

THE LISTENING PLACE
(A Charitable Incorporated Organisation)

REPORT AND AUDITED ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2024

Charity number : 1164739

General Information

Date of Incorporation: 7th December 2015

Charity Number: 1164739

Patrons	Richard Lockwood Sandhini Poddhar Michael Mansfield QC Tim West Sir William Sargent
Trustees	Valerie Michie (Chair) Caroline Lien (Vice-Chair) Phalisha Kerai Sonia Inniss Frank Cunnane (Appointed June 2023) Craig Morley (Treasurer) Alex Winter Tanaka Chiimba (Appointed June 2023) Helen McKenna (Appointed June 2023) Stuart Blieschke (Resigned March 2024) Dr Susan Cottam (Appointed December 2023) Terrence Collis (Resigned December 2023) Dr Sarah Davidson MBE (Resigned December 2023)
Address:	3 Meade Mews Pimlico Westminster SW1P 4EG
Bankers:	Natwest Victoria (A) PO BOX 1357 169 Victoria St London SW1E 5NA
Auditors:	Moore Kingston Smith LLP 9 Appold Street London EC2A 2AP.

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Chair and Chief Executive Statement

In the year that the government published a new five-year suicide prevention plan for England, The Listening Place also reviewed our strategy and plan for the coming period (2024-2027).

In recent years, we have faced overwhelming threats to our mental health: a global recession that increased suicide rates and a pandemic that – against most expectations – did not.

The national paper sets out that the countrywide suicide rate has not fallen since 2018. There are still over 5,000 deaths by suicide in England each year. The male rate remains three times higher than for women and suicide and self-harm have increased in young people.

The government strategy reminds us that suicide prevention starts with society's values, with breaking down the shame that can deter people from seeking help, combined with offering people opportunity and hope.

This is exactly where The Listening Place operates.

Our mission is clear: to provide face-to-face support for people who feel life is no longer worth living. When people who are experiencing suicidal thoughts or feelings are connected or reach out to us there is no wrong door. They receive timely support and a friendly welcome.

At the heart of our model is creating a non-judgemental place where our highly trained volunteers help visitors gather the confidence to be able to talk about difficult and painful subjects. Sensitive inquiry is a key part of risk management. We recognise people's autonomy but offer a relationship and place where people can explore their pain safely and confidentially.

Over its first seven years The Listening Place has played a key role in supporting people in the capital and over the coming years we plan to do more.

- While referral numbers continue to increase, we will grow responsibly to try to keep up with demand and prepare for future increases.
- We will continue to look outwards; both to ensure our day-to-day work is effectively delivered and to shape society where those are struggling are better supported by all.

- We aim to support more people across London. Over 40% of our referrals come from three London boroughs and we aim to expand our reach to ensure we are available to those who need us.
- Crucially we will continue to invest in our volunteers, staff and culture.

Our commitment remains unwavering, we will offer a place where we can support each other as human beings, to ensure that no one feels like their only option is to take their own life. Thanks to our volunteers, staff and supporters we can strive to reach more people and reduce the number of lives lost to suicide.

“This is my lifeline and I think quite frankly I would not be alive today without this support.” – A Visitor

THE LISTENING PLACE

REPORT OF THE TRUSTEES

Year ended 31 March 2024

The trustees present their report with the financial statements of the charity for the year ended 31st 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 (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 CBE (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 including Deputy CEO, Ben Ingber and volunteers.

Objectives and Activities

Objectives

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.

Mission

To provide face-to-face support for people who feel life is no longer worth living.

Vision

Anyone who feels life is no longer worth living can find a confidential place with a compassionate listener who will give them time.

Activities

TLP is now a leading provider of effective support for those struggling with suicidal feelings in London, reaching more than 5,000 people a year and supporting more than 1,300 people at any one time. We work with more than 150 referral partners to ensure that if someone feels suicidal, they have somewhere to go and someone caring who will listen.

Our support has five key principles which make it effective and unique:

- 1) Responsive: we contact all referrals within 24 hours and offer a first appointment within one week.
- 2) Face-to-face: we offer all support in person, face-to-face.
- 3) Confidential: we offer complete confidentiality to all visitors.
- 4) Sustained: support is ongoing.
- 5) Relational: wherever possible we ensure that the same volunteer supports a visitor for each set of six appointments.

2023/24 was the final year of our current organisational strategy (2018-2023) which had the following objectives:

1. We will support more people across London who feel life is no longer worth living. Our aim this year, was to engage 5,500 people with at least one appointment and train 300 volunteers to enable that.
2. We will collaborate to improve the way people who have suicidal thoughts are cared for across the UK. We aimed to engage with 160 referral partners to enable rapid access to our support.
3. We will manage our charity as effectively and efficiently as possible. We aimed to keep the cost per person supported below £300 and for no more than 20p from every £1 to be spent on fundraising and marketing costs.

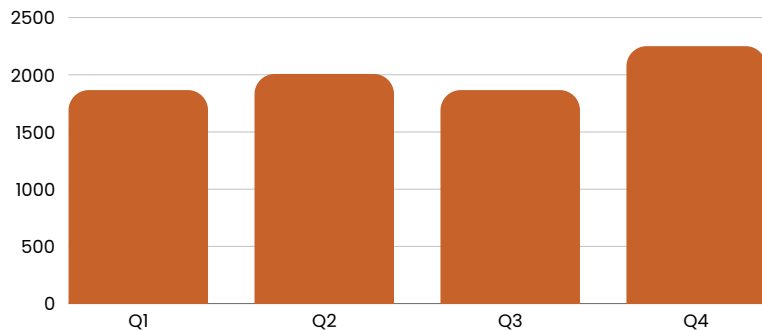
“Out of all of the services there to support me; the best one I feel has been The Listening Place. I feel that I have been listened to and that they have been there to help me.” – A Visitor

TLP's Performance in 2023/24

the
listening
place

OUR HIGHLIGHTS:

TLP Referrals 2023/24 by Quarter



5,222

In 2023/24 We
increased the number
of visitors receiving
face-to-face support
by 9% to 5222.

TLP Targets for 2023/24

Total number of referrals: 7989

Status: 96% completed

Total number engaged: 5222

Status: 95% completed

Volunteers Trained: 339

Status: 100% completed

100%

of visitors rated their
experience of TLP as
fairly or very good.



98%

Said they felt they could speak
openly about their suicidal
feelings



£1.23m

Almost 75,000 hours
of volunteering
Hours delivered,
worth more £1.23m
in donated time.



£293

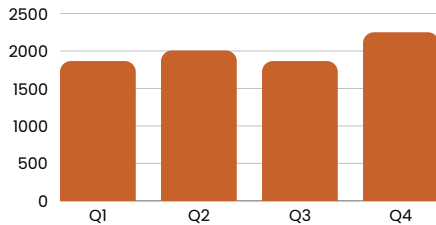
For the eighth
consecutive year, it has
cost us less than £300
per person we
supported.

TLP's Performance in 2023/24

HOW DID TLP PERFORM AGAINST ITS TARGETS FOR THE YEAR?

Referrals to TLP 2023/24

Chart 1: Referrals to TLP by Quarter



TLP Targets for 2023/24

Key Targets for the Year

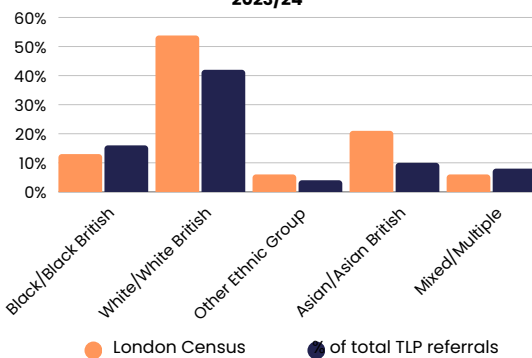
Total number of referrals: 7989 Status: 96% completed

Total number engaged: 5500 Status: 95% Completed

Total volunteers trained: 339 Status: 100% Completed

Ethnic Diversity

Chart 2: Ethnic Diversity of TLP Visitors 2023/24



Increase in Referrals

Between 2022/23 and 2023/24, the total number supported by TLP increased by 9% from 4,746 to 5,222.

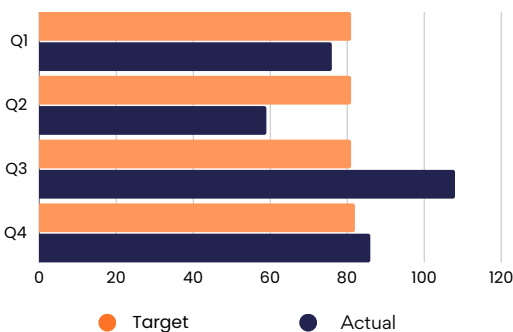
Between Q1 and Q4 2023/24 the average monthly referrals increased by 17%.

The Visitor population was also diverse, with only more than half of referrals coming from a non-white British background.

Lastly, the age profile of visitors continued to be younger with 45% of referrals under the age of 30.

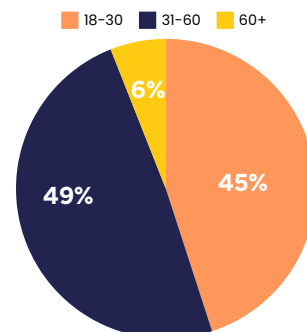
Target Volunteers Recruited by Quarter

Target Number of Volunteers Recruited vs. Actual Recruitment



Age of referrals

Age Profile of Visitors to The Listening Place 2023/24



Remaining Capacity across Sites

Thanks to recruitment and good volunteer retention, by the end of the year TLP achieved:



91% volunteer capacity filled at our Meade Mews site.



94% capacity filled at our Hunter Street site.



56% capacity filled at our Shepherd's Bush Road site opened in 2022.

Staff Satisfaction

53 NPS



Our net promoter score was 53 which indicates very strong staff satisfaction at the Listening Place.

TLP's Performance in 2023/24

WHAT WAS THE IMPACT OF OUR SERVICE?

How Impact is Measured

To understand our impact, we use two surveys to measure suicidality and one to understand each visitors experience of our service.

CSSR-S

The Columbia Suicide Severity Rating Scale is a brief questionnaire which asks directly about someone's suicidal feelings. It is a clinically recognised measure.



Thermometer Scale

We combine this with our own thermometer questionnaire which simply asks people to rate on a scale of 1-10 their feelings of distress, suicidality and support.



VEQ

At the end of each set of six sessions, visitors fill out a questionnaire to evaluate the quality of support received



The TLP Impact Timeline



Results

We assess this data through a rigorous, biannual evaluation conducted by a pro-bono team supervised by Dr Sophie Smart (University of Cardiff) and Dr Davidson (Head of Psychosocial, British Red Cross) with support from Professor Stephen Platt.



Results

Of 3,510 Visitors asked, they experienced:



A 39% increase in feelings of support between initial assessment and 3-month review.



A 34% decrease in suicidal feelings between initial assessment and 3-month review.

Visitor Experience Questionnaire

Of 1,788 visitors asked, they reported the following on their experience of The Listening Place:



100% rated their experience of TLP as fairly or very good.

97% of visitors said they felt safe at TLP.



98% of visitors said they felt they could speak openly about their suicidal feelings.



98% of visitors felt their volunteers were skilled and well-trained.



TLP's Performance in 2023/24

A VISUAL REPRESENTATION OF KEY PERFORMANCE METRICS AND ACHIEVEMENTS FOR THE MONTH.

Volunteering Value

£1.23m

Almost 75,000 hours of volunteering delivered, worth more £1.23m in donated time.



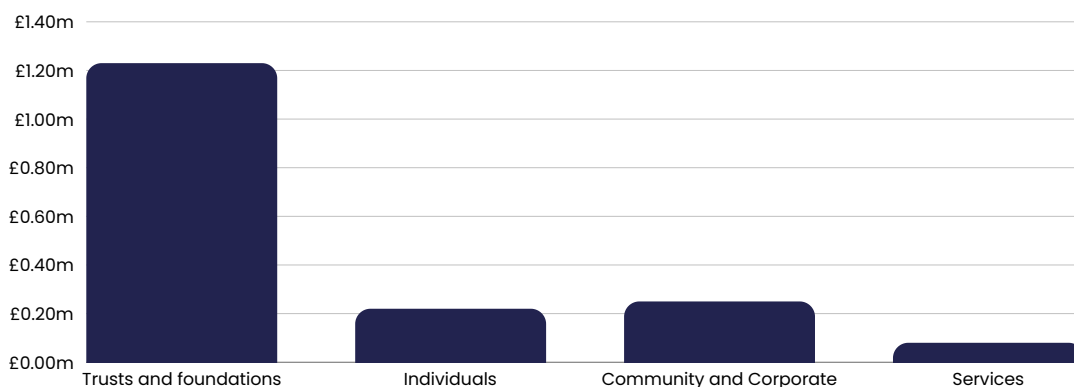
Cost per Visitor

£293



The cost per visitor supported remained below £350 for the eighth consecutive year.

Income Breakdown



Income vs Expenditure



Income grew by 22% compared to last year after securing a number of large grants and enabled us to generate a small surplus of £279,161.

Fundraising Success

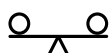
Over the past three years, TLP has:



increased income from corporate sources by 136%



Increased income from community sources by 110%.



Reduced the proportion of trust dependent income from 76% to 68% of total income.

Government Funding

5%

TLP has achieved this fundraising performance in 2023/24 while only receiving 5% of income from statutory sources and receiving no central government funding.

Denis' Story

Over the last 20 or so years, I've engaged with a number of services to help my mental health but nothing really seemed to help me figure out what the problem was. I always felt the problem was me but I couldn't figure out how to fix me.

On 29th September 2022, I finally admitted defeat and acknowledged that I am an alcoholic and unless I found a way to stop drinking then I was on a path that ended with me drinking myself to death or ending my own life.



“Walking into TLP I immediately felt a sense of calm and safety.”

The first year of sobriety was really intense, I wasn't working, in a mountain of debt, about to lose my home and despite not drinking I was really scared of what lay ahead for me and it also made me question if being sober was all it was cracked up to be.

I approached TLP alongside reaching out to my local borough for some talking therapy. I was fortunate to be offered six sessions by both and they happened on alternate weeks. Walking into TLP I immediately felt a sense of calm and safety. I realised that I hadn't felt safe for many years. Alongside daily AA meetings I was able to explore a lot of my triggers and take power away from them. My meetings at TLP helped me to prioritise tasks and soften some of my thoughts. A lot of the time, it seemed like my mind was running a race I hadn't actually signed up for.

I celebrated my first sober anniversary when I was attending TLP, writing this I am 18 days away from my second sober anniversary. I have a new place to live, I have paid off all my debts, and I am rebuilding my career. There really are not enough words to describe my gratitude for the support I was offered.

Future Plans

We came to the end of our five-year organisational strategy (2018–2023) which we delivered successfully, taking TLP from a small charity to the leading provider of volunteer-led, sustained support for suicidal feelings in London.

The key task for this year was to set a new organisational strategy for the next three years which reflected our ambition to continue growing The Listening Place but retained the elements which make our support unique and effective.

Following a thorough process which included input from staff and volunteers, trustees set the following objectives for 2024–2027:

1) Support more people across London.

Over 40% of our referrals are from just three London boroughs, highlighting significant unmet demand across the capital. We will explore new ways to reach those who need us and make it even easier to access our support.

We will:

- Reach more people, focusing on currently underserved groups and areas of the city.
- Pilot online face-to-face support for Londoners unable to access our sites.
- Trial direct public marketing to the public to reach those unaware of our services.

2) Collaborate with other organisations

Effective partnerships are critical for reaching potential visitors, and for influencing the policies and practices that impact those living with suicidal thoughts and feelings.

We will:

- Expand and diversify our referral partners to address unmet need and reach new communities.
- Work with others to improve the experience for current and potential visitors.
- Share our learning and philosophy to shape policy and practice, while learning from others.

3) Invest in our volunteers, staff and culture

We know our volunteer-led model of support is central to how effective we are in supporting our visitors. We strive to create the best possible environment for both our volunteers and the staff who support them.

We will:

- Ensure volunteer numbers are sufficient to run all sites at 90%+ utilisation.
- Engage and grow our pool of volunteers, particularly those in specialist roles such as supervising volunteers and trainers.
- Ensure The Listening Place is an inclusive and welcoming place for all current and prospective volunteers and staff.

4. We will scale and manage the organisation responsibly

We must continue to expand at a steady pace to ensure we can support the increasing numbers of people referred to our service, while maintaining our commitment to operating without a waiting list.

We will:

- Continue to grow our income to meet ambitious plans to scale our support, while maximising our social value and minimising environmental harm.
- Build our profile and reputation steadily, to ensure more people who need us know we are here, and to continue to attract volunteers and funding.
- Create more opportunities for visitors to input meaningfully into our approach and operations.

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.

Financial performance

Incoming resources increased to £1,868,634 (2023: £1,378,942). This increase reflects our ability to secure a number of new multi-year grants and major donations. This ensured that there was no deficit against expenditure despite it increasing to £1,569,338 (2023: £1,276,908).

This increased expenditure reflected the continued growth of the staff team to meet operational needs, the ongoing development of our IT infrastructure and pay

rise for staff in line with inflation. As of 31 March 2024, TLP had reserves of £3,057,477 and have made plans for the use of these reserves that are detailed below.

Investment Performance

Our policy is to maximise return whilst minimising risk. Given our plans to purchase a site, we have moved our investments so that they are less exposed to movements in equity markets and benefit from higher interest rates in fixed income funds. These funds have delivered an average of 5% per year.

Reserves Policy

The balance of the reserves on 31 March 2024 was £3,057,477. This figure is made up of free and restricted reserves. Currently our restricted reserves sit at £52,113.

When considering our reserves, we strike balance short-term spending needs, longer-term sustainability and our growth plans. As we are still in a growth phase, with plans to open additional sites, we are currently holding a higher amount of reserves than our long-term target.

Our target for free reserves is equivalent to 9 months' expenditure. For 2024/25 the expenditure budget is £1.8m. The free reserves target is therefore £1.35m. These free reserves will enable the charity to exploit emerging opportunities and mitigate risks, cover unforeseen shortfalls in income, and ensure an orderly wind-down in the unlikely event the charity is forced to close.

The remaining reserves, £1.5m, are designated towards the purchase of a centre for delivering TLP appointments. We estimate that this site will cost approximately £1.5m and therefore once concluded our reserves will be back in line with our target of 9 months of expenditure.

Remuneration policy

Employee salaries are recommended by the Remuneration Committee 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.

Statement of Trustees Responsibilities

The trustees are responsible for preparing the trustees' report and the financial statements in accordance with general applicable law and United Kingdom Accounting Standards (United Kingdom General Accepted Accounting Practice). The law applicable to charities in England and Wales 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 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 in the Charities SORP;
- make judgments and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- 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 proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Charities Act 2011, the Charities (Accounts and Reports) Regulations 2015 and the provisions of the trust deed. They are also responsible for safekeeping the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Risk statement

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

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Date:

V Michie

On behalf of the board of trustees of The Listening Place

INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES OF THE LISTENING PLACE

Opinion

We have audited the financial statements of The Listening Place for the year ended 31 March 2024 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 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 2024, 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 trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

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

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

Other information

The 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 contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

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

We have nothing to report in this regard.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Charities Act 2011 requires us to report to you if, in our opinion:

- the information given in the Trustees' Annual Report is inconsistent in any material respect with the financial statements; or
- the charity has not kept adequate accounting records; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we required for our audit.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on page 9, 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 144¹ of the Charities Act 2011 and report in accordance with regulations made under section 154 of that Act.

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.

As part of an audit in accordance with ISAs (UK) we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purposes of expressing an opinion on the effectiveness of the charity's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees.
- Conclude on the appropriateness of the trustees' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the charity's ability to continue as a

¹ If a charity which is below the thresholds where a charity audit is required decides to have its accounts audited voluntarily, the auditor is appointed under section 145 of the Charities Act 2011.

going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the charity to cease to continue as a going concern.

- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Explanation as to what extent the audit was considered capable of detecting irregularities, including fraud

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

The objectives of our audit in respect of fraud, are; to identify and assess the risks of material misstatement of the financial statements due to fraud; to obtain sufficient appropriate audit evidence regarding the assessed risks of material misstatement due to fraud, through designing and implementing appropriate responses to those assessed risks; and to respond appropriately to instances of fraud or suspected fraud identified during the audit. However, the primary responsibility for the prevention and detection of fraud rests with both management and those charged with governance of the charity.

Our approach was as follows:

- We obtained an understanding of the legal and regulatory requirements applicable to the charity and considered that the most significant are the Charities Act 2011, the Charity SORP, and UK financial reporting standards as issued by the Financial Reporting Council.
- We obtained an understanding of how the charity complies with these requirements by discussions with management and those charged with governance.
- We assessed the risk of material misstatement of the financial statements, including the risk of material misstatement due to fraud and how it might occur, by holding discussions with management and those charged with governance.
- We inquired of management and those charged with governance as to any known instances of non-compliance or suspected non-compliance with laws and regulations.
- Based on this understanding, we designed specific appropriate audit procedures to identify instances of non-compliance with laws and regulations. This included making enquiries of management and those charged with governance and obtaining additional corroborative evidence as required.

There are inherent limitations in the audit procedures described above. We are less likely to become aware of instances of non-compliance with laws and regulations that are not closely related to events and transactions reflected in the financial statements. Also, 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.

Use of our report

This report is made solely to the charity's trustees, as a body, in accordance with Chapter 3 of Part 8 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 any party other than the charity and charity's trustees as a body, for our audit work, for this report, or for the opinion we have formed.

Jonathan Aikens (Senior Statutory Auditor)
For and on behalf of Moore Kingston Smith LLP

Date:
9 Appold Street
London
EC2A 2AP

Moore Kingston Smith LLP is eligible to act as auditor in terms of Section 1212 of the Companies Act 2006.

THE LISTENING PLACE

STATEMENT OF FINANCIAL ACTIVITIES

Year ended 31 March 2024

	Notes	2024 Unrestricted Funds £	2024 Restricted Funds £	2024 Total Funds £	2023 Unrestricted Funds £	2023 Restricted Funds £	2023 Total Funds £
Income and endowments from:					(As restated)	(As restated)	
Donations and legacies		1,500,604	352,123	1,852,727	1,285,745	58,750	1,344,495
Other trading income		25,669	-	25,669	-	-	-
Investment		83,838	-	83,838	34,447	-	34,447
Total income and endowments	2	1,610,111	352,123	1,962,234	1,320,192	58,750	1,378,942
Expenditure on:							
Raising funds	4	163,355	-	163,355	148,348	-	148,348
Charitable activities	6	1,139,573	360,010	1,499,583	933,945	194,615	1,128,560
Total expenditure		1,302,928	360,010	1,662,938	1,082,293	194,615	1,276,908
Net gains/(losses) on investments		(20,134)	-	(20,134)	(42,041)	-	(42,041)
Net income/(expenditure)		287,049	(7,887)	279,162	195,858	(135,865)	59,993
Reconciliation of funds:							
Total funds brought forward		2,718,315	60,000	2,778,315	2,522,457	195,865	2,718,322
Total funds carried forward		3,005,364	52,113	3,057,477	2,718,315	60,000	2,778,315

All amounts are in respect of continuing activities.

THE LISTENING PLACE

BALANCE SHEET

As at 31 March 2024

	Notes	2024 £	2023 £
Fixed assets			
Tangible assets	7	22,878	37,853
Investments	8	-	1,357,959
		<u>22,878</u>	<u>1,395,812</u>
Current assets			
Debtors	9	237,326	642,954
Cash at Bank	10	<u>2,887,600</u>	<u>759,036</u>
		<u>3,124,925</u>	<u>1,401,990</u>
Current Liabilities			
Creditors: amounts falling due within one year	11	(90,326)	(19,487)
Net current assets		3,034,599	1,382,503
Total assets less current liabilities		3,057,477	2,778,315
Total funds of the charity	15		
Unrestricted income funds:			
General fund		1,505,364	1,218,315
Designated funds (New centre development fund)		1,500,000	1,500,000
Restricted funds		52,113	60,000
		<u>3,057,477</u>	<u>2,778,315</u>

The accounts were approved by the board of directors on and were signed on its behalf by :

V MICHIE
Trustee

THE LISTENING PLACE

STATEMENT OF CASH FLOWS

Year ended 31 March 2024

	Notes	2024		2023	
		£	£	£	£
Cash flows from operating activities					
Net income for the year		279,163		59,993	
Depreciation	7	26,106		27,634	
Loss on investment	8	20,134		42,041	
Investment income	2	(83,838)		(34,447)	
Decrease in Debtors	9	405,628		193,700	
(Decrease)/Increase in Creditors	11	70,839		(24,004)	
Cash (used in)/provided by operating activities			718,032		264,917
Cash flows from investing activities					
Purchase of tangible fixed assets	7	(11,131)		(12,184)	
Disposal / (Purchase) of long-term investments	8	1,337,825		(400,000)	
Income from investments		83,838		34,447	
Cash (used in)/provided by Investing activities			1,410,532		(377,737)
Net increase / (decrease) in cash					
			2,128,564		(112,820)
Cash and cash equivalents at the beginning of the financial year					
			759,036		871,856
Cash and cash equivalents at the end of the financial year					
	10		2,887,600		759,036

THE LISTENING PLACE

NOTES TO THE FINANCIAL STATEMENTS

Year ended 31 March 2024

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 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.

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

(b) Fund accounting policy

Unrestricted funds are general funds that are available for use at the trustees' discretion in furtherance of the when specified by the donor or when funds are raised for particular restricted purposes. Restricted funds are amounts received to be used for a specific purpose.

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) Income

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) Expenditure

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.

(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) Cash and cash equivalents

Cash and cash equivalents include cash at banks and in hand and short term deposits with a maturity date of three months or less.

THE LISTENING PLACE

NOTES TO THE FINANCIAL STATEMENTS

Year ended 31 March 2024

(i) 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.

(j) 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.

(k) 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.

(l) 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.

(m) 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.

(m) 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.

(n) Operating leases

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

(o) Critical accounting estimates and areas of judgement

In preparing financial statements it is necessary to make certain judgements, estimates and assumptions that affect the amounts recognised in the financial statements.

In the view of the trustees in applying the accounting policies adopted, no judgements were required that have a significant effect on the amounts recognised in the financial statements nor do any estimates or assumptions made carry a significant risk of material adjustment in the next financial year

THE LISTENING PLACE

NOTES TO THE FINANCIAL STATEMENTS

Year ended 31 March 2024

2 Income from :	2024	2023
	£	£
Donations and legacies		
Donations	597,995	581,607
Gift aid	24,661	22,504
Grants	1,230,070	740,384
	1,852,727	1,344,495
Other Trading income	25,669	-
	25,669	-
Investments		
Bank Interest	4,764	6,249
Investment income	79,073	28,198
	83,838	34,447
	1,962,234	1,378,942

3 Donated goods, services, and facilities

The charity received donated goods, services and facilities of £93,600 (2023 - £49,631) during the year.

The charity has a team of trained volunteers who provide direct support to suicide individuals. The trustees have calculated the value of volunteering hours based on the London living wage in this financial year of £1,230,000 (2022 - £846,750). The services provided by volunteers are not recognised as income in accordance with the charities SORP.

4 Cost of raising funds	2024	2023
	£	£
Staff costs	146,728	140,422
Fundraising expenses	16,627	7,926
	163,355	148,348

5 Staff costs	2024	2023
	£	£
Wages and salaries	951,857	752,600
Social security costs	76,513	65,278
Other pension costs	19,606	13,523
	1,047,976	831,401

The average number of employees during the year on the basis of full time equivalent was 26 (2023 : 23). During the year two (2023: £Nil) employees received a emoluments in excess of £60,000. Trustees consider key management personnel to consist of the CEO and COO. Total employee benefits paid to the key management personnel during the year was £77,450 (2023: £52,000).

THE LISTENING PLACE

NOTES TO THE FINANCIAL STATEMENTS

Year ended 31 March 2024

6 Analysis of Charitable Activities

	2024 £	2023 £ (As restated)
Supporting visitors:		
Charitable Activities	1,196,856	889,695
Support costs	302,727	238,845
	1,499,583	1,128,540

Analysis of Support costs:

	2024 £	2023 £ (As restated)
Management	82,892	65,648
Information technology	57,723	42,238
Other	140,460	116,407
Auditor's remuneration	21,652	14,551
	302,727	238,845

Auditors Remuneration

	2024 £	2023 £
Current Auditor's Fees (Audit)	12,500	-
Current Auditor's Fees (Non Audit)	2,500	-
Prior Year Auditors Fees	6,652	14,551
	21,652	14,551

There was an adjustment to the expenditure allocations in the year to more accurately reflect the split between support and charitable activity costs. In order to ensure consistency of the allocations compared to the prior year a prior year restatement was made which can be seen above.

7 Tangible fixed assets

	Computer Equipment £	Total £
Cost		
At 1st April 2023	99,322	99,322
Additions	11,131	11,131
At 31st March 2024	110,453	110,453
Depreciation		
At 1st April 2023	61,469	61,469
Charge for year	26,106	26,106
At 31st March 2024	87,575	87,575
Net book value		
At 31st March 2023	37,853	37,853
		-
At 31st March 2024	22,878	22,878

THE LISTENING PLACE

NOTES TO THE FINANCIAL STATEMENTS

Year ended 31 March 2024

8 Fixed assets investments		
	Listed investments £	Total £
Cost or valuations		
At 1st April 2023	1,357,959	1,357,959
Additions/Disposal	(1,337,825)	(1,337,825)
Valuation movement	(20,134)	(20,134)
At 31st March 2024	-	-
Carrying amount		
At 1st April 2023	1,357,959	1,357,959
At 31st March 2024	-	-
Fixed assets investments - Previous year		
	Listed investments £	Total £
Cost or valuations		
At 1st April 2022	1,000,000	1,000,000
Additions	400,000	400,000
Valuation movement	(42,041)	(42,041)
At 31st March 2023	1,357,959	1,357,959
Carrying amount		
At 1st April 2022	1,000,000	1,000,000
At 31st March 2023	1,357,959	1,357,959
9 Debtors		
	2024 £	2023 £
Trade debtors	750	19,228
Other debtors	1,119	-
Prepayment and accrued income	235,457	623,726
	237,326	642,954
10 Cash at bank		
	2024 £	2023 £
Current account	346,008	282,154
Deposit account	-	237,964
COIF Charities deposit fund	2,541,592	238,918
	2,887,600	759,036

THE LISTENING PLACE

NOTES TO THE FINANCIAL STATEMENTS

Year ended 31 March 2024

11 Creditors : Amounts falling due within one year

	2024 £	2023 £
Trade creditors	38,030	1,330
Other creditors	52,297	18,157
	<u>90,326</u>	<u>19,487</u>

12 Commitments

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

	2024 £	2023 £
Within one year	63,450	63,450
In two to five years	-	84,600
	<u>63,450</u>	<u>148,050</u>

13 Trustee's remuneration and related party transactions

The Trustee's received no emoluments or expense reimbursements during the year (2023 - £Nil).

During the year the charity was charged rent for office space by the CEO and a trustee (whose term has since ended) of £101,520 including VAT, which is considered the going market rate (2023- £101,520). The amount outstanding at year end is £Nil (2023-£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 rent paid £nil during the year. A deemed donation and corresponding expenses of £93,600 has been recognised, which is the estimated market rent.

14 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.

THE LISTENING PLACE

NOTES TO THE FINANCIAL STATEMENTS

Year ended 31 March 2024

15 Analysis of funds

	As at 1st April 2023 £	Income £	Expenditure £	Transfers and Gains £	As at 31 March 2024 £
Analysis of fund movement					
Unrestricted Fund :					
General Fund	1,218,315	1,516,512	(1,209,328)	(20,135)	1,505,364
Designated fund	1,500,000	-	-	-	1,500,000
	<u>2,718,315</u>	<u>1,516,512</u>	<u>(1,209,328)</u>	<u>(20,135)</u>	<u>3,005,364</u>
Restricted Fund :					
Netherby Trust	60,000	-	(60,000)	-	-
The Considered	-	35,000	(35,000)	-	-
Lambeth Council	-	30,000	(30,000)	-	-
Mental Health Hammersmith and Fulham	-	19,006	(19,006)	-	-
Rethink Mental Illness	-	5,337	(5,337)	-	-
Fishmongers CCT	-	25,000	(25,000)	-	-
Hammersmith & Fulham Council	-	77,780	(25,667)	-	52,113
Hammersmith & Fulham Council	-	55,000	(55,000)	-	-
Letter One	-	25,000	(25,000)	-	-
Prudence Trust	-	50,000	(50,000)	-	-
John Lyons Charity	-	30,000	(30,000)	-	-
	<u>60,000</u>	<u>352,123</u>	<u>(360,010)</u>	<u>-</u>	<u>52,113</u>
Total Funds	<u>2,778,315</u>	<u>1,868,635</u>	<u>(1,569,338)</u>	<u>-</u>	<u>3,057,477</u>

(Continued)

THE LISTENING PLACE

NOTES TO THE FINANCIAL STATEMENTS

Year ended 31 March 2024

15 Analysis of funds (Continued)

Analysis of funds - previous year

	<i>(As restated)</i>				
	As at 1st April 2022	Income	Expenditure	Transfer between funds	As at 31 March 2023
	£	£	£	£	£
Analysis of fund movement					
Unrestricted Fund :					
General Fund	1,239,515	1,320,192	(1,124,334)	(217,058)	1,218,315
Designated fund	1,282,942	-	-	217,058	1,500,000
	<u>2,522,457</u>	<u>1,320,192</u>	<u>(1,124,334)</u>	<u>-</u>	<u>2,718,315</u>
Restricted Fund :					
Netherby Trust	120,000	-	(60,000)	-	60,000
Bally foundation (Formerly Gamesys	25,865	-	(25,865)	-	-
marguerite Foundation	50,000	-	(50,000)	-	-
Rethink Mental illness	-	19,024	(19,024)	-	-
The Leathersellers Company	-	26,726	(26,726)	-	-
Rethink Mental illness	-	10,000	(10,000)	-	-
LGBT	-	3,000	(3,000)	-	-
	<u>195,865</u>	<u>58,750</u>	<u>(194,615)</u>	<u>-</u>	<u>60,000</u>
Total Funds	<u>2,718,322</u>	<u>1,378,942</u>	<u>(1,318,949)</u>	<u>-</u>	<u>2,778,315</u>

The above funds are explained further in the accounting policy on page 17.

THE LISTENING PLACE

NOTES TO THE FINANCIAL STATEMENTS

Year ended 31 March 2024

16 Analysis of net assets between funds

	General Fund £	Designated Fund £	Restricted Fund £	Total £
Fixed Assets	22,878	-	-	22,878
Current assets / liabilities	1,482,485	1,500,000	52,113	3,034,598
	1,505,363	1,500,000	52,113	3,057,476

16 Analysis of net assets between funds - previous year

	General Fund £	Designated Fund £	Restricted Fund £	Total £
Fixed Assets	1,395,812	-	-	1,395,812
Current assets / liabilities	(177,497)	1,500,000	60,000	1,382,503
	1,218,315	1,500,000	60,000	2,778,315

17 Prior period restatement

In the prior year, the charity had incorrectly classified an amount of raising funds expenditure to the restricted fund which was incorrect. The entirety of the restricted expenditure actually related to expenditure out of charitable activities. A prior year restatement has been made to correct this reclassification. Total expenditure remains unchanged. As a result, the comparative figures have been restated as show below:

	2023 Unrestricted Funds As previously stated: £	2023 Restricted Funds £	2023 Total Funds £	Adjustment Restricted Funds	2023 Unrestricted Funds (As restated) £	2023 Restricted Funds (As restated) £	2023 Total Funds £
Expenditure on:							
Raising funds	7,926	140,422	148,348	(140,422)	148,348	-	148,348
Charitable activities	1,074,367	54,193	1,128,560	140,422	933,945	194,615	1,128,560
Total expenditure	1,082,293	194,615	1,276,908	-	1,082,293	194,615	1,276,908