

WE ARE LISTENING

England & Wales · Charity number 1206228

Details

Status Registered

Legal form CIO

Registered 2023-12-15

Register [View on the Charity Commission register](#)

Contact

Address 6 Dunedin Drive
Shrewsbury
SY3 9BH

Phone 07836532222

Email terry.p.williams@btinternet.com

Website www.wearelistening.online

Activities

Objects: THE OBJECT OF THE CIO IS :TO PROMOTE SOCIAL INCLUSION FOR THE PUBLIC BENEFIT BY PREVENTING PEOPLE FROM BECOMING SOCIALLY EXCLUDED, RELIEVING THE NEEDS OF THOSE PEOPLE WHO ARE SOCIALLY EXCLUDED AND ASSISTING THEM TO INTEGRATE INTO SOCIETY BY PROVIDING A TELEPHONE AND LETTER BASED BEFRIENDING SERVICE TO HELP RELIEVE THEIR ISOLATION.FOR THE PURPOSE OF THIS CLAUSE 'SOCIALLY EXCLUDED' MEANS BEING EXCLUDED FROM SOCIETY, OR PARTS OF SOCIETY, AS A RESULT OF ONE OR MORE OF THE FOLLOWING FACTORS: OLD AGE; ILL HEALTH (PHYSICAL OR MENTAL).

Activities: A befriending service through weekly telephone or letter contact

Classification

- **How:** Provides Services
- **What:** General Charitable Purposes
- **Who:** Elderly/old People

Geography

- Scotland
- Throughout England And Wales

Finances

Period end	Income	Expenditure	Assets	Employees
2025-12-31	£51,800	£52,650	-	-
2024-12-31	£35,833	£931	-	-

Trustees

Name	Role	Appointed
Terrence Paul Williams	Chair	2024-01-03
Dr Sergio Nuno da Silva de Sousa		2025-11-17
Lesley Mary Fry		2024-01-03
Lyn Bruce		2025-05-29

WE ARE LISTENING

England & Wales - Charity number 1206228

Accounts



Trustees' Annual Report for the period

Period start date: 01 January 2025
 Period end date: 31 December 2025

Section A Reference and administration details

Charity name: We Are Listening

Other names charity is known by:

Registered charity number (if any): 1206228

Charity's principal address:
 White Mist
 6 Dunedin Drive
 Shrewsbury
 Shropshire
 Postcode: SY3 9BH

Names of the charity trustees who manage the charity

	Trustee name	Office (if any)	Dates acted if not for whole year	Name of person (or body) entitled to appoint trustee (if any)
1	Terry Williams	Chair, Finance	-	Board Appointment
2	Lesley Fry	Operations	-	Board Appointment
3	Lyn Bruce	Governance	29 May 2025	Board Appointment
4	Sergio Sousa	Knowledge Base	17 November 2025	Board Appointment
5				

Names of the trustees for the charity, if any, (for example, any custodian trustees)

Name	Dates acted if not for whole year
None	

Names and addresses of advisers (Optional information)

Type of adviser	Name	Address
None		

Name of chief executive or names of senior staff members (Optional information)

Section B Structure, governance and management

Description of the charity's trusts

Type of governing document <small>(eg trust deed, constitution)</small>	Foundation Model Constitution
How the charity is constituted <small>(eg trust, association, company)</small>	CIO
Trustee selection methods <small>(eg, appointed by, elected by)</small>	New trustees are appointed for a term of three years by a resolution passed at a properly convened meeting of the charity trustees.

Additional governance issues (Optional information)

You may choose to include additional information, where relevant, about:

- policies and procedures adopted for the induction and training of trustees;
- the charity's organisational structure and any wider network with which the charity works;
- relationship with any related parties;
- trustees' consideration of major risks and the system and procedures to manage them.

Section C Objectives and activities

Summary of the objects of the charity set out in its governing document

To promote social inclusion for the public benefit by preventing people from becoming socially excluded, relieving the needs of those people who are socially excluded and assisting them to integrate into society.

Summary of the main activities undertaken for the public benefit in relation to these objects (include within this section the statutory declaration that trustees have had regard to the guidance issued by the Charity Commission on public benefit)

We offer a telephone and/or correspondence based befriending service using trained volunteers providing a weekly contact for elderly clients who may feel isolated and vulnerable.

We confirm the trustees have had regard to the Charity Commission's guidance on public benefit.

Additional details of objectives and activities (Optional information)
You may choose to include further statements, where relevant, about:

- policy on grantmaking;
- policy programme related investment;
- contribution made by volunteers.

Section D

Achievements and performance

Summary of the main achievements of the charity during the year

We are committed and enthusiastic about providing our services to our elderly clients and we want to grow the number of people we help. We respond quickly to bring new befriender volunteers on board and match them with new clients. Our signposting ensures that we are picking up issues and dealing with them efficiently. In our first two years we have reached out to more than 150 elderly people with warmth and friendship encouraging them to break their isolation and socialise more.

We Are Listening has engaged with 64 partner organisations, secured 20 active referring agencies, and held numerous stakeholder meetings to expand our footprint across health, education, and community sectors. We have used the Office of National Statistics ONS4 scoring scale to assess client wellbeing regularly (Life Satisfaction, Worthwhile, Happiness and Anxiety).

We have a website (www.wearelistening.online) and a Facebook page from which our social media presence has significantly increased. We are funding and supporting monthly Breakfast in the Community events which have each attracted more than 30 older local residents in Frankwell, Shrewsbury, bringing people together in a warm, welcoming space and strengthening local relationships with a free breakfast and live music.

Strategic partnerships have continued to flourish. We have developed deeper links with social prescribing teams, befriending networks, universities, care homes, and third sector organisations across the UK. As members of The Befriending Network, we benefit from high-quality policy guidance, resources, and referrals, which have directly shaped the design of our befriender training toolkit and supervision.

Our clients and volunteers are now based across a wide UK footprint covering most areas of England and parts of Scotland and Wales.

Section E

Financial review

Brief statement of the charity's policy on reserves

The trustees have agreed and implemented a reserves policy to open a Business Reserve Account with a sum which enables the charity to operate for approximately 6 months in order to safeguard volunteers and beneficiaries and contractual obligations. This will enable the charity to take steps to remedy any adverse situation. The priority has been to enable quick access to the reserve rather than gain larger interest rates which would require a longer notice period.

Regular reviewing of the reserve level forms part of active financial management and is integrated into the trustees board reporting process.

Details of any funds materially in deficit

None

Further financial review details (Optional information)

You may choose to include additional information, where relevant about:

- the charity's principal sources of funds (including any fundraising);
- how expenditure has supported the key objectives of the charity;
- investment policy and objectives including any ethical investment policy adopted.



The only source of funding for We Are Listening, apart from initial trustee donations, is grant and foundation funding. Over the two years of operation, we have applied to more than one hundred and seventy organisations and been successful with twenty. Four trusts have provided repeat donations, including The National Lottery Community Fund.

Section F Other optional information

Section G Declaration

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

Signed on behalf of the charity's trustees

Signature(s)		
Full name(s)	TERRENCE PAUL WILLIAMS	WESLEY MARY GRT
Position (eg Secretary, Chair, etc)	CHAIR	TRUSTEE
Date	23/1/26	



CHARITY COMMISSION
FOR ENGLAND AND WALES

Charity Name
We Are Listening

No (if any)
1206328

Receipts and payments accounts

CC16a

For the period from	Period start date	To	Period end date
	01.01.25		31.12.25

Section A Receipts and payments

	Unrestricted funds	Restricted funds	Business Reserve Fund	Total funds	Last year
	to the nearest £	to the nearest £	to the nearest £	to the nearest £	to the nearest £
A1 Receipts					
Donations & Grants	47,750	4,050	-	51,800	35,833
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
Sub total (Gross income for AR)	47,750	4,050	-	51,800	35,833
A2 Asset and investment sales, (see table).					
None	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	-
Total receipts	47,750	4,050	-	51,800	35,833
A3 Payments					
Contractor Salary & Expenses	25,403	-	-	25,403	-
IT Equipment and Software	4,214	-	-	4,214	931
Community Funding	672	-	-	672	-
Marketing	1,611	-	-	1,611	-
DBS Checks	421	-	-	421	-
Association Fees	185	-	-	185	-
Insurance	144	-	-	144	-
	-	-	-	-	-
	-	-	-	-	-
Sub total	32,650	-	-	32,650	931
A4 Asset and investment purchases, (see table)					
None	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	-
Total payments	32,650	-	-	32,650	931
Net of receipts/(payments)	15,100	4,050	-	19,150	34,902
A5 Transfers between funds	20,000	-	20,000	-	-
A6 Cash funds last year end	34,902	-	-	34,902	-
Cash funds this year end	30,002	4,050	20,000	54,052	34,902

Section B Statement of assets and liabilities at the end of the period

Categories	Details	Unrestricted funds	Restricted funds	Business Reserve Fund
		to nearest £	to nearest £	to nearest £
B1 Cash funds	Cash Funds this year end	30,002	4,050	20,000
		-	-	-
		-	-	-
	Total cash funds	30,002	4,050	20,000

(agree balances with receipts and payments account(s))

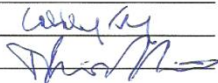
Categories	Details	Unrestricted funds	Restricted funds	Endowment funds
		to nearest £	to nearest £	to nearest £
B2 Other monetary assets	None	-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-

Categories	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B3 Investment assets	None		-	-
			-	-
			-	-
			-	-
			-	-

Categories	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B4 Assets retained for the charity's own use	None		-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-

Categories	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
B5 Liabilities	None		-	
			-	
			-	
			-	
			-	

Signed by one or two trustees on behalf of all the trustees

Signature	Print Name	Date of approval
	T.P. WILLIAMS	22.01.20
		23.01.20



Section A Independent Examiner's Report

Report to the trustees	We Are Listening		
On accounts for the year ended	31 st December 2025	Charity no (if any)	1206228
Set out on pages	1		

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31/12/2025.

Responsibilities and basis of report

As the charity's trustees, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination which gives me cause to believe that in, any material respect:

- the accounting records were not kept in accordance with section 130 of the Charities Act; or
- the accounts did not accord with the accounting records; or
- the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Signed: [Signature] Date: 18 Jan 2026

Name: RICHARD WYNNE DAVIES

Relevant professional qualification(s) or body (if any): Wing Commander R W DAVIES, BSc RIF (Retd)

Address: 5 CRUCKTON HALL GARDENS CRUCKTON SHREWSBURY SY5 8PQ

WE ARE LISTENING

England & Wales - Charity number 1206228

Accounts



Trustees' Annual Report for the period

From 15th December 2023 To 31st December 2024

Charity name: **We Are Listening**

Charity registration number: **1206228**

Objectives and Activities

	SORP reference	
Summary of the purposes of the charity as set out in its governing document	Para 1.17	To promote social inclusion for the public benefit by preventing people from becoming socially excluded, relieving the needs of those people who are socially excluded and assisting them to integrate into society.
Summary of the main activities in relation to those purposes for the public benefit, in particular, the activities, projects or services identified in the accounts.	Para 1.17 and 1.19	We offer a telephone and/or correspondence based befriending service using trained volunteers providing a weekly contact for elderly clients who may feel isolated and vulnerable.
Statement confirming whether the trustees have had regard to the guidance issued by the Charity Commission on public benefit	Para 1.18	We confirm the trustees have had regard to the Charity Commission's guidance on public benefit.

Additional information (optional)

You may choose to include further statements where relevant about:

	SORP reference	
Policy on grant making	Para 1.38	We Are Listening does not make grants
Policy on social investment including program related investment	Para 1.38	We Are Listening has not made any investments
Contribution made by volunteers	Para 1.38	We Are Listening volunteers have worked with us to develop and launch the charity and to put the necessary infrastructure in place for growth. They have undertaken research, developed marketing and promotional materials, conducted outreach activities including identifying potential referrers and delivered front line services to beneficiaries.
Other		

Achievements and Performance

	SORP reference	
Summary of the main achievements of the charity, identifying the difference the charity's work has made to the circumstances of its beneficiaries and any wider benefits to society as a whole.	Para 1.20	<p>In our first year, we have established banking facilities. We have public and employers liability insurance. We have developed a database to monitor all referrals, volunteers, programme operations, fundraising and costs. Our policies and procedures are now in place.</p> <p>We have established a good working relationship with a number of higher education establishments across the UK and many of our volunteers are mature students undertaking Business Management and Health & Social Care courses.</p> <p>At present we have some 30 volunteers engaged in project work and/or delivering frontline services.</p>

Additional information (optional)

You may choose to include further statements where relevant about:

Achievements against objectives set	Para 1.41	
Performance of fundraising activities against objectives set	Para 1.41	<p>First 12 months operation:</p> <p>* Grants fundraising (target £50,000) Actual (£36,000)</p>
Investment performance against objectives	Para 1.41	None set
Other		Funding received in November enabled the recruitment of a part-time Programme Coordinator to manage volunteer recruitment and client referrals.

Financial Review

Review of the charity's financial position at the end of the period	Para 1.21	First 12 months Income £35,833 First 12 months expenditure £ 931 Bank balance at year end £34,902
Statement explaining the policy for holding reserves stating why they are held	Para 1.22	None held
Amount of reserves held	Para 1.22	None
Reasons for holding zero reserves	Para 1.22	As a small charity with no employees in 2024 and no overheads, the Board considered it inappropriate to hold reserves.
Details of fund materially in deficit	Para 1.24	None
Explanation of any uncertainties about the charity continuing as a going concern	Para 1.23	We have secured funding to support employment of a part-time Programme Coordinator for a minimum 18 months.

Additional information (optional)

You may choose to include further statements where relevant about:

The charity's principal sources of funds (including any fundraising)	Para 1.47	During 2024 we applied for funding to over 100 Charitable Trusts and Foundations.
Investment policy and objectives including any social investment policy adopted	Para 1.46	None
A description of the principal risks facing the charity	Para 1.46	The principal risk is a lack of funding. At present we have adequate funding to ensure a minimum 18 months operation/delivery. We will continue to focus our efforts on fundraising and maintaining a healthy bank balance. Volunteer recruitment is a potential risk but we have worked hard to establish strong and mutually beneficial partnerships with a number of higher education providers and have been encouraged by the positive response from students.
Other		We are increasing our client referrals through contacts with NHS agencies and care homes.

Structure, Governance and Management

Description of charity's trusts:		
Type of governing document	Para 1.25	Foundation Model Constitution
How is the charity constituted?	Para 1.25	CIO
Trustee selection methods including details of any constitutional provisions e.g. election to post or name of	Para 1.25	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.

any person or body entitled to appoint one or more trustees		
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Additional information (optional)

You may choose to include further statements where relevant about:

Policies and procedures adopted for the induction and training of trustees	Para 1.51	On-line training material for Good Call telephone befriending and for Postbox postal befriending. Policies on Equality & Diversity, Recruitment, Safeguarding and Volunteering.
The charity's organisational structure and any wider network with which the charity works	Para 1.51	We have three Trustees. We work with : - Charity Excellence - The Fundraising Regulator
Relationship with any related parties	Para 1.51	No formal relationships
Other		

Reference and Administrative details

Charity name	We Are Listening
Other name the charity uses	
Registered charity number	1206228
Charity's principal address	6 Dunedin Drive Shrewsbury Shropshire SY3 9BH

Names of the charity trustees who manage the charity

	Trustee name	Office (if any)	Dates acted if not for whole year	Name of person (or body) entitled to appoint trustee (if any)
1	Terry Williams	Chair of Trustees		
2	Lesley Fry	Trustee		
3	Howard Rutherford	Trustee		

Corporate trustees – names of the directors at the date the report was approved

Director name		
None		

Name of trustees holding title to property belonging to the charity

Trustee name	Dates acted if not for whole year	
None		

Funds held as custodian trustees on behalf of others

Description of the assets held in this capacity	None
Name and objects of the charity on whose behalf the assets are held and how this falls within the custodian charity's objects	
Details of arrangements for safe custody and segregation of such assets from the charity's own assets	

Additional information (optional)

Names and addresses of advisers (Optional information)

Type of adviser	Name	Address

Name of chief executive or names of senior staff members (Optional information)

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Exemptions from disclosure

Reason for non-disclosure of key personnel details

None

Other optional information


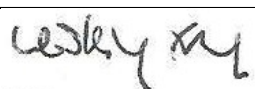
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Declarations

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

Signed on behalf of the charity's trustees

Signature(s)

	
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Full name(s)

Terrence Paul Williams	Lesley Fry
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**Position (eg Secretary,
Chair, etc)**

Chair

Trustee

Date

26.02.2025



CHARITY COMMISSION
FOR ENGLAND AND WALES

Charity Name We Are Listening	No (if any) 1208228
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Receipts and payments accounts

For the period from	Period start date 01.01.2024	To	Period end date 31.12.2024
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Section A Receipts and payments

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £	Last year to the nearest £
A1 Receipts					
Donations, legacies and grants	35,833	-	-	35,833	N/A
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
Sub total (Gross income for AR)	35,833	-	-	35,833	-
A2 Asset and investment sales, (see table).					
None	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	-
Total receipts	35,833	-	-	35,833	-
A3 Payments					
Telephone, internet & postage	249	-	-	249	-
Printing, postage, stationery & computer supplies	682	-	-	682	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
Sub total	931	-	-	931	-
A4 Asset and investment purchases, (see table)					
	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	-
Total payments	931	-	-	931	-

Section B Statement of assets and liabilities at the end of the period

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B1 Cash funds	Cash Funds this year end	34,902	-	-
		-	-	-
		-	-	-
	Total cash funds	34,902	-	-
	(agree balances with receipts and payments account(s))	OK	OK	OK
B2 Other monetary assets	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
	None	-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
B3 Investment assets	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
	None		-	-
			-	-
			-	-
			-	-
			-	-
B4 Assets retained for the charity's own use	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
	None		-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
B5 Liabilities	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
	None		-	
			-	
			-	
			-	
			-	

Signed by one or two trustees on behalf of all the trustees

Signature	Print Name	Date of approval
	T.P. WILLIAMS LESLEY KRY	03/2/25 03.02.25

Independent Examiner's Report

to the Trustees of We Are Listening Charity (a CIO)

I report to the trustees on my examination of the accounts of the We Are Listening Charity (the Trust) for the year ended 31 December 2024.

Responsibilities and basis of report

As the charity trustees of the Trust you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act'). I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the Trust as required by section 130 of the Act; or
2. the accounts do not accord with those records.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Signed: 

Name: R.W. DAVIES

Relevant professional qualification or membership of professional bodies (if any):

Wing Commander R.W. DAVIES BSc RAF (Retd)

Address: 5 CRUCKTON HALL GARDENS
CRUCKTON
STREWSBURY, SHROPSHIRE, SY5 8PP

Date 04 FEB 2025