



Trustees' Annual Report for the period

| | | |
|------|-------------------|---------------------|
| | Period start date | Period end date |
| From | 01 January 2025 | To 31 December 2025 |

Section A Reference and administration details

Charity name

Other names charity is known by

Registered charity number (if any)

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) | TERENCE 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

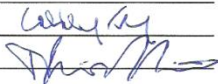
CC16a

| 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)) | OK | OK | OK |
| | | Unrestricted funds to nearest £ | Restricted funds to nearest £ | Endowment funds to nearest £ |
| B2 Other monetary assets | None | - | - | - |
| | | - | - | - |
| | | - | - | - |
| | | - | - | - |
| | | - | - | - |
| | | - | - | - |
| | | - | - | - |
| B3 Investment assets | None | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| B4 Assets retained for the charity's own use | None | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| 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 | |



CHARITY COMMISSION
FOR ENGLAND AND WALES

Independent examiner's report on the accounts

Section A

Independent Examiner's Report

Report to the trustees

We Are Listening

On accounts for the year
ended

31st 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:

Date:

18 Jan 2026

Name:

RICHARD WYNNE DAVIES

Relevant professional
qualification(s) or body
(if any):

Wing Commander RW DAVIES, BSc RFF(Retd)

Address:

5 CRUCKTON HALL GARDENS
CRUCKTON SHREWSBURY
SY5 8PQ