
For the Year Ended 31 March 2023

INCOMING RESOURCES	31.03.23	31.03.22
Voluntary & Investment Income	£	£
Donations	14,961	11,021
Contribution Revenue	6,500	-
The Royal Borough of Greenwich	13,118	9,600
Peabody PCF	1,275	-
Awards for All	9,600	-
Bank interest received	0	2
Total income resources	**45,453**	**20,623**
RESOURCES EXPENDED		
Other Charitable activities cost		
Project support costs	4,140	8,078
Wages and other direct cost	27,328	41,992
Travel and subsistence	1,005	165
Hire of hall	505	436
Printing and publicity	65	1,144
Day trip expenses		-
	33,043	**51,815**
Cost of generating voluntary income		
Office entertainment	200	-
Other general office expenses	-	3,370
IT /zoom operation expenses	104	-
Storage expenses	29	-
	333	**3,370**
Governance costs		
Accountancy services	900	1,300
Independent examination	500	-
Bank charges	97	143
Subscription	76	-
Consultance fees	1,050	1,379
	2,622	**2,822**
Support Costs		
Motor vehicle expenses	305	-
Pensions	855	1,663
Personal development	-	250
Insurance	611	1,194
Telephone, internet and fax	1,042	746
Software	175	-
Subscription	-	231
Rent	3,675	3,690
Depreciation	975	-
	7,638	**7,774**
Total Resources Expended	**43,636**	**65,781**
Net Expenditure	**1,817**	**(45,158)**

LISTENING EARS

England & Wales - Charity number 1145028

Accounts

REGISTERED COMPANY NUMBER: 06227466 (England and Wales)

REGISTERED CHARITY NUMBER: 1145028

Listening Ears

REPORT OF THE TRUSTEES
AND
FINANCIAL STATEMENTS
FOR THE YEAR ENDED
31ST MARCH 2021

LISTENING EARS

REPORT OF THE TRUSTEES

AND

FINANCIAL STATEMENTS

FOR THE YEAR ENDED

31ST MARCH 2021

Listening Ears Limited
Content of the Financial Statements
For the Year Ended 31st March 2021

	Page
Legal and Administrative Information	1
Report of the Trustees	2 - 15
Independent Examiner's Report	16
Statement of Financial activities	17
Statement of Financial Position	18
Notes to the accounts	19 - 23
Detailed Statement of Financial Activities	24

Listening Ears Limited
Legal and Administrative Information

Chairman Board of Trustees:	Mosad'Oluwa Orotayo
Other Trustee Members:	Yemisi Shode
	Nehemiah Aderibigbe Akinyele
	Roberta Avwerosuo-Adeda
	Atinuke Eyiowuawi
	Bolutife Faseun
	Jadres Rukina Ferreira
Chief Executive Officer	Olutoyin Ogunbanjo
Registered Company Number	06227466 (England and Wales)
Registered Charity Number	1145028
Registered Office:	YMCA Building Woolwich Dockyard Woolwich London SE18 5PQ
Independent Examiner	Patrick Jusu FCCA PAJ Accountants 10 - 16 Tiller Road Docklands London E14 8PX
Bankers:	Barclays Bank 737 Barking Road Plaistow London E13 9PL

The trustees, who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2021. The Trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) Effective 1 January 2015.

Listening Ears was established in October 2006, out of a heartfelt concern about the level of isolation and loneliness, reaching out to marginalised, hard-to-reach people who are lonely, isolated, depressed, or grieving who need someone to talk to and share their burden. It was registered on April 26, 2007 as a Company Limited by Guarantee and registered as a UK Charity in December 2011. Our drop-in service creates an initial relaxed atmosphere offering a cup of tea with interactive engagement, which promotes an opportunity for people to share and talk through their issues, receive guidance, mentoring, information, and referrals for specialised support where necessary.

We work with the most vulnerable in the community with a focus on Women and Girls providing emotional, health and total well-being support. We achieve our aims through empowerment programmes, training, and workshops for the development of Life skills and enhancement of self-esteem. Our services extend to other members of the family and the community at large, including those who are disadvantaged in any form, to promote social inclusion for the public benefit.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is controlled by its governing document, articles of association, and constitute a limited company, limited by guarantee, as defined by the Companies Act 2006.

Recruitment and appointment of new trustees

The legal responsibility for the election of new trustees to Listening Ears lies with the Annual General Meeting (AGM).
The Board recognises that it has only limited control over the election of trustees at the AGM. It is accepted that Listening Ears members should be able to elect people to the board who they believe will best represent their interests. However the existing board members also have a responsibility to ensure that the needs of the organisation in terms of governance are met by those people elected. The Board seek to do this by adopting a system of recommending Trustee appointments to the membership using the steps detailed below. The membership will then decide to elect a recommended candidate or to appoint another person to the board.
Trustees can delegate some aspects of recruitment of Trustees to Management, but they ensure that they retain overall responsibility and control of the recruitment, selection and induction processes. In recruiting new trustees, the existing trustees and management act in the best interests of Listening Ears and in accordance with the Charity Commission directives as laid out in CC30.

Induction and training of new trustees

All trustees are expected to attend:
• Volunteer induction training
• Trustee induction session
• Any other update training of relevance to board members

As part of the induction process all trustees receive copies of the following:
• Outline of current boards skills and experience
• A copy of the previous year's annual report and financial report
• A copy of the memorandum and articles of association (governing document)
• A copy of the previous board meeting minutes (once agreement for appointment has been made by the Trustees)
• Charity Commission CC3 - The essential trustee: What you need to know
• Charity Commission CC60 - The Hall marks of an Effective Charity
• Copies of the trustee handbook with all current up to date policies

Risk management

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error. The trustees confirm that they regularly review the significant risks facing the Charity and have systems and procedures in place to mitigate those risks. The risk policy has adopted a risk mapping methodology that is applied to each identified risk, assessing the likelihood of it occurring and the severity of the impact of occurrence on the Charity. The Chief Executive Officer is responsible for the day-to-day monitoring of risk and reporting to the Trustees.

Listening Ears Limited
Report of the Trustees
For the Year Ended 31 March 2021

OBJECTIVES AND ACTIVITIES

Objectives and aims

We reach out in caring friendship, encourage the lonely and energise the weary thereby reducing depressive tendencies and improve social integration and promoting community cohesion. We are very passionate about total wellbeing; therefore we provide information and training which empowers our service users to achieve improved health and a better quality of life.
Furthermore, we offer support to regain confidence and empower our service users to live independent lives to enhance economic, vocational and employment opportunities.
When necessary, we work in partnership with external agencies with a view to getting further support for our clients to achieve their desired goals.
We have an open door membership policy for service users who can benefit from our services regardless of their ethnicity, race, religion and educational background.

Public benefit

To promote social inclusion for the public benefit by preventing people from becoming socially excluded and assisting them to integrate into society. For the purpose of this clause "socially excluded" means being excluded from society, or parts of society, as a result of one or more of the following factors: unemployment, financial hardship, youth or old age, ill health (physical or mental), substance abuse or dependency including alcohol and drugs, discrimination on the grounds of sex, race, and disability, ethnic origin, religion, belief, creed, sexual orientation or gender re-assignment, poor educational or skill attainment, relationship and family breakdown, poor housing (that is housing that does not meet basic habitable standards), crime (either as a victim of crime or as an offender rehabilitating into society).

ACHIEVEMENT AND PERFORMANCE

In pursuance of the achievement of our aims and objectives, Listening Ears always set up projects to meet identified needs either in the lives and situations of our service users or those identified within our immediate community. These programmes are focused on service users to enhance a positive change in their circumstances.

Key Projects

Feel Good Centre Initiative

Listening Ears is aware that the level of loneliness particularly among the elderly and the over 50s is on the increase, and as an organisation have come up with an initiative to address the problem. The aim of this initiative is to provide an environment where the elderly and the over 50s will access practical support to reduce their loneliness and isolation and have an opportunity to make friends, relax, receive information and practical support to improve their health and lifestyle practices which is pivotal to their total well-being. The big picture is that Listening Ears will establish a Feel Good Centre in different parts of the country, replicating the award-winning model that is in existence for the past nine years and exploring how to improve on it. The focus will still be to breakdown the walls of isolation and build the confidence of older people while empowering them to effectively contribute their quota in enhancing community cohesion.

Feel Good @ The Pavillion

A programme for the over 50s, the project is run within the Flowers Estate in Abbeywood. We work in partnership with other organisations and service providers to provide services to the elderly for the sign-posting and referrals. We also facilitate information sessions on health, safety and other related subjects. The project offers service users as well as members of the community drop in opportunity to socialise, have a cup of tea and some fruits, play games, make friends and receive support and enlightenment on their health and a total wellbeing.

ACHIEVEMENT AND PERFORMANCE (continued)

Feel Good @ The Atrium
This is our second project of the Feel Good Centres and it is situated in Thamesmead on the borders of Bexley. It is a replica of the project in Abbeywood.

Highlighted below are some of the activities and programmes on offer at the centres and service users are encouraged to participate in as many of the programmes as possible.

- Healthy Eating workshops
- Multicultural Cookery sessions
- Arts & Crafts sessions for the elderly
- Dance sessions & gentle exercise class for the elderly
- Day Trips to the seaside during the summer time
- Health Walks
- Planting of Herbs & Salads
- Massage
- Tai Chi
- Luncheon Club

ROSEBUD CENTRE FOR GIRLS

Executive summary

Rosebud is a support centre for young girls and women aged 7 to 19 but also accessible to women up to age 25 where there is a disability or special needs. At Rosebud, we recognise the challenges that come with adolescence and our aim is to support and empower the girls in the blossoming years before adolescence - building confidence through empowerment, skill building for self-reliance and independence, as well as balanced emotional health and wellbeing. We believe that a combination of the above will yield a generation of young women who have a positive outlook on life, are independent, productive members of their communities and the wider society.

Rosebud provides a space where young women can be expressive and open with their ideas without feeling condemned, receive acceptance for who they are, while they receive support to get to where they need to be. We are also aware that individuals find their expressions in diverse activities or environment and to reflect this, we provide a range of character development workshops and skills training in various interest areas including: Personal & Life Skills Development; Jewellery Making, Health & Lifestyle, Dance & Physical Exercise, Career Development, CV Writing and Interview skills; Creative Arts & Fashion Design; Drama, Music and Creative Media; Photography, Film & Animation; Day Trips and Weekend Residential.

Our aim is to engage with the girls to educate, empower and enable them to establish who they are, build their resilience and maximise their potential.

ACHIEVEMENT AND PERFORMANCE (continued)

Our mission is to bridge the gap between adolescence and womanhood. We design targeted support for the various age ranges. For pre-teens, we engage with them through physical activities such as fitness, drama or dance and use these as a tool to explore issues around identity, self-esteem and communication. This has had a huge impact on how well they get on with peers at school, and in turn how they assert themselves in life.

For young teenage girls, the support needs become more complex - emotional, mental health, physical health and well-being. In response, we engage with them in workshops that educate, empower and enable them to establish who they are and become the person they want to be. For late teens (16 to 19), we provide the entire services above but with tailored support for independence and career development. This could range from identifying their interests, enrolling into further education, taking on apprenticeships or vocational skill training such as Jewellery Making or Fashion Design to encourage self-reliance through volunteering or entrepreneurship. For those who wish to pursue a career in the creative arts or cultural industries, we nurture and develop their talents through practical creative workshops and programmes.

Demand for our services
The need for our service is greatly accelerated by the level of deprivation in Greenwich, particularly in the two Woolwich wards where we operate. Greenwich borough has a population of 13,084 (11-19 year-old females), from which 1,074 become NEET (Not in Education, Employment or Training) every year. (Figures refer to data from the Greenwich Council Children and Young People Profile 2015-2016).

Our research shows that there are continuing gaps in services evidenced by the data above. The figures show a total of 30,057 young people in the borough, however, recent figures reveal that the central youth service provider is currently reaching 7,202 young people per year. The gender analysis reveals that the main service provider is currently reaching 2,101 girls out of a total of 13,084 in the borough.

Evaluation methods
From the onset of our project, we have built a culture of reflection and analysis into the project by enabling our service users to feed into and develop the project, particularly because it is always not easy to assume what is going on for a young person if they are not fully involved. We have adopted the participatory evaluation style which is a positive model for group discussions, analysis, problem-solving and corrective action. The advantages of this include.

.Building mutual responsibility thereby strengthening their involvement and commitment to the project
.Contribution to improved communication with them and with other stakeholders - for example, their parents and guardians
.Increasing their understanding of the project and enhancing their own personal development
.Addressing the appropriate issues of concern and utilising the available resources among them.
.Providing their sense of ownership of the project with the potential of learning more about the girls.

We measure our progress by a combination of methods, including quantitative and qualitative data collection. Vital information collected from the service users at the beginning of their journey with the project will be obtained via an initial assessment, with specific questions linked to our outcomes. We use the STAR outcome tool for this exercise. We encourage each service user to set individual goals for their personal development, while working towards the outcomes, which will be reviewed at subsequent assessments. We also use attendance monitoring forms, feedback forms, group discussions, individual presentations, as first-person evidence collected from the service users. These are used to track the level of engagement of various workshops over a period. Alongside this, we use session reports and observation reports written by youth workers and facilitators to measure the progress of service users. For measuring outcomes such as improved Participation, better Emotional Stability, Increased Confidence and Skills, we also use the Star outcomes tool, and these assessments are carried out quarterly.

As well as our current methods of evaluation above, we use video recordings to collect feedback from our service users, which provide us with qualitative data. Furthermore, we hold quarterly consultations with parents and carers to assess the progress of our service users when they are outside the project. This takes the form of questionnaires and feedback forms.

ACHIEVEMENT AND PERFORMANCE (continued)

Improved Confidence

Over the period of time that Rosebud project has operated as an exclusive girls centre, the girls have demonstrated improved levels of confidence, self-expression, assertion and participation, which was evident through their own self-assessments as well as observations of staff and volunteers at the project. Our workshops were specifically designed to address arising issues experienced by these young women and girls such as bullying, peer pressure, body image and challenging relationships. Group activities within structured workshops and one-to-one support greatly enhanced their confidence and self-esteem. They were all centred on the challenges faced by the young girls and included discussion and participation from the girls followed by presentations from each girl designed around their vision boards (dream-boards). Individual discovery of themselves brought their thoughts to reality and informed a new perception of themselves which fuel their aspirations for the future as well as enable them to develop a sense of identity. In addition to the workshops, we used role play to bring situations to life which were discussed, and we explored solutions to the different scenarios. This opened their mind to various options available and gave them the necessary tools to manage the different situations they might encounter and enable them to make informed choices. Furthermore, they were supported to take ownership of the responsibility of making independent decisions and engage with positive activities that will affect their future.

Emotional Stability

The safe space provided by the project to talk about issues and challenges that affect these girls reduces their risk of being ill-advised by their peers. The one-to-one and peer mentoring support we provided increases their aspirations and encourages them to explore a positive future for themselves

Life Skills Development

Through a range of practical workshops, service users engaged in and participated in various skill building exercises to enhance their abilities and recognise their capabilities. They saw this as their opportunity to develop an economic chance in life, given the current climate in the employment industry. Furthermore, the workshops fostered opportunity for creativity and experimentation in each of them and consequently, their natural flair came to light. The independent living skills they learnt on the residential programmes will be useful to them for the rest of their lives. Our observation reports revealed that beneficiaries became more emotionally resilient and positive about the future. Feedback from parents and periodic assessments of the service users also demonstrated improved family relationships, improved knowledge of healthy eating, label reading, cooking and baking skills, awareness of balanced nutrition as well as principles of making healthy food choices in addition to taking responsibility for their health by being physically active.

Collaboration work

We are aware that we face a huge challenge concerning the complex issues that young women face ranging from financial or emotional to long-term structural support. To achieve holistic outcomes, we place a lot of importance in building strong networks with professional agencies, service providers and other organisations that work with young people. In pursuance of this we have established partnership and working relationships with Hughy Bee Academy and other organisations that work with young people within our borough and surrounding networks. We also work with Challenge Network, YMCA, The Point, Her Centre, Greenwich Youth Offending Services, Family information Service, Community Safety Team, Mental Health support Team, Rape Crisis London, Sexual Health Team and a network of contacts within the Greenwich borough including Children services, Schools and Faith groups as well as other stakeholders within our local borough who provide referrals to us.

Our current strategy encourages full participation from our service users, whereby they contribute to the design, structure and execution of programmes delivered, enabling a sense of ownership of the project. For example, a recurring challenge expressed in discussions with the girls is the widening gap between young girls and their mothers. This was a concern that we took on board to launch a forum (RoseGarden) The forum provides a platform that encourages interaction, and mutual admiration between mother and daughter through creativity in a way that is not typical in the home. This scheme came about from the progress that the mothers saw in their daughters and asked what we can do for them. They believed that they could also benefit, having seen the improvement in their daughters.

ACHIEVEMENT AND PERFORMANCE (continued)

We believe it is essential to have more residential breaks during the project that allows us to work with the girls in an environment that is homelike, to enable them practice all the various skills they have learnt during the project such as cookery skills, hygiene, taking responsibility, team work, finance, problem solving, budgeting and independence. It is also essential that the residential programme runs for a duration of a weekend, but ideally one week or more. Since we can only accommodate a limited number of girls at a time, we are hoping to plan for a number of residential programmes during each year of the project.

Holistic approach for Rosebud Centre
Taking on board all that we have learnt from running the Rosebud project, we have decided to take the project forward using a three-point perspective which will help us achieve a well-rounded positive result for the individual girls and their families. To achieve this, we are offering a positive approach to the challenges that confront the girls and providing holistic support to achieve results. This decision gave birth to two more projects – RosePetals and RoseGarden

RosePetals
Working with young girls aged 11 and above has given us so much experience and insight into the challenges that confront even more younger girls emotionally and physically. From the feedbacks we have received, we have discovered additional support for girls at a much younger age than the Rosebud girls. Therefore, we have taken action to meet this identified need. The girls within this group are aged between 7 and 10 and the focus of our work prepares them in readiness for secondary school life. We work with them to give confidence and resilience they need to cope with their transition from Primary to Secondary school and the strategies they need to cope emotionally and psychologically, particularly with the rising trend of bullying in schools.

Community Angels
Our Befriending & Outreach programme targeted at people who are house bound as well as those who live on their own. This project practically takes our support service to clients in their own homes. Often, these service users have become isolated as a result of ill health, disability, old age, depression, mental health challenges or other forms of social disadvantage. This project therefore offers companionship and a listening ear to those who need someone to talk to. Our aim is to use this medium to reduce the level of isolation and consequently reduce depressive tendencies without anti-depressants. We employ the services of CRB-checked volunteers to take up the befriending roles.

Steps2Living
This is our project that provides information, support and empowerment around Healthy Eating, weight management and total wellbeing. With professional support from a qualified Health Trainer, we engage with our clients individually and in group settings to explore how they can take very small steps of change to achieve big positive difference and improvement in their health. When it comes to Healthy Eating, Listening Ears does not only teach the theory to our service users, we get practical by supporting them to get their hands dirty in the sink and on the worktop. To support the diversity of our service users which cut across different ethnicities and cultures, we create opportunities for them to learn how they can use the knowledge they have learnt in our workshops, trying out different dishes from within and outside their culture, adopting the basic principles of healthy cooking and adapting it to the recipes in their culture.

Food Bank
In recognition of the impact of the services of Listening Ears to the local community, we have been chosen as the "Front Of the Shop" charity by Sainsburys Abbeywood. This allows the shoppers to donate Non-perishable food items to our charity which we now use in turn to provide a Food Bank to the community. This service is very handy to support families and members of the community who are struggling or who have been negatively affected by the pandemic. Our minibus was very useful during this challenging period because it made it possible for us to provide additional support to our elderly service users by dropping off food items in their individual houses and giving them a helping hand with shopping and other minor errands.

The Pandemic

This reporting year has been a very challenging one for us as an organisation and also for our service users. The nation went into lockdown just before the beginning of this financial year and this has negatively affected a lot of things. To meet the need of our service users, we had to adjust the way we deliver our services and started delivering all our drop in sessions online. We are however delighted that we succeeded in providing adequate support to our service users. Additionally, our elderly service users had the opportunity to acquire digital literacy skills, particularly in using the zoom because that was mainly the major means of communication through the pandemic.

Recognition

The positive impact that our various projects are making in the lives of people and in the community at large has earned us a number of awards and achievements, notable among them are the following:

Best Community Based business in Greenwich 2008
Finalist - Community Involvement Category at the London Business Awards 2010 sponsored by HSBC
Finalist - Partnership Achievement category - London Health Commission awards 2010
Community Civic Award for reducing Isolation – Royal Borough of Greenwich 2019

FINANCIAL REVIEW

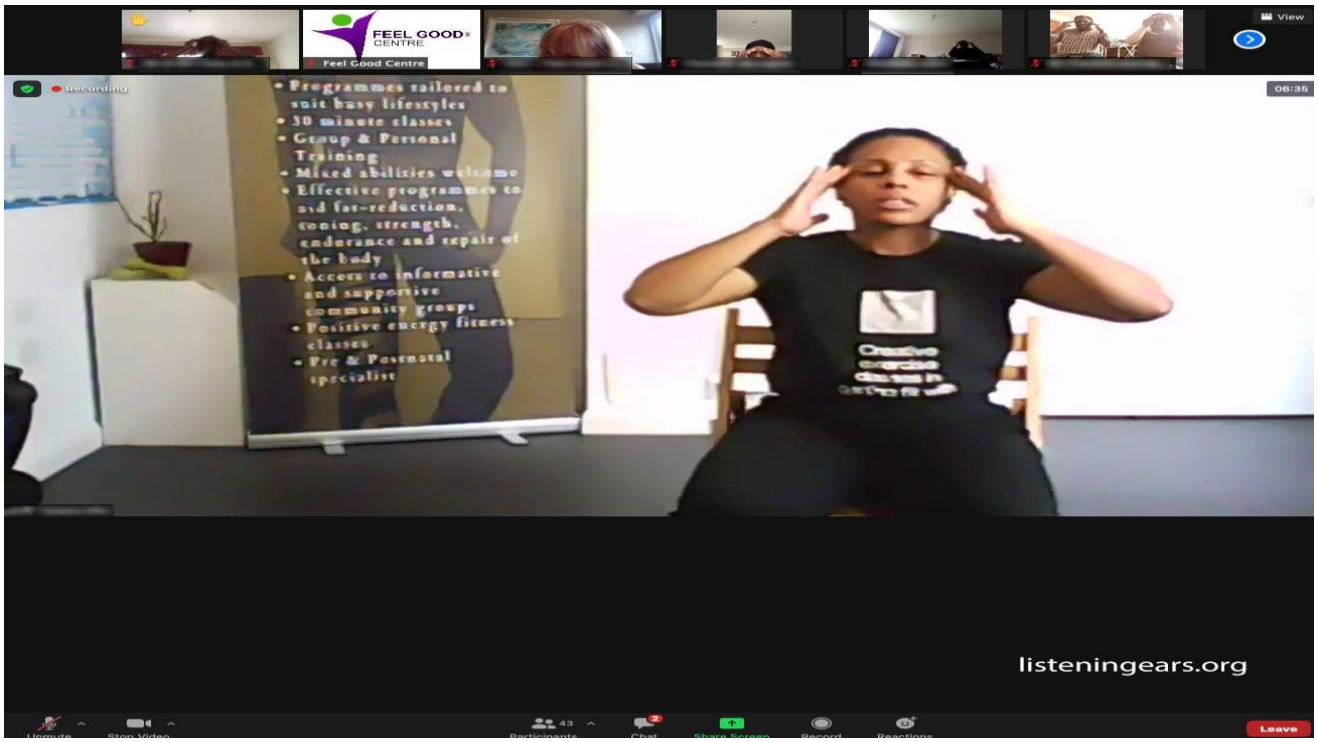
Results for the year
During the year the Charity received £36,410 (2020: £192,506) from donations and grants.
The Deficit and surplus for the year was £58,528 in deficit (2020: surplus of £30,451), and this balance has been added to the accumulated funds carried forward.

SOME OF OUR PROJECT ACTIVITIES IN PICTURES



Marking our 14th year anniversary in October 2020

SOME OF OUR PROJECT ACTIVITIES IN PICTURES (Continue)

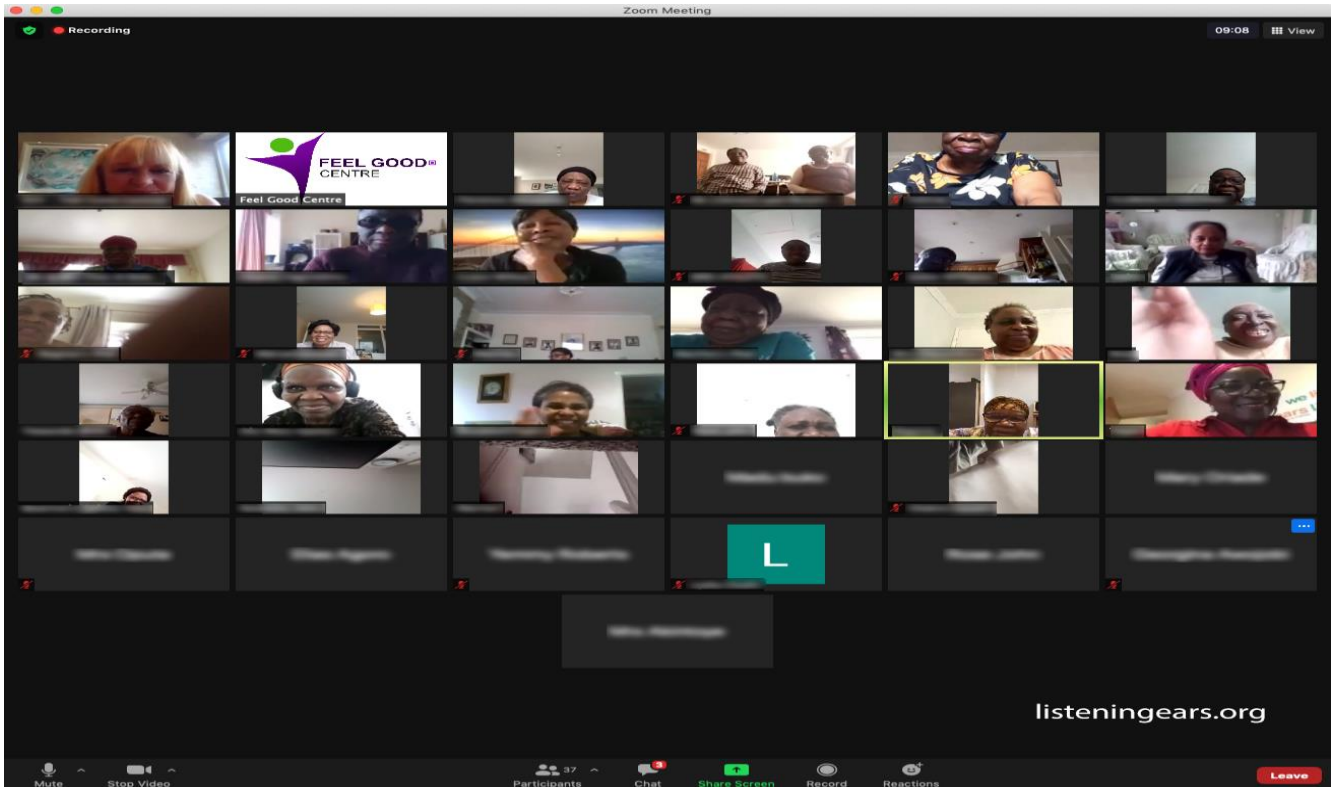


Zoom Session for Feel Good project



Zoom Session for Feel Good project

SOME OF OUR PROJECT ACTIVITIES IN PICTURES (Continue)



Zoom Session for Feel Good project



Launch event of our second Feel Good Centre at the Atrium in Thamesmead

SOME OF OUR PROJECT ACTIVITIES IN PICTURES (Continue)



Launch event of our second Feel Good Centre at the Atrium in Thamesmead

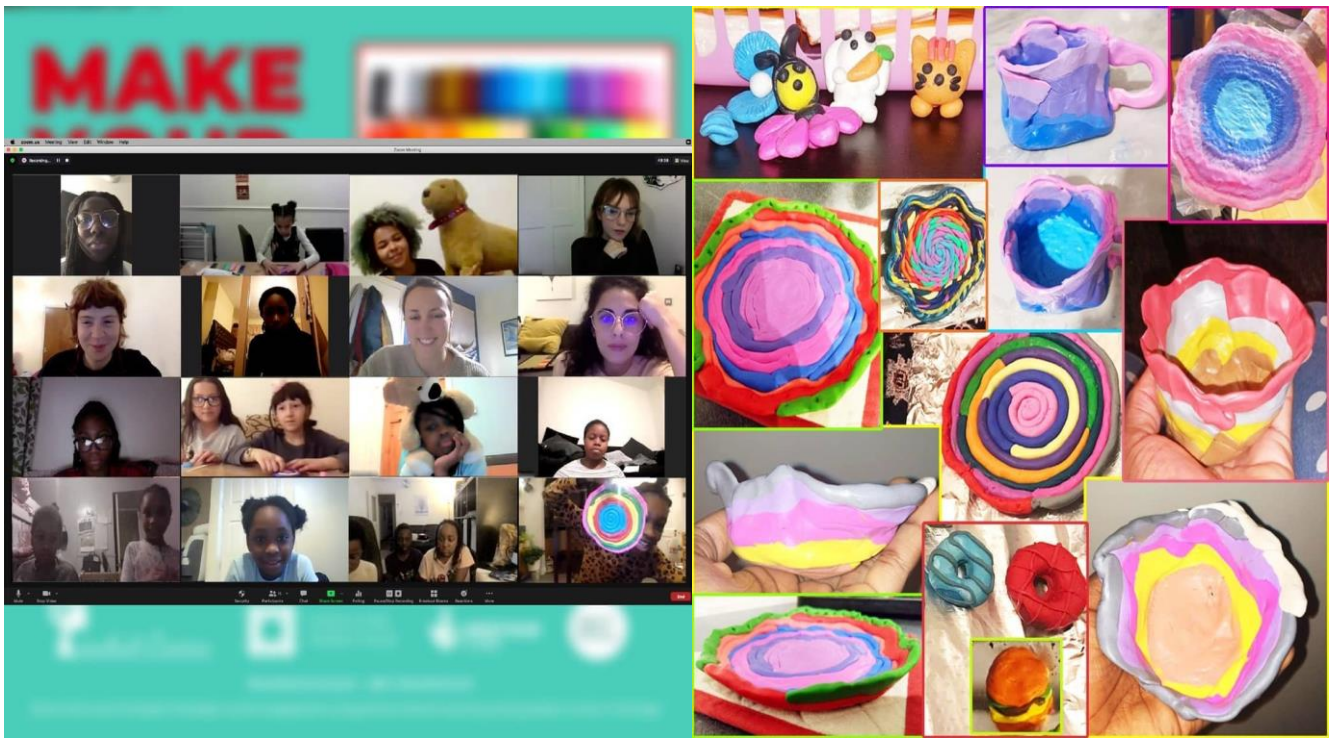


A successful social media fundraising initiative by our project facilitator

SOME OF OUR PROJECT ACTIVITIES IN PICTURES (Continue)



Invitation to Rosebud's tenth year annivesary celebration in September 2020

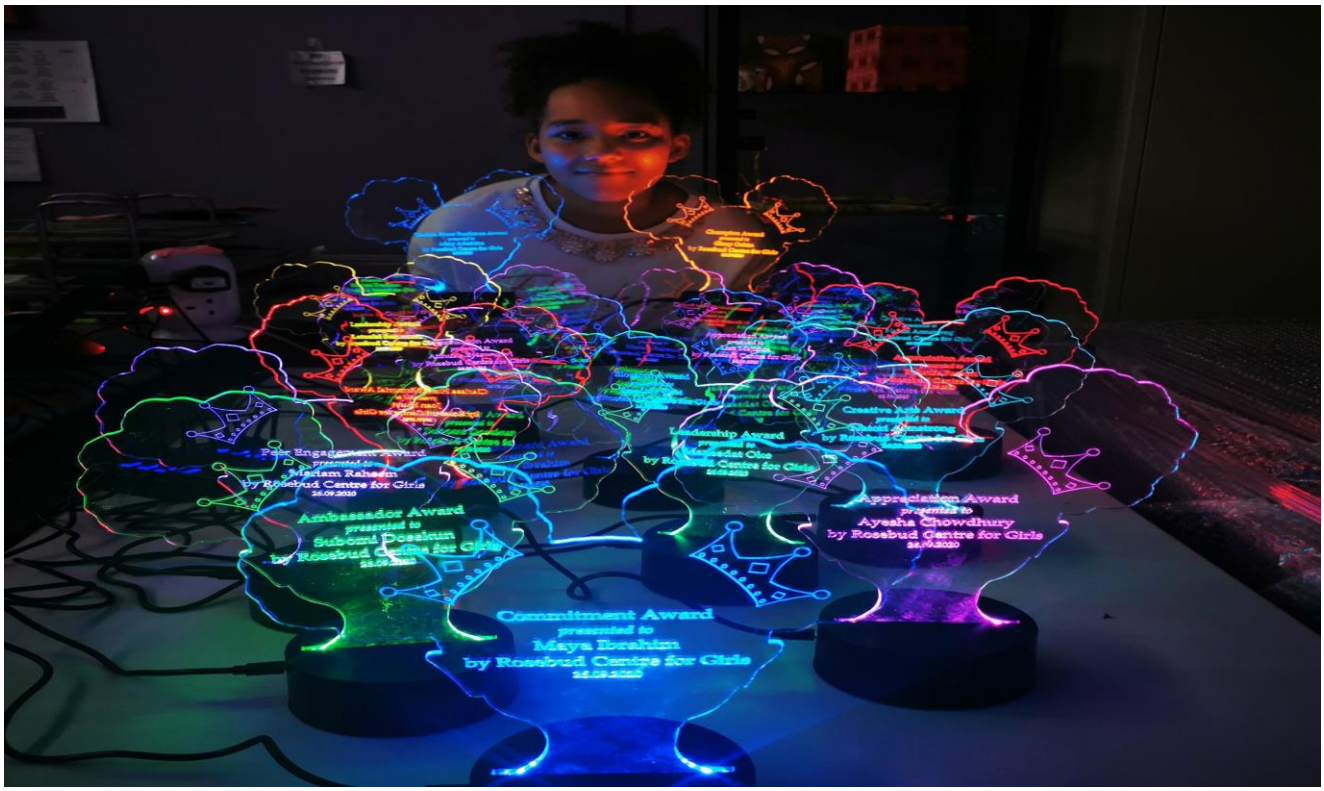


Creative arts workshop in partnership with English Heritage

SOME OF OUR PROJECT ACTIVITIES IN PICTURES (Continue)



Cookery club workshop



Awards presented at Rosebud's 10th anniversary

SOME OF OUR PROJECT ACTIVITIES IN PICTURES (Continue)



Cookery club workshop on pizza making held virtually on Zoom



Creative writing workshop featuring young author Choekyi

Reserves policy
It is the policy of the charity to set aside 20% of unrestricted funds to the general reserve. This provides sufficient funds to cover management, administration and support costs and to respond to emergencies which may arise from time to time. Funds are maintained at this level throughout the year.

Principal funding sources
Funds utilised during the year came from the following grant making bodies listed below.
BBC Children in Need
General Donations

Corporate Partners
Annington Ltd
Peabody
Tesco Woolwich
Sainsburys Abbeywood
New Covenant Church. Abbeywood

GOING CONCERN
After making enquiries, the Trustees have a reasonable expectation that the Charity has adequate resources to continue its objectives and activities for the public benefit for the foreseeable future. Accordingly, they continue to adopt the going concern basis in preparing the annual report and financial statements.
Further details regarding the adoption of the going concern basis are in note 1 'Accounting Policies' in the financial statements.

STATEMENT OF TRUSTEES RESPONSIBILITIES

The trustees (who are also the directors of Listening Ears Limited for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) including FRS102 the Financial Reporting Standard Applicable in the UK and Republic of Ireland.

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 and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity 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 charitable company will continue in business.

The trustees are responsible for keeping 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 and charities act 2011. 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.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Approved by order of the board of trustees on 16th February 2022 and signed on its behalf by:

Mosad'Oluwa Orotayo
Chair, Board of Trustees

Independent Examiner's Report of Listening Ears Limited

I report on the accounts for the year ended 31 March 2021 set out on pages eleven to eighteen.

Respective responsibilities of trustees and examiner

The charity's trustees (who are also the directors for the purposes of company law) are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year (under Section 144(2) of the Charities Act 2011 (the 2011 Act)) and that an independent examination is required.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

- examine the accounts under Section 145 of the 2011 Act
- to follow the procedures laid down in the General Directions given by the Charity Commission (under Section 145(5)(b) of the 2011 Act); and
- to state whether particular matters have come to my attention.

Basis of the independent examiner's report

My examination was carried out in accordance with the General Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair view ' and the report is limited to those matters set out in the statements below.

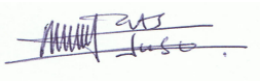
Independent examiner's statement

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

(1) which gives me reasonable cause to believe that, in any material respect, the requirements

- to keep accounting records in accordance with Section 386 and 387 of the Companies Act 2006; and
- to prepare accounts which accord with the accounting records, comply with the accounting requirements of Sections 394 and 395 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charities have not been met; or

(2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.



Patrick Jusu FCCA
Independent examiner
PAJ Accountants
10 - 16 Tiller Road
Docklands, London E14 8PX Date:16th February 2022

Listening Ears Limited
Statement of Financial Activities
For the Year Ended 31 March 2021

	Notes	Unrestricted Funds	Restricted Funds	Total Funds 2021	Total Funds 2020
		£	£	£	£
INCOMING RESOURCES					
Incoming Resources from generated funds					
Voluntary Income					
Donations	2	17,318	-	17,318	57,648
Grant income					
Grants received	3	-	19,090	19,090	134,830
Investment Income					
Bank Interest received	3a	1	-	1	28
Total Incoming Resources		**17,319**	**19,090**	**36,409**	**192,506**
RESOURCES EXPENDED					
Resources expended on Charitable Activities:					
Charitable activities costs	4	25,750	53,077	78,827	119,600
Cost of generating voluntary income	5	1,280	1,322	2,602	3,149
Resources Expended		**27,030**	**54,399**	**81,429**	**122,749**
Other Resources Expended					
Governance costs	6	-	5,789	5,789	17,767
Other support costs	7	7,250	469	7,719	21,539
		7,250	**6,258**	**13,508**	**39,306**
Total Resources Expended		**34,280**	**60,657**	**94,937**	**162,055**
Net incoming resources for the year		**(16,961)**	**(41,567)**	**(58,528)**	**30,451**
RECONCILIATION OF FUNDS					
Net movement in funds		(16,961)	(41,567)	(58,528)	30,451
Fund balances brought forward		37,421	72,003	109,424	78,973
Fund balances carried forward		**20,460**	**30,436**	**50,896**	**109,424**

Listening Ears Limited
Balance Sheet
At 31 March 2021

	Notes	Unrestricted Funds	Restricted Funds	Total Funds 2021	Total Funds 2020
		£	£	£	£
Fixed Assets					
Tangible fixed assets	11	-		-	-
		-	**-**	**-**	**-**
Current Assets					
Debtors	12		-	-	-
Cash at bank and in hand		50,896	1,500	52,396	110,924
		50,896	**1,500**	**52,396**	**110,924**
Creditors: Amounts falling due within one year	13		(1,500)	(1,500)	(1,500)
Net Current Assets		**50,896**	**-**	**50,896**	**109,424**
Net Assets		**50,896**	**-**	**50,896**	**109,424**
Funds	14				
Unrestricted Funds				20,460	37,421
Restricted Funds				30,436	72,003
				50,896	**109,424**

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2021.

The members have not required the charitable company to obtain an audit of its financial statements for the year ended 31 March 2021 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for
(a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
(b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.
These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small charitable companies and with the Financial Reporting Standard for Smaller Entities (effective January 2015).

The financial statements were approved by the Board of Trustees on 16th February 2022 and were signed on its behalf

Mosad'Oluwa Orotayo

Chair of Board of Trustees

1 Accounting Policies

Accounting Convention

The accounts have been prepared in accordance with all applicable accounting standards, FRS 102, the Statement of Recommended Practise (SORP), "Accounting and Reporting by Charities" revised 2015 (FRS 102) and the Companies Act 2006, except for the alternative headings that have been used in the Statement of Financial Activities, as the Trustees feel that the revised headings make the accounts easier to read for a non-financial audience. The principal accounting policies adopted in the preparation of the accounts are set out below.

The charity constitutes a public benefit entity as defined by FRS102.

Exemption from preparing a cash flow statement

Exemption has been taken from preparing a cash flow statement on the grounds that the charitable company qualifies as a small charitable company.

Incoming Resources

All incoming resources are included on the Statement of Financial Activities when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy.

Grants and Donations

Income from grants and donations is included in incoming resources when these are receivable.

Going concern

The Charity's activities, together with the factors likely to affect its future performance and position are set out in the Report of the Trustees on pages 2 to 8 which describes the structure, governance and management of the Charity; its risk management policies and procedures, its objectives and activities, the achievements, performance and financial position of the Charity, and its plans for the future.
After making enquiries, the Trustees have a reasonable expectation that the Charity has adequate resources to continue its objectives and activities for the public benefit for the foreseeable future. Accordingly, they continue to adopt the going concern basis in preparing the annual report and financial statements.

Resources Expended

Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Cost of generating funds

Cost of generating funds are those costs relating to the generation of income and includes cost related to the management of the charities activities.

Allocation and apportionment of costs

Support cost are those cost related to shared activities of the organisation and are apportioned on a basis considered appropriate to the underlying activities.

Governance costs

Governance costs are the costs associated with the strategic direction of the charity and with meeting regulatory
responsibilities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustee
Restricted funds can only be used for particular restricted purposes within the objects of the charity
Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.
Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Listening Ears Limited
Notes to the Financial Statements
For the Year Ended 31 March 2021

2 Voluntary Income

	31.03.21	31.03.20
	£	£
General donations	17,318	57,648
	17,318	57,648

3 Grant Income

	31.03.21	31.03.20
	£	£
Annington Grant	-	5,000
Big Lottery	-	121,968
BBC Children in Need	19,090	7,862
	19,090	134,830

3a Investment Income

	31.03.21	31.03.20
Bank Interest received	1	28
	1	28

Resources Expended

4 Charitable activities cost

	31.03.21	31.03.20
	£	£
Project support costs	5,941	9,627
Wages and other direct cost	70,509	81,058
Travel and subsistence	754	1,355
Hire of hall	-	967
Printing and publicity	-	395
Day trip expenses	1,624	26,198
	78,827	119,600

5 Cost of generating voluntary income

	31.03.21	31.03.20
	£	£
Office entertainment	82	2,205
Other general office expenses	650	316
IT /zoom operation expenses	1,553	-
Equipment expenses	317	628
	2,602	3,149

6 Governance costs

	31.03.21	31.03.20
	£	£
Accountancy services	2,800	5,900
Independent examination	1,500	5,132
Bank charges	86	216
Subscription	-	406
Consultancy fees	1,403	6,113
	5,789	17,767

7 Other support costs	31.03.21 £	31.03.20 £
Gifts	-	5,000
Pension	2,037	3,202
Personal development	1,480	-
Insurance	2,023	1,424
Telephone, internet and fax	1,576	2,277
Printing, post and stationery	88	1,409
Subscriptions	516	-
Rent	-	6,630
Bad debts	-	1,000
IT costs	-	597
	7,719	21,539

8 NET INCOMING/(OUTGOING) RESOURCES

Net resources are stated after charging/(crediting):	31.03.21 £	31.03.20 £
Depreciation - owned assets	-	-
Independent examination fees	1,500	1,500
	1,500	1,500

9 TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2021 nor for the year ended 31 March 2020.

There were no trustees' expenses paid neither for the year ended 31 March 2021 nor for the year ended 31 March 2020.

10 STAFF COSTS

	31.03.21 £	31.03.20 £
Wages and other direct cost	62,005	71,546
Social security costs	8,504	9,515
Pension Cost	2,037	3,202
	72,545	84,263

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

	31.03.21	31.03.20
	5	6

No employees received emoluments in excess of £60,000.

Listening Ears Limited
Notes to the Financial Statements
For the Year Ended 31 March 2021

11 Tangible Fixed Assets

All assets relate to the Charity and are used for charitable purposes.

Cost	Office Furniture & Equipment £	Computer equipments £	Total £
At 1st April 2020	657	1,066	1,723
Improvements	-	-	-
Additions	-	-	-
Disposals			-
At 31st March 2021	657	1,066	1,723
Depreciation			
At 1st April 2020	657	1,066	1,723
Charge for the year			-
At 31st March 2021	657	1,066	1,723
Net Book Value			
At 31st March 2021	-	-	-

		31.03.2021	31.03.2020
12	**Debtors**	£	£
		-	-
	Prepayment		
		-	-

		31.03.2021	31.03.2020
13	**Creditors: Amounts falling due within one year**	£	£
	Accrued expenses	1,500	1,500
		1,500	1,500

14 MOVEMENTS IN FUNDS

	At 1st April 2020	Net Movements in funds	At 31st March 2021
	£	£	£
Unrestricted fund	37,421	(16,961)	20,460
Restricted funds	72,003	(41,567)	30,436
	109,424	**(58,528)**	**50,896**

14 SUMMARY MOVEMENT IN FUNDS FOR THE YEAR

	Incoming resources	Resources expended	Movement in funds
	£	£	£
Unrestricted funds	17,319	(34,280)	(16,961)
Restricted funds	19,090	(60,657)	(41,567)
	36,410	**(94,937)**	**(58,528)**

Listening Ears Limited
Detailed Statement of Financial Activities
For the Year Ended 31 March 2021

INCOMING RESOURCES	31.03.21	31.03.20
Voluntary & Investment Income	£	£
Ammington	-	5,000
Donations	17,318	57,648
Big Lottery	-	121,968
BBC children in need	19,090	7,862
Bank interest received	1	28
Total income resources	**36,409**	**192,506**
RESOURCES EXPENDED		
Other Charitable activities cost		
Project support costs	5,941	9,627
Wages and other direct cost	70,509	81,058
Travel and subsistence	754	1,355
Hire of hall	-	967
Printing and publicity	-	395
Day trip expenses	1,624	26,198
	78,827	**119,600**
Cost of generating voluntary income		
Office entertainment	82	2,205
Other general office expenses	650	316
IT /zoom operation expenses	1,553	-
Equipment expenses	317	628
	2,602	**3,149**
Governance costs		
Accountancy services	2,800	5,900
Independent examination	1,500	5,132
Bank charges	86	216
Subscription	-	406
Consultance fees	1,403	6,113
	5,789	**17,767**
Support Costs		
Gifts	-	5,000
Pensions	2,037	3,202
Personal development	1,480	-
Insurance	2,023	1,424
Telephone, internet and fax	1,576	2,277
Printing, post and stationery	88	1,409
Subscription	516	-
Rent	-	6,630
Bad debts	-	1,000
IT costs	-	597
	7,719	**21,539**
Total Resources Expended	**94,937**	**162,055**
Net Expenditure	**(58,528)**	**30,451**