

THE LISTENING PLACE
(a Charitable Incorporated Organisation)

REPORT AND AUDITED ACCOUNTS

YEAR ENDED 31 MARCH 2022

Charity number: 1164739

THE LISTENING PLACE

I N D E X

Year ended 31 March 2022

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THE LISTENING PLACE

GENERAL INFORMATION

Year ended 31 March 2022

Date of Incorporation	7 December 2015
Charity number	1164739
Patrons	Michael Mansfield QC Tim West Sandhini Poddar Sir William Sargent Oliver Pawle Richard Lockwood
Trustees	Terrence Collis Robyn Doran Dr Sarah Davidson MBE Alex Winter Margot Crowther Valerie Michie Stuart Blieschke Sonia Inniss Caroline Lien Phalisha Kerai Richard Spence (resigned 30 October 2021)
Charity address	3 Meade Mews London SW1P 4EG
Bankers	NatWest Victoria (A) PO Box 1357 169 Victoria Street London SW1E 5NA
Auditors	Dixon Wilson Audit Services LLP 22 Chancery Lane London WC2A 1LS

THE LISTENING PLACE

CHAIR'S REPORT

Year ended 31 March 2022

Chair's statement

The Listening Place is now a key part of suicide prevention in the capital. In previous years, we may have hesitated to be so bold but the numbers now speak for themselves. In 2021, we received over 6,000 referrals and our volunteers offered free, ongoing, confidential support to 4,233 people. Our academically validated and published outcomes demonstrate highly significant reductions in suicidal feelings for Visitors to The Listening Place.

This reach is remarkable but also a reflection of reality. The most recent statistics show that in the UK, around 5,000 people die by suicide each year. Suicide is a bigger killer than either dangerous driving or knife crime. In truth, it remains an unacknowledged and uncomfortable crisis. We know that waiting times are unacceptably long, we know that our mental health system is complex and we know that life is tough. TLP is the only face-to-face service solely focused on suicide operating at scale to meet this growing need.

This year, we pushed forward and opened a third site in West London boosting our annual capacity by an additional 2,000 people. We trained 261 volunteers to deliver our support and grew our referral network to 150 partner organisations. 70% of all referrals to TLP were from the NHS and over a third of those came from IAPT (Improving Access to Psychological Therapy) services. We eased the pressure on other services as they experienced unprecedented demand combined with a backlog created during the pandemic. We are proud that partners referred to us, confident that our volunteers could provide timely, high quality, effective support. In the words of one mental health professional, 'TLP addresses a critical gap'.

The year also saw an evaluation of our service, which demonstrates the effectiveness of our model, accepted for publication in *Crisis: The Journal of Crisis Intervention and Suicide Prevention*. This evaluation of outcomes since our inception shows that Visitors to TLP typically report reductions in suicidal ideation, suicidal behaviour, and feelings of distress after three months. National data suggests that TLP is part of a positive trend in the capital. The most recent data suggests that London has the lowest suicide rate since the ONS first started collecting this data in 1981, with 7.0 suicides per 100,000 people.

So how can a simple conversation make someone less suicidal? At its root, TLP's model is built on trust. It is not ground-breaking but it is trust that enables our visitors to speak honestly and speaking honestly allows the burden and pain of suicidal feelings to be shared. Our confidentiality policy, our response time, even the greeting visitors receive at reception, all aim to build visitors' trust in our service. Despite the societal shift towards digital innovation, this year we demonstrated just how effective this simple, trusting human connection can be.

Of course, now is not the time to rest on our laurels. With the cost of living crisis, increasing inequality and climate fears for the future of the planet, you can see why demand for TLP will continue to grow. We will not hesitate to try and meet this challenge.



10/18/2022
V MICHIE
Trustee



10/18/2022
S ANDERSON CBE
Chief Executive

THE LISTENING PLACE

REPORT OF THE TRUSTEES

Year ended 31 March 2022

The trustees present their report with the financial statements of the charity for the year ended 31st March 2022. 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 (FRS 102) (effective 1 January 2019).

Constitution

The Listening Place is a Charitable Incorporated Organisation (CIO), registered on 7 December 2015 as a body corporate under Part 11 of the Charities Act 2011.

It is governed by its Constitution dated 7 December 2015.

Structure, governance and management

The trustees undertake the duties laid down by the Charity's governing document, with full responsibility for the charity's values, mission, strategy and budget. The operational decisions are led by Sarah Anderson (Chief Executive) using her delegated authority from the Board of Trustees, and she is assisted in the day to day running of the charity by a team of staff and volunteers.

Remuneration policy

Employee salaries are decided upon by the Chief Executive Officer, and approved by the trustees. The rates are benchmarked against the charity sector.

Recruitment and appointment of new trustees

There must be at least three charity trustees. If the number falls below this minimum, the remaining trustee or trustees may act only to call a meeting of the charity trustees, or appoint a new charity trustee. The maximum number of charity trustees is 12. The charity trustees may not appoint any charity trustee if as a result the number of charity trustees would exceed the maximum. Apart from the first charity trustees, every trustee must be appointed for a term of three years by a resolution passed at a properly convened meeting of the charity trustees. In selecting individuals for appointment as charity trustees, the charity trustees must have regard to the skills, knowledge and experience needed for the effective administration of the CIO.

Objectives, activities and achievements for the public benefit

The objective of The Listening Place, a Charitable Incorporated Organisation and a public benefit entity, is to relieve mental suffering and help save the lives of those who find themselves at risk of suicide, through the provision of trained and supervised volunteers providing listening support.

TLP is a go to provider for effective, timely relief of suicidal feelings across the capital. In the last year, we achieved the following:

- We contacted 6,111 referrals at an average of 500 a month.
- We provided ongoing support to 4,278 individuals.
- We added an additional 25 referral partners.
- We trained 261 volunteers to deliver support to those who felt suicidal.

This year again saw huge growth in The Listening Place as demonstrated by the three-year table below:

Metric	2019/20	2020/21	% increase	2021/22	% increase
Number receiving ongoing support	2026	2883	42%	4278	48%
Number of volunteers trained	221	216	-2%	261	21%
Number of referral partners	115	125	9%	150	20%

TLP's growing role in suicide prevention is also underlined by TLP's status as a key referral partner for major London Hospitals, Talking Therapy Units and other national charities.

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R E P O R T O F T H E T R U S T E E S (c o n t i n u e d)

Year ended 31 March 2022

"TLP is the only service we refer to where we don't see our patients returning to our Accident & Emergency department."
John Madden, Senior psychiatric Liaison Nurse, King's College Accident & Emergency.

"We knew early on that they were the sort of organisation that could help some of our service users who experience trafficking and domestic abuse. Each year we refer over a 100 people to TLP for support. Feedback from staff have told us they feel supported by knowing that this is rapid access, free provision which gives clients the space to talk through their challenges and suicidal feelings." Gayle Lowery-Jones – Director of Operations at Hestia.

"TLP is addressing a critical gap in the support for suicidal people. Our own services are under increasing pressure. They are going to be a crucial part of supporting people who feel suicidal going forward. The simple power of listening should not be undervalued." Dr. Sean Cross - Consultant Liaison Psychiatrist at South London and Maudsley.

Crucially in spite of this growth, we were able to stick to the fundamental principles, which makes TLP's support unique:

- 1) We contact all referrals within 24 hours and offer a first appointment within one week.
- 2) We deliver all support face-to-face (as soon as restrictions allowed).
- 3) We offer a complete confidentiality to all visitors.
- 4) We do not set a maximum number of sessions.
- 5) Wherever possible we ensured that visitors were supported by the same volunteer.

We also want to take time to acknowledge those visitors who lost their lives to suicide. During 2021/22, we lost five visitors to suicide. We are privileged to have known and supported each of these people who showed great courage in opening up to our volunteers.

Impact

This is what some of our visitors said this year about their experience of The Listening Place:

"It was the first time in the UK, in a therapy environment that I have felt care towards me, my feelings and emotions. That what I have said freely has not been taken out of context. The safe space granted has allowed me to release and settle as well as channel myself into a better positive state and challenge the negative in a peaceful way. Talking out my problems has given me an understanding on how to resolve them in order not to affect me anymore and stay solution orientated to relieve my stress and anxiety."

"I'm so incredibly grateful for the support/contact I've had with TLP. When I walked through the door for the first time I was in an impossibly difficult set of circumstances with an impossibly difficult set of emotional responses and yet I have felt understood, held and able to express myself fully and openly with the compassion, skill and warmth of the volunteers to lean on. I walk out taller and stronger for those conversations and that contact, something I could not realistically express my gratitude for. Thank you TLP, onwards!"

"When I first came to The Listening Place, I was at a very low point in my life having experienced domestic and sexual abuse. Although I was a single parent with two wonderful children, I was so deflated that I could not see the light at the end of the tunnel and my only way out at the time was excessive alcohol, which was impacting on my health and contemplating suicide. Thankfully, The Listening Place was a significant positive impact on my life, as I felt completely safe and comfortable enough to talk about how I was feeling without fear of judgement. I was able to discuss anything without fear of judgement. I was able to discuss anything without the fear of my trust and confidence being compromised. I am now in a very good place and my anxiety and depression has subsided considerably. I feel at peace and my children are happy now that mummy is too. Thank you, The Listening Place."

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REPORT OF THE TRUSTEES (continued)

Year ended 31 March 2022

a) Quantitative Data

Understanding our impact has been essential as we continually refine and improve our service. We collect both quantitative and qualitative data to give a complete picture of the progress for each individual referred to The Listening Place. To collect quantitative data, we use two self-reporting questionnaires which are completed at the initial assessment to give a baseline and then after every six sessions. We use the clinically recognised Columbia Suicide Severity Rating Scale in tandem with a thermometer questionnaire, which asks how distressed, how suicidal and how supported the user feels on a scale of 1-10.

We present these results on a biannual basis with the evaluation supervised by Professor Platt, adviser to the Scottish government's Suicide Prevention group, and Dr Davidson MBE, Consultant Psychologist and Head of Psychosocial at the British Red Cross. The latest evaluation of 2,790 visitors found that, after an average of eight appointments, our visitor's experience:

- Highly significant reductions in suicidality (a 33% drop in suicidal feelings from 6.94 to 4.67)
- Highly significant increases in feelings of support. (A 48% increase from 4.25 to 6.09)

As with all quality research, we tested our findings to ensure that the outcome had not occurred by chance and tests showed that there was a less than 1% probability that the changes in our visitors' wellbeing were coincidental. This means we have robust data and can say with confidence that The Listening Place helps to prevent people from taking their own life.

b) Subjective Experience of The Listening Place

For qualitative data, each visitor completes a Visitor Experience Questionnaire when leaving the service. It asks questions about specific aspects of our services as well as leaving space for Visitors to share their experience in their own words.

Visitors reported an overwhelmingly positive response about their experience at TLP at the three-month review.

The survey indicated that of the 1,788 people asked:

- 99% responded that TLP is a warm and welcoming place
- 99% responded that TLP volunteers are warm and compassionate towards them
- 97% responded that they feel confident that their conversations at TLP will remain confidential
- 98% responded that they are able to talk openly about their suicidal feelings at TLP.
- 97% responded that TLP is a place where they feel safe.
- 99% rated their overall experience of TLP as very good.

Our evaluations have now cleared ethics approval and we have been accepted for publication in The Journal of Crisis Management and Suicide Prevention. This will be the first published study of its kind into the use of volunteer-led active listening as a means of reducing suicidal feelings.

Public benefit

The charity is a Public Benefit Entity, and in accordance with Section 4 of the Charities Act 2011, the Trustees have had due regard to the guidance published by the Charity Commission on public benefit when reviewing the charity's activities and planning future activities.

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REPORT OF THE TRUSTEES (continued)

Year ended 31 March 2022

Achievement and performance

Team and Volunteers

As highlighted above, it was a record year in terms of the number of people supported and the record number of volunteers trained made this possible. Since opening, we have trained over 1000 volunteers and in 2021/22, we trained 261 volunteers to deliver support to those who felt suicidal. This return to full size, face-to-face training programmes enabled us to deliver a record year for training volunteers.

By year-end, there were 554 active volunteers on shift and we offered an average of 107 appointments each day as our second site reached capacity. In total, we offered a record 38,896 appointments, up from 33,001 last year.

To highlight the value of this volunteering, we can take the London Living Wage of £11.05 and then multiply it by number of hours collectively delivered by our volunteers, which is now 57,616. If we then combine this with hours donated by admin, consultant and training volunteers, we estimate that the minimum value of volunteering hours in 2021/22 was £728k.

This extent of volunteer contribution makes TLP uniquely low cost. Even with another 42% growth in the number supported, the cost per person supported by TLP remains at around £250, as it has done so since TLP was established.

Listening Volunteers – 183 trained

"I haven't had the urge to kill myself in several weeks which is the longest it's ever been. I also don't feel like they will come back, and if they do, I know I can come here. Thank you John, you've really changed my life."

"Thank you for everything. This gave me a really important space to talk about things that were very difficult to discuss or even acknowledge. Emily was compassionate, thoughtful and reassuring. She created an environment where I could safely express myself. This has played a big part in my journey to recovery."

Listening Volunteers directly support visitors delivering at a minimum one four-hour shift a fortnight. During that shift, they deliver three 50-minute appointments providing compassionate, non-judgemental and ongoing support to suicidal Visitors. They do not try to solve or fix people, instead they use active listening to try to help our visitors share their pain and ease the burden of their suicidal feelings.

Helping Volunteers – 36 trained

"I just want to share my warm thanks to your whole team, coming and sharing has been helpful on so many levels. Every single person I've interacted with contributes to creating a safe and comfortable place, and I'm very grateful for it."

"I have found every aspect of my interaction with TLP to have been warm, welcoming and considerate right from the interaction with the receptionist. A welcome and much-needed haven."

Helping Volunteers are hosts for our sites and help the Visitor Support Team with administration support. They are usually the first person that a visitor will meet at TLP and their warmth and attentiveness are essential in building a strong, positive relationship with those we support. Without HVs, our service would have a completely different atmosphere and their encouragement can help convince visitors to try our service.

THE LISTENING PLACE

REPORT OF THE TRUSTEES (continued)

Year ended 31 March 2022

Supervising Volunteers – 42 trained

"I have an excellent SV - she is friendly, helpful, sensitive, approachable, supportive, fun, informative and inclusive. This has helped to create a tight-knit and sociable shift. I always look forward to seeing them and spending time together during the shift and sometimes afterwards for a drink/meal."

Supervising Volunteers are experienced Volunteers who complete additional training in order to oversee service delivery on each shift. They not only ensure the quality of our service on their shift, they are also responsible for the emotional wellbeing of Volunteers, debriefing after each appointment and giving space to discuss and reflect on difficult sessions. They are also responsible for initial assessments and reviews.

Supervising Volunteers take on an important responsibility. They create the warm, supportive atmosphere that keeps shifts together and the calming influence and guidance that allows every volunteer to deliver high-quality support.

Staff Team

In 2021/22 the staff team grew in line with the increased demand for our service. This growth was mainly in the Visitor Support and Volunteer Support Teams. The former expanded to a team of six to ensure that TLP could stick to its response time as referrals hit 500 a month. The latter ensured that the volunteer pipeline remained healthy as we prepared to open our third site.

We also recruited our first COO, Helen Hopper, to help ease some of the pressure on our Voluntary CEO, Sarah Anderson CBE. Our COO also formalised a number of key processes within the wider staff team and was key in readying our Hammersmith service for opening.

Financial performance

Incoming resources increased to £2,463,013 (2021: £1,256,407) reflecting continued excellent performance across trusts and major donor income streams. Expenditure also increased to £1,140,110 (2021: £814,053) reflecting the continued growth of the staff team and our preparations for the new Hammersmith site.

As of 31 March 2022, TLP had reserves of £2,726,322 and have made plans for the use of these reserves that are detailed below.

Reserves Policy

The balance of the reserves at 31 March 2022 was £2,718,322. This figure is made up of free and restricted reserves. Currently our restricted reserves sit at £690,865. With our reserves policy, we aim to strike a balance between short-term spending needs, our longer-term sustainability, our increasing demand and our growth plans.

Our target for free reserves is equivalent to six months' expenditure. For 2022/23 the expenditure budget is £1,289,031. The free reserves target is therefore £644,515. These free reserves will be used in the unlikely event that the charity is forced to close and will give us time to wind down our operations and cover all staff notice and redundancy costs.

We have also designated £1,282,942 from our free reserves towards the purchase and refurbishment of a fourth site in East London further enhancing our coverage of the capital. This would see our expenditure grow from £1,140,110 in 2021/22 to approximately £1.50m by 2024. All designated reserves are committed to supporting this growth.

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REPORT OF THE TRUSTEES (continued)

Year ended 31 March 2022

Looking to the future

Our mission remains to provide those who feel life is no longer worth living with a safe space to speak confidentially with warm, non-judgemental Volunteers. Our strategic objectives for 2018-2023 are as follows:

1. We will support more people across London who feel life is no longer worth living.

We again increased the number of people supported, reaching 4,278 compared to 2,883 the year before, an increase of 42%. We also finalised plans for opening our third site in Hammersmith, which will provide capacity to support an additional 1,890 people a year. Crucially, in spite of this rapid growth we still contacted all referrals within 24 hours and offered a first appointment within a week.

2. We will collaborate to improve the way people who have suicidal thoughts are cared for across the UK.

We collaborated widely over the course of 2021/22 and in fact received over 95% of our referrals from other services. We now receive referrals from 150 partner organisations and we have been identified and funded as delivery partners for suicide prevention in certain boroughs (Lambeth, Barnet, Hammersmith and Fulham). We also received our first funding from central government and as part of this process shared our evaluation data with the Department for Health and Social Care. We also shared this data with The Alliance of Suicide Charities and NHS England's Social Prescribing Programme.

Through our commercial training programme, we have now reached a number of large businesses with our model for supporting the suicidal including employees from Facebook, Fox Williams and Dewynters. We plan to further expand this training programme as a means of generating our own income but also as a way of spreading the message of how we can better support the suicidal.

We have also now received ethics approval for our research on using active listening to support the suicidal. We have been approved to publish this research in the Journal of Crisis Intervention and Suicide Prevention, which will be the first academically recognised study into using volunteers to support the suicidal.

3. We will manage our charity as effectively and efficiently as possible.

As ever, we strive to make our charity good value for money. Over the course of 2021/22, the cost of supporting each visitor was around £250 and 88p from every £1 went directly to supporting suicidal visitors.

For the first time we compared this cost against other services to try to calculate the saving made by other services if the person is supported by TLP. When compared against the commonly prescribed cognitive behavioural therapy (CBT), our support is £932 cheaper per person while if we can avoid someone needing to access a community mental health team, it's £1,997 cheaper per person. Therefore, in context, we can say with some degree of confidence that our support provides excellent value for money.

Risk statement

The Trustees are aware of the risks facing the charity and have a comprehensive Risk Register with a range of accompanying responses. The Risk Register is formally reviewed at each board meeting and updated as necessary.

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REPORT OF THE TRUSTEES (continued)

Year ended 31 March 2022

Acknowledgements

We would like to recognise the outstanding part played by our volunteers who continue to demonstrate great courage and compassion in everything they do for The Listening Place.

We would also like to thank the following supporters in 2021/22:

The Marguerite Foundation, The Stone Family Foundation, Julia and Hans Rausing Charitable Trust, Second Growth CIC, EQ Investors, The Weldon UK Charitable Trust (Ltd.), Bright Future Trust, The Department for Health and Social Care, The Netherby Trust, Troy Asset Management, The Syncona Foundation, Leathersellers Charity, The James Findlay Charitable Trust, Lord and Lady Jeanne Davies of Abersoch, The Henry Smith Charity, Fishmongers' Company's Charitable Trust, John Armitage Charitable Trust, The Westminster Foundation, The Westminster Community Contribution Fund, Jim Miller at Miller Capital, John Lyon's Charity, Simon Gibson Charitable Trust, Souter Charitable Trust, The Montier Charitable Trust, The David & Elaine Potter Foundation, The Pixel Fund, The Two Magpies Fund, The Gamesys Foundation and The Imperial Health Charity.

We also want to thank each and every Visitor to The Listening Place for showing immense courage to reach out.

Declaration

The trustees declare that they have approved the trustees' report above.



10/18/2022

V MICHIE
Trustee

On behalf of the board of Trustees of The Listening Place

2022

THE LISTENING PLACE

STATEMENT OF TRUSTEES' RESPONSIBILITIES

Year ended 31 March 2022

Trustees' responsibilities in relation to the financial statements

The trustees are responsible for preparing the Trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards. The law applicable to charities in England and Wales requires the trustee(s) to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources of the charity for that period. In preparing these financial statements, the trustees are required to:

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

The trustees are responsible for keeping accounting records which disclose with reasonable accuracy the financial position of the charity and enable them to ensure that the financial statements comply with the Charities Act 2011, the Charity (Accounts and Reports) Regulations 2008 and the provisions of the constitution. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

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INDEPENDENT AUDITOR'S REPORT

Year ended 31 March 2022

Opinion

We have audited the financial statements of The Listening Place (the 'charity') for the year ended 31 March 2022 which comprise the statement of financial activities, balance sheet and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charity's affairs as at 31 March 2022 and of its incoming resources and application of resources for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Charities Act 2011.

Basis for opinion

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

Conclusions relating to going concern

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

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

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information. Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work

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INDEPENDENT AUDITOR'S REPORT (continued)

Year ended 31 March 2022

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

We have nothing to report in this regard.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 require us to report to you if, in our opinion:

- the information given in the financial statements is inconsistent in any material respect with the trustees report; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on page 11, the trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charity or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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

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

We gained an understanding of the legal and regulatory framework applicable to the charity by considering, amongst other things, the sector in which it operates, and considered the risk of acts by the charity that were contrary to applicable laws and regulations, including fraud. We designed audit procedures to respond to the assessed level of risk, but recognised that the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment by, for example, forgery or intentional misrepresentations, or through collusion.

We focused on laws and regulations which could give rise to a material misstatement in the financial statements, including, but not limited to UK Charity Law.

THE LISTENING PLACE

I N D E P E N D E N T A U D I T O R ' S R E P O R T (c o n t i n u e d)

Year ended 31 March 2022

Our tests included agreeing the financial statement disclosures to underlying supporting documentation and enquiries with management.

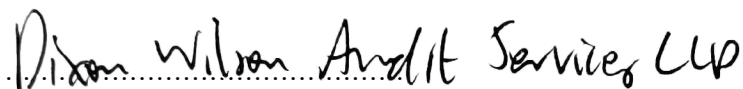
As in all our audits, we also addressed the risk of management override of internal controls, including testing journals and evaluating whether there was evidence of bias by management that represented a risk of material misstatement due to fraud.

There are inherent limitations in the audit procedures described above and, the further removed non-compliance with laws and regulations is from the events and transactions reflected in the financial statements, the less likely we would become aware of it. We did not identify any key audit matters relating to irregularities, including fraud.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charity's trustees, as a body, in accordance with regulations made under section 154 of the Charities Act 2011. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.



Dixon Wilson Audit Services LLP, Statutory Auditor
22 Chancery Lane
London
WC2A 1LS

8 Nov 2022

Date:.....

THE LISTENING PLACE

STATEMENT OF FINANCIAL ACTIVITIES

Year ended 31 March 2022

	Note	2022 Unrestricted Funds £	2022 Restricted Funds £	2022 Total Funds £	2021 Unrestricted Funds £	2021 Restricted Funds £	2021 Total Funds £
Income and endowments from:							
Donations and legacies		1,520,600	911,891	2,432,491	783,823	461,545	1,245,368
Charitable activities		15,170	-	15,170	9,550	-	9,550
Investments		7,352	-	7,352	1,489	-	1,489
Total income and endowments	2	<u>1,543,122</u>	<u>911,891</u>	<u>2,455,013</u>	<u>794,862</u>	<u>461,545</u>	<u>1,256,407</u>
Expenditure on:							
Raising funds	4	7,220	116,860	124,080	5,017	68,656	73,673
Charitable activities	6	648,918	367,112	1,016,030	542,049	198,331	740,380
Total expenditure		<u>656,138</u>	<u>483,972</u>	<u>1,140,110</u>	<u>547,066</u>	<u>266,987</u>	<u>814,053</u>
Net income		886,984	427,919	1,314,903	247,796	194,558	442,354
Transfer between funds		-	-	-	-	-	-
Net movement in funds		<u>886,984</u>	<u>427,919</u>	<u>1,314,903</u>	<u>247,796</u>	<u>194,558</u>	<u>442,354</u>
Reconciliation of funds:							
Total funds brought forward		1,140,473	262,946	1,403,419	892,677	68,388	961,065
Total funds carried forward		<u>2,027,457</u>	<u>690,865</u>	<u>2,718,322</u>	<u>1,140,473</u>	<u>262,946</u>	<u>1,403,419</u>

All amounts are in respect of continuing activities.

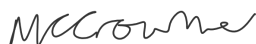
BALANCE SHEET

At 31 March 2022

	Note	2022 £	2021 £
Fixed assets			
Tangible assets	7	53,303	22,057
Investments		1,000,000	-
		<u>1,053,303</u>	<u>22,057</u>
Current assets			
Debtors	8	836,654	428,542
Cash at bank	9	871,856	1,055,069
		<u>1,708,510</u>	<u>1,483,611</u>
Creditors: amounts falling due within one year	10	(43,491)	(102,249)
Net current assets		<u>1,665,019</u>	<u>1,381,362</u>
Total assets less current liabilities		<u>2,718,322</u>	<u>1,403,419</u>
Total funds of the charity:			
Unrestricted income funds:			
General fund		744,515	638,953
Designated fund (New centre development fund)		1,282,942	501,520
Restricted fund		<u>690,865</u>	<u>262,946</u>
Total		<u>2,718,322</u>	<u>1,403,419</u>

The accounts on pages 15 to 25 were approved by the board of directors on behalf by:

2022 and were signed on its



10/18/2022

M CROWTHER
Trustee



10/18/2022

V MICHIE
Trustee

THE LISTENING PLACE

STATEMENT OF CASH FLOWS

Year ended 31 March 2022

	Note	£	2022 £	£	2021 £
Cash flows from operating activities					
Net income for the year		1,314,903		442,354	
Depreciation	7	17,814		8,600	
Interest received	2	(7,352)		(1,489)	
Decrease/(Increase) in debtors	8	(408,112)		(176,523)	
(Decrease)/Increase in creditors	10	(58,758)		20,403	
Net cash flows from operating activities			858,495		293,345
Cash flows from investing activities					
Purchase of tangible fixed assets	7	(49,060)		(15,816)	
Purchase of long-term investments		(1,000,000)		-	
Interest received		7,352		1,489	
Net cash flows from investing activities			(1,041,708)		(14,327)
Net (decrease)/increase in cash			(183,213)		279,018
Cash and cash equivalents at the beginning of the year			1,055,069		776,051
Cash and cash equivalents at the end of the year			871,856		1,055,069

THE LISTENING PLACE

NOTES TO THE FINANCIAL STATEMENTS

Year ended 31 March 2022

1. Accounting policies

The principal accounting policies adopted, judgement and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

(a) Basis of preparation and assessment of going concern

The financial statements have been prepared in accordance with 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 (FRS 102) (effective 1 January 2019) – (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Charities Act 2011.

The Listening Place meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note.

(b) Fund accounting policy

Unrestricted funds are general funds that are available for use at the trustees' discretion in furtherance of the objectives of the charity.

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. The restricted fund is a restricted income fund.

In addition, a new designated fund has been initiated from the unrestricted fund towards the purchase and refurbishment of a fourth site in East London.

(c) Incoming resources

All income is recognised in the statement of financial activities when charity has entitlement to the income, it is probable that the income will be received, and the amount of the income can be measured reliably.

Donations are recognised when the charity has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that those conditions will be fulfilled in the reporting period.

(d) Resources expended

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

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs 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.

(e) Pension costs and other post-retirement benefits

The charity operates a defined contribution pension scheme. Contributions payable to the charity's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

(f) Tangible fixed assets

Tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Computer equipment - Straight line over 3 years.

THE LISTENING PLACE

NOTES TO THE FINANCIAL STATEMENTS (continued)

Year ended 31 March 2022

(g) Fixed asset investments

Fixed asset investments are initially measured at transaction price excluding transaction costs, and are subsequently measured at fair value at each reporting date. Changes in fair value are recognised in net income/(expenditure) for the year. Transaction costs are expensed as incurred.

(h) Financial instruments

Financial instruments are recognised in the Charity's Balance Sheet when the Charity becomes party to the contractual provisions of the instrument. Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets

Basic financial assets, which include receivables and cash at bank, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at present value of the future receipts discounted at a market rate of interest.

Basic financial liabilities

Basic financial liabilities, including payables, are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest.

(i) Donated goods, facilities and services

Donations are recognised in the period when it is probable that the economic benefits associated with the donated goods, facilities and services will flow to the charity and provided they can be measured reliably. An equivalent amount is included as expenditure under the relevant heading in the Statement of Financial Activities.

Donated facilities and services provided to the charity are measured and included in the accounts on the basis of their value to the charity i.e. the amount that the charity would pay in the open market for an alternative item that would give the same benefit to the charity as the donated item.

Donated goods are recognised at fair value unless it is impractical to measure this reliably in which case a derived value, being the cost of the item to the donor is used.

(j) Operating leases

Rentals applicable to operating leases are charged to the Statement of Financial Activities in equal amounts over the period of the lease.

THE LISTENING PLACE

NOTES TO THE FINANCIAL STATEMENTS

Year ended 31 March 2022

2. Income from:

	2022 £	2021 £
Donations and legacies		
Donations	785,156	274,230
Gift aid	1,876	13,944
Grants	1,645,459	957,194
	<u>2,432,491</u>	<u>1,245,368</u>
Income from charitable activities		
Supporting visitors	15,170	9,550
	<u>15,170</u>	<u>9,550</u>
Investments		
Bank interest	7,352	1,489
	<u>7,352</u>	<u>1,489</u>

3. Donated goods, services, and facilities

The charity received donated goods, services, and facilities of £61,350 (2021 - £25,300) during the year.

The charity has a team of trained volunteers who provide direct support to suicidal individuals. The trustees have calculated the value of the volunteering hours based on the London Living wage in this financial year of £728,000 (2021 - £661,741). The services provided by volunteers are not recognised as income in accordance with the Charities SORP.

4. Costs of raising funds

	2022 £	2021 £
Staff costs	116,860	68,656
Fundraising expenses	7,220	5,017
	<u>124,080</u>	<u>73,673</u>

5. Staff costs

	2022 £	2021 £
Wages and salaries	578,364	360,684
Social security costs	49,129	31,689
Other pension costs	11,237	7,378
	<u>638,730</u>	<u>399,751</u>

The average number of employees during the year on the basis of full time equivalents was 19 (2021 – 16).

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

The trustees consider that the employee benefits paid to Key Management Personnel were £23,602 (2021 - £nil).

THE LISTENING PLACE

NOTES TO THE FINANCIAL STATEMENTS

Year ended 31 March 2022

6. Analysis of charitable expenditure	2022	2021
	£	£
Charitable activities	698,815	561,214
Support costs	317,215	179,166
	<u>1,016,030</u>	<u>740,380</u>

Charitable activities

	2022	2021
	£	£
Supporting visitors:		
Direct costs	698,815	561,214
	<u>698,815</u>	<u>561,214</u>

Analysis of support costs

	2022	2021
	£	£
Supporting visitors:		
Management	262,213	141,167
Information technology	26,987	19,199
Other	17,815	8,600
Auditors' remuneration	10,200	10,200
	<u>317,215</u>	<u>179,166</u>

7. Tangible fixed assets

	Computer equipment	Total
	£	£
Cost		
At 1 April 2021	38,078	38,078
Additions	49,060	49,060
At 31 March 2022	<u>87,138</u>	<u>87,138</u>
Depreciation		
At 1 April 2021	16,021	16,021
Charge for year	17,814	17,814
At 31 March 2022	<u>33,835</u>	<u>33,835</u>
Net book value		
At 31 March 2022	<u>53,303</u>	<u>53,303</u>
At 31 March 2021	<u>22,057</u>	<u>22,057</u>

THE LISTENING PLACE

NOTES TO THE FINANCIAL STATEMENTS

Year ended 31 March 2022

8. Debtors	2022 £	2021 £
Trade debtors	1,686	350
Other debtors	23,223	23,782
Prepayments and accrued income	811,745	404,410
	<u>836,654</u>	<u>428,542</u>

9. Cash at bank	2022 £	2021 £
Current account	428,646	119,161
Deposit account	236,204	735,885
COIF Charities Deposit Fund	207,006	200,023
	<u>871,856</u>	<u>1,055,069</u>

10. Creditors: amounts falling due within one year	2022 £	2021 £
Trade creditors	27,458	46,649
Taxation and social security	-	9,400
Other creditors	16,033	46,200
	<u>43,491</u>	<u>102,249</u>

11. Commitments

The charity currently leases the office premises. The future amount of minimum lease payments is as follows:

	2022 £	2021 £
Within one year	72,000	72,000
In two to five years	55,200	127,200
	<u>127,200</u>	<u>199,200</u>

12. Trustees' remuneration and related party transactions

The trustees received no emoluments during the year (2021 - £nil). Trustees' expenses reimbursed during the year totalled £nil (2021 - £nil).

During the year the charity was charged rent for office space by a trustee and the chief executive of £101,520 including VAT (2021 - £101,520). The amount outstanding at year end is £18,000 (2021 - £18,000).

During the year the charity was provided a building at nominal rent by a close family member of the chief executive. The charity paid rent of £nil during the year. A deemed donation and corresponding expense of £60,000 has been recognised, which is the estimated market rent.

THE LISTENING PLACE

NOTES TO THE FINANCIAL STATEMENTS

Year ended 31 March 2022

13. Taxation

The Listening Place is a registered charity and as such is exempt from tax on its income to the extent this is applied for charitable purposes.

14. Analysis of funds

	At 1 April 2021	Incoming resources	Resources expended	Transfer between funds	At 31 March 2022
	£	£	£	£	£
Analysis of fund movements					
Unrestricted funds:					
General fund	638,953	1,543,122	(556,138)	(881,422)	744,515
Designated fund	501,520	-	(100,000)	881,422	1,282,942
	<u>1,140,473</u>	<u>1,543,122</u>	<u>(656,138)</u>	<u>-</u>	<u>2,027,457</u>
Restricted funds:					
The Weldon UK Charitable Trust	18,946	-	(18,946)	-	-
John Lyon's Charity	14,000	-	(14,000)	-	-
Netherby Trust	230,000	-	(110,000)	-	120,000
Bright Future	-	100,000	-	-	100,000
Weldon	-	100,000	-	-	100,000
Gamesys	-	25,865	-	-	25,865
2nd Growth	-	105,000	-	-	105,000
Lapid	-	30,000	-	-	30,000
Stone	-	160,000	-	-	160,000
DWF Foundation	-	5,000	(5,000)	-	-
Elephant & Castle	-	6,961	(6,961)	-	-
Fundraising Everywhere	-	1,323	(1,323)	-	-
Sir Robert McAlpine	-	3,750	(3,750)	-	-
Two Magpies	-	10,000	(10,000)	-	-
ScrewFix	-	8,513	(8,513)	-	-
Peter Stebbings	-	5,000	(5,000)	-	-
Edward Gosling	-	5,000	(5,000)	-	-
Fishmongers	-	45,000	(45,000)	-	-
Imperial Health Charity	-	25,865	(25,865)	-	-
Westminster CCF	-	16,000	(16,000)	-	-
Childwick Trust	-	15,000	(15,000)	-	-
DFE Grant	-	193,614	(193,614)	-	-
Marguerite Foundation	-	50,000	-	-	50,000
	<u>262,946</u>	<u>911,891</u>	<u>(483,972)</u>	<u>-</u>	<u>690,865</u>
Total funds	<u>1,403,419</u>	<u>2,455,013</u>	<u>(1,140,110)</u>	<u>-</u>	<u>2,718,322</u>

(continued)

THE LISTENING PLACE

NOTES TO THE FINANCIAL STATEMENTS

Year ended 31 March 2022

14. Analysis of funds (continued)

Analysis of funds – previous year

	At 1 April 2020	Incoming resources	Resources expended	Transfer between funds	At 31 March 2021
	£	£	£	£	£
Analysis of fund movements					
Unrestricted funds:					
General fund	692,677	794,862	(497,066)	(351,520)	638,953
Designated fund	200,000	-	(50,000)	351,520	501,520
	<u>892,677</u>	<u>794,862</u>	<u>(547,066)</u>	<u>-</u>	<u>1,140,473</u>
Restricted funds:					
The Weldon UK Charitable Trust	27,252	38,000	(46,306)	-	18,946
The Fore	14,536	5,000	(19,536)	-	-
Postcode Community Trust	12,600	-	(12,600)	-	-
John Lyon's Charity	14,000	14,000	(14,000)	-	14,000
My Westminster Fund	-	6,906	(6,906)	-	-
Westminster Community Contribution Fund	-	14,739	(14,739)	-	-
The Fishmongers Charity	-	30,000	(30,000)	-	-
Independent Age	-	14,400	(14,400)	-	-
Netherby Trust	-	234,000	(4,000)	-	230,000
City Bridge Trust	-	48,000	(48,000)	-	-
The National Lottery Community Fund	-	54,000	(54,000)	-	-
DWF Foundation	-	2,500	(2,500)	-	-
	<u>68,388</u>	<u>461,545</u>	<u>(266,987)</u>	<u>-</u>	<u>262,946</u>
Total funds	<u>961,065</u>	<u>1,256,407</u>	<u>(814,053)</u>	<u>-</u>	<u>1,403,419</u>

The above funds are explained further in the accounting policy on page 18.

15. Analysis of net assets between funds

	General fund	Designated fund	Restricted fund	Total
	£	£	£	£
Fixed Assets	1,053,303	-	-	1,053,303
Current assets / (liabilities)	(308,788)	1,282,942	690,865	1,665,019
	<u>744,515</u>	<u>1,282,942</u>	<u>690,865</u>	<u>2,718,322</u>

THE LISTENING PLACE**NOTES TO THE FINANCIAL STATEMENTS****Year ended 31 March 2022****16. Fixed assets investments**

	Listed investments £	Total £
Cost		
At 1 April 2021	-	-
Additions	1,000,000	1,000,000
At 31 March 2022	<u>1,000,000</u>	<u>1,000,000</u>
Carrying amount		
At 1 April 2021	-	-
At 31 March 2022	<u>1,000,000</u>	<u>1,000,000</u>