

Active Listening

Northern Ireland · Charity number 100324

Details

Status Received

Registered 2014-10-17

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

Contact

Address 59 Old Galgorm Road
Ballymena
County Antrim
Bt42 1an
BT42 1AN

Phone 07592 944 807

Email help@alni.org.uk

Website www.activelistening.org.uk

Activities

Purposes: The Company's objects ("the objects") are specifically restricted to the following: 1. The relief of persons in Northern Ireland who are in conditions of emotional distress, hardship and ill-health or facing relationship difficulties and family problems and the families and friends of such persons by provision of a professional, Christian, caring and confidential reflective listening service with the purpose of relieving such persons. 2. To provide, or facilitate in the provision of, training in listening and counselling skills and the supervision and support of those practising these skills 3. The promotion of such other charitable purposes as may from time to time be determined.

What the charity does: The advancement of education, The advancement of health or the saving of lives

How the charity works: Advice/advocacy/information, Counselling/support, Education/training

Who the charity helps: General public

Finances

Period end	Income	Expenditure	Assets	Employees
2025-04-30	£4,559	£8,289	£0	0

Trustees

Name	Role	Appointed
Jennifer Hood		
Jill Brown		
Philip Mccartney		
Raymond Ross		

Active Listening

Northern Ireland - Charity number 100324

Accounts

Active Listening

**Annual Report and Accounts
For the year ending 30 April 2025**

Active Listening registered office
59 Old Galgorm Road
Ballymena
County Antrim
BT42 1AN
07592 944 807
help@alni.org.uk
www.activelistening.org.uk

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Vision

Active Listening believes everyone in the midst of crisis should have someone they can talk to – in confidence, without judgement and the freedom to determine their next step.

What do we do?

Active Listening stands in the gap providing hope.

Active Listening receives referrals from the emergency services for adults in the midst of crisis for whom we offer face-to-face confidential listening and signposting.

How it works

1. Person in midst of crisis – Emergency services assess the situation
 - If criteria are met emergency services refer to Active Listening
2. Active Listening assess the referral for suitability
 - Accepted referral is directed to a local Team Coordinator
3. Team Coordinator assesses the referral and assigns two team members
 - Team Members make contact with person in midst of crisis

We are committed to the following values:

- **Local**—a Northern Ireland based charity working in partnership with PSNI
- **Confidential**—we provide a confidential listening and signposting service to vulnerable adults referred by PSNI
- **Available to all**—we will meet anyone from the local community regardless of gender, race, creed or culture
- **Supportive**—to support people struggling with domestic violence, drug and alcohol abuse, suicide or risk of suicide, debt, self-harm, bereavement and depression.
- **Offered through a Christian ethos**—our volunteers are all committed members of the local community of Christian faith.

Chairman's Introduction

Welcome to our 2024/25 Annual Report

Every day across Northern Ireland there are many people in the midst of crisis who simply need to talk to someone about their own personal situation. Active Listening has evolved from the belief that such people deserve to have someone to talk to in confidence, without judgement, yet retaining the freedom to resolve their own issues.

During 2024/25 the members of the Board of Trustees continued to exercise their key responsibilities:

- Spiritually – As a faith-based organisation it was necessary that the backbone of the charity's work was underpinned with a spiritual dimension
- Strategically – The Board developed the charity's strategy in liaison with the Chief Executive Officer
- Administratively – All members exercised their oversight and legal responsibilities in close cooperation with the Chief Executive Officer

During the past year the work of Active Listening was greatly blessed by its Christian volunteers who have a heart and compassion for people and wish to share God's love to everyone through their service in this domain. Contact with those referred to the charity was largely made through telephone calls.

Financially it is always challenging operating on a shoestring budget and having limited financial support and stability. However, we are grateful we have been able to maintain a level of support during the period of this Annual Report.

As Chair and on behalf of the Board I would like to thank our listening and signposting teams across Northern Ireland for the key role they each play in providing support for those in need.

Much appreciation needs to be extended to our Chief Executive Officer for his support, commitment and energy to the overall leadership of Active Listening, to the members of the Management Team for managing the charity's work and to Ruth who is the first point of contact in the office for all referrals. Finally, I wish to convey my sincere thanks to all trustees on the Board for their prayers, support and dedication throughout the past year in furthering the work of Active Listening.



Raymond Ross
Chair of the Board of Trustees

Chief Executive Officer's Statement

During this reporting period, Northern Ireland has continued to experience significant ongoing pressure on public services, persistent mental health need, and the real-life impact of financial insecurity. This has contributed to an environment in which many people feel overwhelmed, isolated, or simply unseen. In that context, the ministry of presence is not a luxury, it is essential.

Active Listening exists to provide a compassionate, distinctly Christian response to people in distress, offering time, steadiness, and dignity when life feels unstable. Our volunteers do not "fix" people, they stand with them. They listen carefully, respond appropriately, and help individuals take the next right step. This work often takes place quietly and without fanfare, but it is deeply consequential. It is, in the truest sense, standing in the gap.

I am particularly grateful for our ongoing relationship with colleagues across the Police Service of Northern Ireland. During the 2024/25 financial year, Active Listening received 128 referrals. Each referral represents a person, not a statistic, who has reached a point of crisis, confusion, grief, fear, or exhaustion and needs to be met with compassion and care. We remain thankful for the trust placed in our organisation and for those who have taken the initiative to refer individuals for support, often while carrying significant responsibilities themselves.

Behind every referral is also a volunteer who has chosen to show up. To our Active Listening Volunteers, thank you for your consistency, discretion, and courage. You have given time when it was inconvenient, steadiness when situations were complex, and kindness when energy was likely running low. You model a form of public service that is rooted in faith and expressed through humility.

I also want to acknowledge the quiet professionalism that sits beneath our service: good practice, safeguarding discipline, appropriate boundaries, supervision, and a commitment to learn. Compassion must always be accompanied by competence, and I am grateful that our volunteers embrace both.

My thanks also go to our Board of Trustees for their governance, discernment, and unwavering support throughout the year. In a challenging operating environment, their oversight has ensured that Active Listening remains both mission-faithful and operationally responsible, able to respond to need.

As we look ahead, our purpose remains unchanged: to be present, to listen well, and to offer hope in practical ways. My encouragement to anyone reading this report is simple. Do not watch from the side-lines. Find a way to help, through volunteering, partnership, prayer, or practical support, and take the next step. When ordinary people choose to act with compassion, communities change.



Sam Wilson
Chief Executive Officer

Overview of Active Listening

Active Listening operates throughout Northern Ireland with a central management team based in Ballymena and volunteer listening teams in nine locations— six districts — Antrim and Newtownabbey, Ards and North Down, Causeway Coast and Glens, Mid and East Antrim, Mid Ulster and Omagh and Fermanagh.

Active Listening provides a confidential and non-judgmental listening and signposting service to vulnerable adults in Northern Ireland. Our service is provided by volunteers drawn from local churches working with a committed Christian faith.

We meet vulnerable adults who are struggling with domestic violence, drug and alcohol abuse, suicide or risk of suicide, debt, self-harm, bereavement and depression to name but a few.

Our purpose is to:

- provide relief to persons (including relevant family and friends) in Northern Ireland who are in conditions of emotional distress, hardship, ill-health, facing relationship difficulties or family problems through the provision of a professional, Christian, caring and confidential, reflective, listening and counselling service for the purpose of relieving such persons.
- the direct benefits include helping these persons move towards positive change and growth. These aims are reflected in our vision to make a positive impact in the lives of adults in crisis.

The Trustees confirm that they have had due regard to the Charity Commission of Northern Ireland's guidance on public benefit in reviewing the charity's aims and objectives, in planning future activities and in compiling this report.

Trustees' Annual Report

The Trustees, who are also the directors under company law, present their annual report and financial accounts for the year ended 30 April 2025. This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies exemption.

Structure, Governance and Management

Structure

Active Listening is a charitable company limited by guarantee. It was incorporated in 2010, having been founded by (the late) Mike Elwood in 2007.

Active Listening's Office and Leadership Team is based in Ballymena. The Management Team are based throughout Northern Ireland and provide support to the Active Listening Teams. The Leadership team is responsible to the Board of Trustees.

Active Listening volunteer teams are based in six districts — Antrim and Newtownabbey, Ards and North Down, Causeway Coast and Glens, Mid and East Antrim, Mid Ulster and Omagh and Fermanagh. They are managed by a Team Coordinator who reports to the Management Team.

Governance

Active Listening is governed by a Memorandum and Articles of Association which were substantially revised in 2014 when the charity was applying for registration with the Charity Commission for Northern Ireland. The governing body is the Board of Trustees, which currently has four members, who are also the Directors of the Company.

The Board is advised by the Chief Executive Officer (CEO) who delivers operational leadership of Active Listening. A Management Team manages our Volunteers carrying out activities including recruitment, induction and training, continuing development and PR activities. Board members can attend operational meetings at their discretion. The Board meets formally a minimum of four times a year.

Our CEO and Management Team meet monthly. The CEO advises and guides the Board of Trustees on key policy issues and acts as a channel of communication between the Board and all operational Volunteers.

Although the Trustees are responsible for directing the affairs of the charity, they have delegated the operational activity to the Chief Executive Officer and his team. However significant matters are specifically reserved for the Board's decision and cannot be delegated. These include the strategic direction of the charity, the approval of key policies, the approval of operational plans (including significant contractual spend), the approval of budgets and the appointment of the Chief Executive Officer.

Subject to the above, the CEO can approve routine contracts, authorise expenditure and recruit volunteers in a way consistent with the charity's strategic direction and in line with annual budgets approved by the Board.

Appointment of Trustees

An individual may be appointed as a Trustee as long as a majority of the board vote in favour of appointment. Appointments are confirmed annually at the AGM.

Induction of Trustees

Following appointment, each Trustee undertakes an induction programme which includes a guide to the vision, values of the charity, the charity's governing documents and the policies of the charity. New Trustees are also encouraged to attend Volunteer and Coordinator events.

New Trustees are encouraged to attend Volunteer and Coordinator training days, meet with volunteers at their monthly team meetings and attend the monthly Management Team Meetings.

Risk Management

The charity operates an annual planning and budget process approved by the Board of Trustees. As an integral part of this process, there is an assessment of key risks facing the Charity and how these risks can be mitigated.

Going Concern

The activities of the charity are dependent on the ongoing financial support of its donors. After reviewing the charities' cash flows for the 2024/25 period, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the period of twelve months from the accounting date of these financial statements. The charity has therefore continued to adopt the going concern basis in preparing its financial statements.

Reserves Policy

In setting the reserves policy the Board of Trustees considers the need to provide against any future income shortfall, fulfil our working capital requirements and allow funds to be available to support team growth and training needs. This has to be balanced against the need to spend reserves now to enable us to provide our listening and signposting services. The Trustees have retained sufficient reserves to allow the charity to operate for the coming year.

Principal Risks and Uncertainties

The Board of Trustees considers the principal risks and uncertainties for the charity together with the mitigating actions being taken to manage those risks. They are as follows:

Principal risk and uncertainties	Mitigating action
Authorisation to receive referrals— Active Listening works in partnership with PSNI and receives referrals directly from them	Developing new procedures and streamlining current procedures and policies to ensure this process works effectively for both organisations.
Not being able to meet the key needs of all our stakeholders including Volunteers, our funders and our partners.	Active Listening is fundamentally about making a positive impact on vulnerable adults in crisis. However we have to ensure that volunteers, funders and PSNI needs are satisfied too, to ensure the survival of the charity. Communication is key to ensuring all stakeholders understand why decisions have been made.
The inability to maintain financial stability whilst operating in a highly competitive environment to secure funding.	The fundraising strategy is focussed on ensuring that the charity is not reliant on one single source of funding to ensure its financial sustainability. Expenditure plans are developed in advance and growth is controlled to ensure it is financially sustainable.
Retention and recruitment of volunteer listeners	Look to develop new avenues of recruitment and raise the awareness of the work that Active Listening does. At times it may become necessary to halt referrals to protect our volunteers from taking on more than they can safely manage.

Approved by the Board of Trustees on ^{18/26} February 2026 and signed on its behalf by:



Raymond Ross
Chair of the Board of Trustees

Statement of Trustees' Responsibilities

The Trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for preparing the Trustees Annual Report including the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company and charity law requires the Trustees to prepare financial statements for each financial year. Under company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources. In preparing those financial statements the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and accounting 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 adequate and proper accounting records that are sufficient to show and explain the charity's transactions and 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 (Northern Ireland) 2008, Charities (Accounts and Reports) Regulations (Northern Ireland) 2015 and with the requirements of the Companies Act 2006.

They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities. The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charity's website. Legislation in the UK governing the preparation and dissemination of the financial statements and other information included in annual reports may differ from legislation in other jurisdictions. The Trustees confirm that, so far as each Trustee is aware, there is no relevant information of which the charity's independent examiner is unaware, and each Trustee has taken all the steps that he/she ought to have taken as a Trustee in order to make himself/herself aware of any relevant review information and to establish that the charity's independent examiner is aware of that information.

Approved by the Board of Trustees on 17th February 2026 and signed on its behalf by:



Raymond Ross
Chair of the Board of Trustees

Independent Examiner's Report to the Members and Trustees of Active Listening

I report on the accounts of the company for the year ended 30 April 2025, which are set out on pages 13 to 19.

Respective responsibilities of trustees and examiner

As the Charities trustees (who are also the directors of the company for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006. Having satisfied myself that the charity is not subject to audit under company law, and is eligible for independent examination, it is my responsibility to:

- examine the accounts under section 65 of the Charities Act
- follow the procedures laid down in the general Directions given by the Charity Commission for Northern Ireland under section 65(9)(b) of the Charities Act
- State whether particular matters have come to my attention.

Basis of independent examiner's report

I have examined your charity accounts as required under section 65 of Charities Act and my examination was carried out in accordance with the general Directions given by the Charity Commission for Northern Ireland under section 65(9)(b) of the Charities Act. The examination included a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also included consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as charity trustees concerning any such matters.

My role is to state whether any material matters have come to my attention giving me cause to believe:

1. That accounting records were not kept in accordance with section 386 of the Companies Act 2006
2. That the accounts do not accord with those accounting records
3. That the accounts do not comply with the accounting requirements of section 396 of the Companies Act 2006 and with the methods and principles of the 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
4. That there is further information needed for a proper understanding of the accounts to be reached.

Independent examiner's statement

I have completed my examination and have no concerns in respect of the matters (1) to (4) listed above and, in connection with following the Directions of the Charity Commission for Northern Ireland; I have found no matters that require drawing to your attention.



Mr E. McLaughlin
D T Carson & Co
Chartered Accountants

51-53 Thomas Street, Ballymena
Co Antrim, BT43 6AZ

Date 7 February 2026

Statement of Financial Activities

Incorporating an Income and Expenditure Account for the year to 30 April 2025

	Note	Unrestricted Funds 2025 £	Restricted Funds 2025 £	All funds 2025 £	All funds 2024 £
Income					
Donations		3,868	-	3,868	1,161
Grants – Public Bodies	2	-	-	-	-
Grants – Other	2	691	-	691	2,250
Interest	2	-	-	-	-
Total Income		4,559	-	4,559	3,411
Expenditure					
Charitable Activities	3	(6,868)	-	(6,868)	(8,746)
Governance	4	(1,421)	-	(1,421)	(1,213)
Total Expenditure		(8,289)	-	(8,289)	(9,959)
Net gain/(loss) on investment		-	-	-	-
Net (Expenditure) / Income before tax		(3,730)	-	(3,730)	(6,548)
Tax Payable		-	-	-	-
Net Income/(Expenditure) after tax	5	(3,730)	-	(3,730)	(6,548)
Transfer between funds	11	-	-	-	-
Other recognised gains/(losses)	11	-	-	-	-
Net movement in funds		(3,730)	-	(3,730)	(6,548)
Reconciliation of funds:					
Total funds brought forwards		4,442	2,687	7,129	13,677
Total funds carried forward	11	712	2,687	3,399	7,129

The Charity has no recognised gains or losses other than those shown above and therefore no separate statement of total recognised gains and losses has been presented. All income and expenditure derive from continuing activities. The notes on pages 16 to 19 form part of the accounts.

Balance Sheet

As at 30 April 2025

Company registration No. NI602918

	Note	2025 £	2024 £
Fixed Assets			
Tangible Fixed Assets	7	<u>507</u>	2,185
Current Assets			
Debtors	8	464	472
Cash at bank and in hand		<u>3,659</u>	5,029
		<u>4,123</u>	5,501
Current Liabilities			
Creditors	9	<u>(1,231)</u>	(557)
Net Current Assets		<u>2,892</u>	4,944
Net Assets		<u>3,399</u>	7,129
Funds			
Unrestricted funds	11	712	4,442
Restricted Funds	11	<u>2,687</u>	2,687
Total Funds		<u>3,399</u>	7,129

These accounts have been prepared in accordance with the provisions applicable to small companies following the small company's regime and with the Financial Reporting Standard 102 (effective 1 January 2015). For the year ended 30 April 2025 the company was entitled to the exemption from an audit under section 477 of the Companies Act 2006 and that no member or members have requested an audit pursuant to section 476 of the Companies Act 2006.

The directors acknowledge their responsibility for complying with the requirements of the Act with respect to accounting records and for the preparation of the accounts.

Approved and authorised for issue by the Board of Trustees on ¹² February 2026 and signed on its behalf by:



Raymond Ross
Chair of Board of Trustees

Cash Flow Statement

For the year to 30 April 2025

	All funds 2025 £	All funds 2024 £
Net (expenditure)/income for the year	(3,730)	(6,548)
Adjustment for:		
Depreciation	1,678	2,127
Decrease/(increase) in debtors	8	878
(Decrease)/increase in creditors	674	(12)
Interest	-	-
Net cash generated from operating activities	(1,370)	(3,555)
Cash flows from operating activities:		
Net cash generated from operating activities	(1,370)	(3,555)
Cash flows from Investing activities:		
Interest	-	-
Purchase of fixed assets	-	(1,519)
Net cash (used in)/provided by investing activities	-	(1,519)
Change in cash and cash equivalents for the year	(1,370)	(5,074)
Cash and cash equivalents at the beginning of the year	5,029	10,103
Cash and cash equivalents at the end of the year	3,659	5,029
Cash in hand	3,659	5,029

The notes on pages 16 to 19 form part of the accounts.

Notes to the Accounts

1. Accounting policies

a) Basis of preparation

The accounts have been prepared on a going concern basis under the historical cost convention. The financial statements are prepared in accordance with the Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (Charities SORP (FRS102)), issued 1 January 2015, the Companies Act 2006, the Charities Act (Northern Ireland) 2008, the Charities (Accounts and Reports) Regulations (Northern Ireland) 2015 and applicable accounting standards.

b) Fund accounting

Unrestricted funds are funds that are available at the discretion of the trustees in furtherance of the objectives of the charity and have not been designated for other purposes. Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for specific purposes.

c) Income

All income is included in the Statement of Financial Activities when the charity is legally entitled to the income, there is reasonable certainty of receipt and the amount can be quantified with reasonable accuracy. The following specific policies apply to categories of income:

- i) Donations—accounted for when received.
- ii) Grants—where income from a grant is received in advance, its recognition is deferred and included in creditors. Where entitlement occurs before income is received, the income is accrued. Capital grants are accounted for as income as soon as they are received.

d) Expenditure

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to that category. Where costs cannot be directly attributed to particular headings, they have been allocated to activities on a basis consistent with use of resources. Support costs have been allocated on the basis of spend on main activities (listening, team set-up and volunteer training) and governance activities.

The following specific policies apply to categories of expenditure:

- i) Governance costs—are the costs associated with the governance arrangements of the charity which relate to the general running of the charity as distinguished from those costs associated with charitable activity. Included within this category are costs associated with the strategic management of the charity's activities.
- ii) Support Costs—comprise the costs incurred delivering the charity service and infrastructure functions.
- iii) Depreciation—is calculated on a straight line basis to write off the cost of tangible fixed assets

e) Taxation

Active Listening is a registered charity and is therefore potentially exempt from taxation of its income and gains to the extent they fall within Part 11 of the Corporation Tax Act 2010 and section 256 of the Taxation of Chargeable Gains Acts 1992. No tax charge has arisen in the year.

2. Income

Donations:

	All Funds 2025 £	All Funds 2024 £
Individuals	1,868	885
Churches & Corporations	2,000	276
	3,868	1,161

Grants – Public Bodies:

Grants – Other:

	All Funds 2025 £	All Funds 2024 £
NIE Communities	-	1,500
CPA	441	-
Enkalon Foundation	-	500
Donibristle Trust	250	250
	691	2,250

3. Expenditure—Charitable Activities

This is broken down by three main activities: listening, volunteer training and team set-up.

	Direct Costs 2025 £	Support Costs 2025 £	All Funds 2025 £	All Funds 2024 £
Listening	3,349	3,181	6,530	7,561
Volunteer Training	-	314	314	1,012
Team Set-up	24	-	24	173
Advertising	-	-	-	-
	3,373	3,495	6,868	8,746

4. Expenditure—Governance

All expenditure on governance is direct expenditure and is broken down as follows:

	Note	All Funds 2025 £	All Funds 2024 £
Accountancy Fees	5	180	180
Board of Trustees		-	-
Insurance		983	885
Security		123	-
Subscriptions		135	148
		1,421	1,213

5. Net Income / (Expenditure) before tax

This is stated after charging:

	All Funds 2025 £	All Funds 2024 £
External Examiner – DT Carson	180	180
Depreciation	1,678	2,127
Bank charges	35	36
Penalties and fines	375	-

The Directors of the charitable company are the trustees under charity law and receive no remuneration. It is the policy of the charity to reimburse volunteer expenses in full. During the year no trustees (2024:0) received reimbursement for travel to attend meetings, telephony and other incidentals (in 2025 the total expenses claimed by trustees for these purposes were £nil).

6. Staff Costs

Active Listening does not employ any staff members and our services are fully provided by volunteers.

7. Tangible Fixed Assets

	Office Equipment £	IT Equipment & Mobile Phones £	All funds £
Cost			
At 1 May 2024	1,048	12,115	13,163
Additions	-	-	-
Disposals	-	-	-
At 30 April 2025	1,048	12,115	13,163
Depreciation			
At 1 May 2024	1,048	9,930	10,978
Charge for the year	-	1,678	1,678
Disposals	-	-	-
Impairment charges	-	-	-
At 30 April 2025	1,048	11,608	12,656
Net Book Value			
At 30 April 2025	-	507	507
At 30 April 2024	-	2,185	2,185

8. Debtors

	All Funds 2025 £	All Funds 2024 £
Trade Debtors	-	-
Prepayments	464	472
	464	472

9. Creditors

	All Funds 2025 £	All Funds 2024 £
Trade Creditors	511	17
Accruals	720	540
	1,231	557

10. Financial and other commitments

The charity has no financial or other commitments.

11. Reconciliation of reserves

	As at 30 April 2024 £	Income £	Expenditure £	Transfers between fund £	Net gain on investment £	As at 30 April 2025 £
Unrestricted						
General Fund	4,442	4,559	(8,289)	-	-	712
Total Unrestricted	4,442					
Restricted						
Other funds	2,687	-	-	-	-	2,687
Total Restricted	2,687	-	-	-	-	2,687
Total Funds	7,129	4,559	(8,289)	-	-	3,399

	General Funds £	Restricted Funds £	Total funds 2025 £	Total funds 2024 £
Represented by:				
Tangible fixed assets	507	-	507	2,185
Current Assets	1,436	2,687	4,123	5,501
Liabilities	(1,231)	-	(1,231)	(557)
Total	712	2,687	3,339	7,129

a) Unrestricted Funds—General Fund

These funds are held available for the ordinary purposes of the charity.

b) Restricted funds—Other Funds

These funds represent a number of donations received which carry specific restrictions imposed by the donor. They are mainly received from Corporate or Trust donors.

Reference and Administrative Details

Founder	Mike Elwood
Chair	Raymond Ross
CEO	Sam Wilson
Patrons	Ray and Sandra Elwood

Company Name

Active Listening

Registered Office

59 Old Galgorm Road, Ballymena, County Antrim, Northern Ireland, BT42 1AN

Northern Ireland Charity Number

NIC100324

Company Number

NI602918

Website

www.activelistening.org.uk

Board of Trustees

Jill Brown (appointed 29 May 2024), Jennifer Hood, Philip McCartney and Raymond Ross (Chair)

Company Secretary

Sam Wilson

Bankers

Danske Bank, Ballymena Branch, 1-2 Broadway, Ballymena, County Antrim, Northern Ireland, BT43 7AA

External Examiner and Accountant

DT Carson & Co, 51-53 Thomas Street, Ballymena, County Antrim, Northern Ireland, BT43 6AZ

Solicitors

A&L Goodbody, 42/46 Fountain Street, Belfast, Northern Ireland, BT1 5EF

Donors and Supporters

We are extremely grateful to all supporters.

Every donation we receive and every hour given by our volunteers helps us to provide a listening and signposting service to vulnerable adults in Northern Ireland. Our supporters include:

Companies and organisations

A&L Goodbody
MCC Computers Ltd
Donibristle Trust
Belfast Cathedral
Halifax Grant Foundation
Enkalon Foundation
Benefact Trust
Leatherseller Foundation
2nd Limavady Presbyterian Church
CPA

Statutory and similar bodies

Police Service of Northern Ireland

And donors who wish to remain anonymous.

We are grateful to all those individuals who have generously supported Active Listening.

And finally a huge thank you to everyone who volunteers for Active Listening.

Active Listening registered office
59 Old Galgorm Road
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Northern Ireland - Charity number 100324

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Vision

Active Listening believes everyone in the midst of crisis should have someone they can talk to – in confidence, without judgement and the freedom to determine their next step.

What do we do?

Active Listening stands in the gap providing hope.

Active Listening receives referrals from the emergency services for adults in the midst of crisis for whom we offer face-to-face confidential listening and signposting.

How it works

1. Person in midst of crisis – Emergency services assess the situation
 - If criteria are met emergency services refer to Active Listening
2. Active Listening assess the referral for suitability
 - Accepted referral is directed to a local Team Coordinator
3. Team Coordinator assesses the referral and assigns two team members
 - Team Members make contact with person in midst of crisis

We are committed to the following values:

- **Local**—a Northern Ireland based charity working in partnership with PSNI
- **Confidential**—we provide a confidential listening and signposting service to vulnerable adults referred by PSNI
- **Available to all**—we will meet anyone from the local community regardless of gender, race, creed or culture
- **Supportive**—to support people struggling with domestic violence, drug and alcohol abuse, suicide or risk of suicide, debt, self-harm, bereavement and depression.
- **Offered through a Christian ethos**—our volunteers are all committed members of the local community of Christian faith.

Chairman's Introduction

Welcome to our 2023/24 Annual Report

In Northern Ireland many people who are in the midst of crisis need to talk to someone about their own personal situation. Active Listening has evolved from the belief that such people deserve to have someone to talk to in confidence, without judgement, yet retaining the freedom to resolve their own issues.

During 2023/24 the members of the Board of Trustees continued to exercise their key responsibilities:

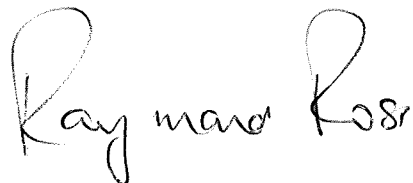
- Spiritually – As a faith-based organisation it was necessary that the backbone of the charity's work was underpinned with a spiritual dimension
- Strategically – The Board developed the charity's strategy in liaison with the Chief Executive Officer
- Administratively – All members exercised their oversight and legal responsibilities in close cooperation with the Chief Executive Officer

During the past year the work of Active Listening was greatly blessed by its Christian volunteers who have a heart and compassion for people and wish to share God's love to everyone through their service in this domain. Contact with those referred to the charity was largely made through video and telephone calls.

Financially it is always challenging operating on a shoestring budget and having limited financial support and stability. However, we are grateful we have been able to maintain our current levels of support during the period of this Annual Report.

As Chair and on behalf of the Board I would like to thank our listening and signposting teams across Northern Ireland for the key role they each play in providing support for those in need.

Much appreciation needs to be extended to our Chief Executive Officer for his support, commitment and energy to the overall leadership of Active Listening, to the members of the Management Team for their role in managing the charity's work and to Ruth who is the first point of contact in the office for all referrals. Finally I wish to convey my sincere thanks to all trustees on the Board for their prayers, support and dedication throughout the past year in furthering the work of Active Listening.



Raymond Ross
Chair of the Board of Trustees

Chief Executive Officer's Statement

Throughout 2023/24, there were many significant Northern Ireland news stories, including the long-awaited return of the Northern Ireland Executive to Stormont. This will hopefully lead to improved governance and leadership across Northern Ireland.

Another significant news story was the PSNI data breach. This led to the temporary suspension of information sharing with a considerable number of organisations whilst they reviewed their information-sharing arrangements. PSNI drafted new arrangements following a period of consultation internally and with Active Listening. I am grateful to the Officers who helped me navigate this challenge and bring the referral system back online in a more robust and sustainable position. Their support and encouragement was invaluable.

Despite the challenge faced by the temporary suspension of the referral system, our Volunteers have re-engaged and are committed to helping people in the midst of crisis, regardless of their race or beliefs or their role as victims or perpetrators. They have chosen to stand in the gap, offering a compassionate, confidential and discreet Christian response to everyone. It is my hope that others will step up from the sidelines and be part of the solution.

Our emergency services are continuing to face huge pressures, primarily from public demand and a lack of sustainable funding, with PSNI facing mental health incidents at an average rate of 107 per day. They responded to over 37,000 emergency incidents and over 415,000 non-emergency incidents during this period.

Thank you to the PSNI Officers and Staff who make the referrals as they engage with the public. Many of the situations they encounter are not policing matters, however they respond with the same degree of professionalism. Active Listening's role is to help reduce that demand.

I also want to pass on my thanks to:

- Our Volunteers across Northern Ireland as they give their time to bring hope to those in need by listening and signposting. I am blessed by the amazing people I work with.
- The Board of Trustees, who continue to provide oversight and governance and exercise a genuine interest and care in my health and well-being and that of my Volunteers.
- Finally to Ruth Millar, my PA, who has, for many years, provided unwavering support to me and as a constant source of help and support to Volunteers across Active Listening.

It's time for every person in Northern Ireland to accept a personal responsibility in supporting our public services. Don't stand on the side-lines, be part of the solution.



Sam Wilson
Chief Executive Officer

Overview of Active Listening

Active Listening operates throughout Northern Ireland with a central management team based in Ballymena and volunteer listening teams in nine locations— six districts — Antrim and Newtownabbey, Ards and North Down, Causeway Coast and Glens, Mid and East Antrim, Mid Ulster and Omagh and Fermanagh.

Active Listening provides a confidential and non-judgmental listening and signposting service to vulnerable adults in Northern Ireland. Our service is provided by 100 volunteers drawn from local churches working with a committed Christian faith.

We meet vulnerable adults who are struggling with domestic violence, drug and alcohol abuse, suicide or risk of suicide, debt, self-harm, bereavement and depression to name but a few.

Our purpose is to:

- provide relief to persons (including relevant family and friends) in Northern Ireland who are in conditions of emotional distress, hardship, ill-health, facing relationship difficulties or family problems through the provision of a professional, Christian, caring and confidential, reflective, listening and counselling service for the purpose of relieving such persons.
- the direct benefits include helping these persons move towards positive change and growth. These aims are reflected in our vision to make a positive impact in the lives of adults in crisis.

The Trustees confirm that they have had due regard to the Charity Commission of Northern Ireland's guidance on public benefit in reviewing the charity's aims and objectives, in planning future activities and in compiling this report.

Trustees' Annual Report

The Trustees, who are also the directors under company law, present their annual report and financial accounts for the year ended 30 April 2024. This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies exemption.

Structure, Governance and Management

Structure

Active Listening is a charitable company limited by guarantee. It was incorporated in 2010, having been founded by (the late) Mike Elwood in 2007.

Active Listening's Office and Leadership Team is based in Ballymena. The Management Team are based throughout Northern Ireland and provide support to the Active Listening Teams. The Leadership team is responsible to the Board of Trustees.

Active Listening volunteer teams are based in six districts — Antrim and Newtownabbey, Ards and North Down, Causeway Coast and Glens, Mid and East Antrim, Mid Ulster and Omagh and Fermanagh. They are managed by a Team Coordinator who reports to the Management Team.

Governance

Active Listening is governed by a Memorandum and Articles of Association which were substantially revised in 2014 when the charity was applying for registration with the Charity Commission for Northern Ireland. The governing body is the Board of Trustees, which currently has four members, who are also the Directors of the Company.

The Board is advised by the Chief Executive Officer (CEO) who delivers operational leadership of Active Listening. A Management Team manages our Volunteers carrying out activities including recruitment, induction and training, continuing development and PR activities. Board members can attend operational meetings at their discretion. The Board meets formally a minimum of four times a year.

Our CEO and Management Team meet monthly. The CEO advises and guides the Board of Trustees on key policy issues and acts as a channel of communication between the Board and all operational Volunteers.

Although the Trustees are responsible for directing the affairs of the charity, they have delegated the operational activity to the Chief Executive Officer and his team. However significant matters are specifically reserved for the Board's decision and cannot be delegated. These include the strategic direction of the charity, the approval of key policies, the approval of operational plans (including significant contractual spend), the approval of budgets and the appointment of the Chief Executive Officer.

Subject to the above, the CEO can approve routine contracts, authorise expenditure and recruit volunteers in a way consistent with the charity's strategic direction and in line with annual budgets approved by the Board.

Appointment of Trustees

An individual may be appointed as a Trustee as long as a majority of the board vote in favour of appointment. Appointments are confirmed annually at the AGM.

Induction of Trustees

Following appointment, each Trustee undertakes an induction programme which includes a guide to the vision, values of the charity, the charity's governing documents and the policies of the charity. New Trustees are also encouraged to attend Volunteer and Coordinator events.

New Trustees are encouraged to attend Volunteer and Coordinator training days, meet with volunteers at their monthly team meetings and attend the monthly Management Team Meetings.

Risk Management

The charity operates an annual planning and budget process approved by the Board of Trustees. As an integral part of this process, there is an assessment of key risks facing the Charity and how these risks can be mitigated.

Going Concern

The activities of the charity are dependent on the ongoing financial support of its donors. After reviewing the charities' cash flows for the 2023/24 period, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the period of twelve months from the accounting date of these financial statements. The charity has therefore continued to adopt the going concern basis in preparing its financial statements.

Reserves Policy

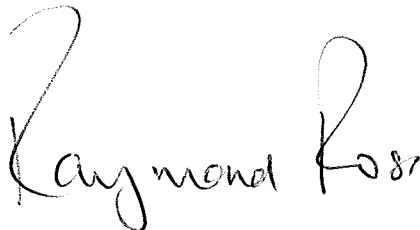
In setting the reserves policy the Board of Trustees considers the need to provide against any future income shortfall, fulfil our working capital requirements and allow funds to be available to support team growth and training needs. This has to be balanced against the need to spend reserves now to enable us to provide our listening and signposting services. The Trustees have retained sufficient reserves to allow the charity to operate for the coming year.

Principal Risks and Uncertainties

The Board of Trustees considers the principal risks and uncertainties for the charity together with the mitigating actions being taken to manage those risks. They are as follows:

Principal risk and uncertainties	Mitigating action
Authorisation to receive referrals— Active Listening works in partnership with PSNI and receives referrals directly from them	Developing new procedures and streamlining current procedures and policies to ensure this process works effectively for both organisations.
Not being able to meet the key needs of all our stakeholders including Volunteers, our funders and our partners.	Active Listening is fundamentally about making a positive impact on vulnerable adults in crisis. However we have to ensure that volunteers, funders and PSNI needs are satisfied too, to ensure the survival of the charity. Communication is key to ensuring all stakeholders understand why decisions have been made.
The inability to maintain financial stability whilst operating in a highly competitive environment to secure funding.	The fundraising strategy is focussed on ensuring that the charity is not reliant on one single source of funding to ensure its financial sustainability. Expenditure plans are developed in advance and growth is controlled to ensure it is financially sustainable.
Retention and recruitment of volunteer listeners	Look to develop new avenues of recruitment and raise the awareness of the work that Active Listening does. At times it may become necessary to halt referrals to protect our volunteers from taking on more than they can safely manage.

Approved by the Board of Trustees on 28 February 2025 and signed on its behalf by:



Raymond Ross
Chair of the Board of Trustees

Statement of Trustees' Responsibilities

The Trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for preparing the Trustees Annual Report including the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

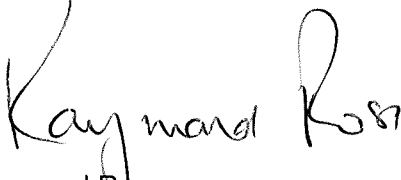
Company and charity law requires the Trustees to prepare financial statements for each financial year. Under company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources. In preparing those financial statements the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and accounting 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 adequate and proper accounting records that are sufficient to show and explain the charity's transactions and 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 (Northern Ireland) 2008, Charities (Accounts and Reports) Regulations (Northern Ireland) 2015 and with the requirements of the Companies Act 2006.

They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities. The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charity's website. Legislation in the UK governing the preparation and dissemination of the financial statements and other information included in annual reports may differ from legislation in other jurisdictions. The Trustees confirm that, so far as each Trustee is aware, there is no relevant information of which the charity's independent examiner is unaware, and each Trustee has taken all the steps that he/she ought to have taken as a Trustee in order to make himself/herself aware of any relevant review information and to establish that the charity's independent examiner is aware of that information.

Approved by the Board of Trustees on 28 February 2025 and signed on its behalf by:



Raymond Ross

Chair of the Board of Trustees

Independent Examiner's Report to the Members and Trustees of Active Listening

I report on the accounts of the company for the year ended 30 April 2024, which are set out on pages 13 to 19.

Respective responsibilities of trustees and examiner

As the Charities trustees (who are also the directors of the company for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006. Having satisfied myself that the charity is not subject to audit under company law, and is eligible for independent examination, it is my responsibility to:

- examine the accounts under section 65 of the Charities Act
- follow the procedures laid down in the general Directions given by the Charity Commission for Northern Ireland under section 65(9)(b) of the Charities Act
- State whether particular matters have come to my attention.

Basis of independent examiner's report

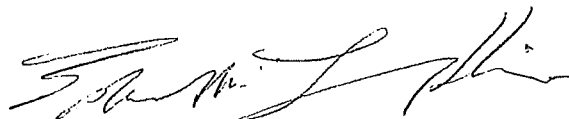
I have examined your charity accounts as required under section 65 of Charities Act and my examination was carried out in accordance with the general Directions given by the Charity Commission for Northern Ireland under section 65(9)(b) of the Charities Act. The examination included a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also included consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as charity trustees concerning any such matters.

My role is to state whether any material matters have come to my attention giving me cause to believe:

1. That accounting records were not kept in accordance with section 386 of the Companies Act 2006
2. That the accounts do not accord with those accounting records
3. That the accounts do not comply with the accounting requirements of section 396 of the Companies Act 2006 and with the methods and principles of the 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
4. That there is further information needed for a proper understanding of the accounts to be reached.

Independent examiner's statement

I have completed my examination and have no concerns in respect of the matters (1) to (4) listed above and, in connection with following the Directions of the Charity Commission for Northern Ireland; I have found no matters that require drawing to your attention.



Mr E. McLaughlin
D T Carson & Co
Chartered Accountants

51-53 Thomas Street, Ballymena
Co Antrim, BT43 6AZ

Date: 8 February 2025

Statement of Financial Activities

Incorporating an Income and Expenditure Account for the year to 30 April 2024

	Note	Unrestricted Funds 2024 £	Restricted Funds 2024 £	All funds 2024 £	All funds 2023 £
Income					
Donations		1,161	-	1,161	2,463
Grants – Public Bodies	2	-	-	-	300
Grants – Other	2	2,250	-	2,250	1,750
Interest	2	-	-	-	-
Total Income		3,411	-	3,411	4,513
Expenditure					
Charitable Activities	3	(8,746)	-	(8,743)	(9,533)
Governance	4	(1,213)	-	(1,213)	(1,136)
Total Expenditure		(9,959)	-	(9,959)	(10,669)
Net gain/(loss) on investment		-	-	-	-
Net (Expenditure) / Income before tax		(6,548)	-	(6,548)	(6,156)
Tax Payable		-	-	-	-
Net Income/(Expenditure) after tax	5	(6,548)	-	(6,548)	(6,156)
Transfer between funds	11	-	-	-	-
Other recognised gains/(losses)	11	-	-	-	-
Net movement in funds		(6,548)	-	(6,548)	(6,156)
Reconciliation of funds:					
Total funds brought forwards		10,990	2,687	13,677	19,833
Total funds carried forward	11	4,442	2,687	7,129	13,677

The Charity has no recognised gains or losses other than those shown above and therefore no separate statement of total recognised gains and losses has been presented. All income and expenditure derive from continuing activities. The notes on pages 16 to 19 form part of the accounts.

Balance Sheet

As at 30 April 2024

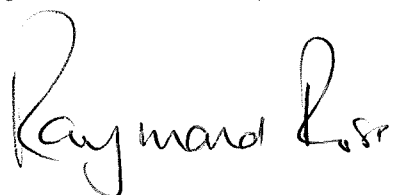
Company registration No. NI602918

	Note	2024 £	2023 £
Fixed Assets			
Tangible Fixed Assets	7	<u>2,185</u>	2,793
Current Assets			
Debtors	8	472	1,350
Cash at bank and in hand		<u>5,029</u>	10,103
		<u>5,501</u>	11,453
Current Liabilities			
Creditors	9	<u>(557)</u>	(569)
Net Current Assets		<u>4,944</u>	10,884
Net Assets		<u>7,129</u>	13,677
Funds			
Unrestricted funds	11	4,442	10,990
Restricted Funds	11	<u>2,687</u>	2,687
Total Funds		<u>7,129</u>	13,677

These accounts have been prepared in accordance with the provisions applicable to small companies following the small company's regime and with the Financial Reporting Standard 102 (effective 1 January 2015). For the year ended 30 April 2024 the company was entitled to the exemption from an audit under section 477 of the Companies Act 2006 and that no member or members have requested an audit pursuant to section 476 of the Companies Act 2006.

The directors acknowledge their responsibility for complying with the requirements of the Act with respect to accounting records and for the preparation of the accounts.

Approved and authorised for issue by the Board of Trustees on 28 February 2025 and signed on its behalf by:



Raymond Ross
Chair of Board of Trustees

Cash Flow Statement

For the year to 30 April 2023

	All funds 2024 £	All funds 2023 £
Net (expenditure)/income for the year	(6,548)	(6,156)
Adjustment for:		
Depreciation	2,127	1,861
Decrease/(increase) in debtors	878	(940)
(Decrease)/increase in creditors	(12)	(1,149)
Interest	-	-
Net cash generated from operating activities	(3,555)	(6,384)
Cash flows from operating activities:		
Net cash generated from operating activities	(3,555)	(6,384)
Cash flows from Investing activities:		
Interest	-	-
Purchase of fixed assets	(1,519)	(3,516)
Net cash (used in)/provided by investing activities	(1,519)	(3,516)
Change in cash and cash equivalents for the year	(5,074)	(9,900)
Cash and cash equivalents at the beginning of the year	10,103	20,003
Cash and cash equivalents at the end of the year	5,029	10,103
Cash in hand	5,029	10,103

The notes on pages 16 to 19 form part of the accounts.

Notes to the Accounts

1. Accounting policies

a) Basis of preparation

The accounts have been prepared on a going concern basis under the historical cost convention. The financial statements are prepared in accordance with the Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (Charities SORP (FRS102)), issued 1 January 2015, the Companies Act 2006, the Charities Act (Northern Ireland) 2008, the Charities (Accounts and Reports) Regulations (Northern Ireland) 2015 and applicable accounting standards.

b) Fund accounting

Unrestricted funds are funds that are available at the discretion of the trustees in furtherance of the objectives of the charity and have not been designated for other purposes. Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for specific purposes.

c) Income

All income is included in the Statement of Financial Activities when the charity is legally entitled to the income, there is reasonable certainty of receipt and the amount can be quantified with reasonable accuracy. The following specific policies apply to categories of income:

- i) Donations—accounted for when received.
- ii) Grants—where income from a grant is received in advance, its recognition is deferred and included in creditors. Where entitlement occurs before income is received, the income is accrued. Capital grants are accounted for as income as soon as they are received.

d) Expenditure

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to that category. Where costs cannot be directly attributed to particular headings, they have been allocated to activities on a basis consistent with use of resources. Support costs have been allocated on the basis of spend on main activities (listening, team set-up and volunteer training) and governance activities.

The following specific policies apply to categories of expenditure:

- i) Governance costs—are the costs associated with the governance arrangements of the charity which relate to the general running of the charity as distinguished from those costs associated with charitable activity. Included within this category are costs associated with the strategic management of the charity's activities.
- ii) Support Costs—comprise the costs incurred delivering the charity service and infrastructure functions.
- iii) Depreciation—is calculated on a straight line basis to write off the cost of tangible fixed assets

e) Taxation

Active Listening is a registered charity and is therefore potentially exempt from taxation of its income and gains to the extent they fall within Part 11 of the Corporation Tax Act 2010 and section 256 of the Taxation of Chargeable Gains Acts 1992. No tax charge has arisen in the year.

2. Income

Donations:

	All Funds 2024 £	All Funds 2023 £
Individuals	885	1,948
Churches & Corporations	276	515
	1,161	2,463

Grants – Public Bodies:

	All Funds 2024 £	All Funds 2023 £
PSNI	-	-
Mid & East Antrim BC	-	300
	-	300

Grants – Other:

	All Funds 2024 £	All Funds 2023 £
NIE Communities	1,500	-
Halifax Grant Foundation	-	500
Enkalon Foundation	500	-
Dunleath Trust	-	1,000
Donibristle Trust	250	250
	2,250	1,750

3. Expenditure—Charitable Activities

This is broken down by three main activities: listening, volunteer training and team set-up.

	Direct Costs 2024 £	Support Costs 2024 £	All Funds 2024 £	All Funds 2023 £
Listening	4,081	3,480	7,561	7,026
Volunteer Training	635	377	1,012	788
Team Set-up	173	-	173	93
Advertising	-	-	-	1,626
	4,889	3,857	8,746	9,533

4. Expenditure—Governance

All expenditure on governance is direct expenditure and is broken down as follows:

	Note	All Funds 2024 £	All Funds 2023 £
Accountancy Fees	5	180	180
Board of Trustees		-	-
Insurance		885	808
Subscriptions		148	148
		1,213	1,136

5. Net Income / (Expenditure) before tax

This is stated after charging:

	All Funds 2024 £	All Funds 2023 £
External Examiner – DT Carson	180	180
Depreciation	2,127	1,861
Bank charges	36	37
Penalties and fines	-	150

The Directors of the charitable company are the trustees under charity law and receive no remuneration. It is the policy of the charity to reimburse volunteer expenses in full. During the year no trustees (2023:0) received reimbursement for travel to attend meetings, telephony and other incidentals (in 2024 the total expenses claimed by trustees for these purposes were £nil).

6. Staff Costs

Active Listening does not employ any staff members and our services are fully provided by volunteers.

7. Tangible Fixed Assets

	Office Equipment £	IT Equipment & Mobile Phones £	All funds £
Cost			
At 1 May 2023	1,048	10,596	11,644
Additions	-	1,519	1,519
Disposals	-	-	-
At 30 April 2024	1,048	12,115	13,163
Depreciation			
At 1 May 2023	1,048	7,803	8,851
Charge for the year	-	2,127	2,127
Disposals	-	-	-
Impairment charges	-	-	-
At 30 April 2024	1,048	9,930	10,978
Net Book Value			
At 30 April 2024	-	2,185	2,185
At 30 April 2023	-	2,793	2,793

8. Debtors

	All Funds 2024 £	All Funds 2023 £
Trade Debtors	-	-
Prepayments	472	1,350
	472	1,350

9. Creditors

	All Funds 2024 £	All Funds 2023 £
Trade Creditors	17	210
Accruals	540	360
	<u>557</u>	<u>570</u>

10. Financial and other commitments

The charity has no financial or other commitments.

11. Reconciliation of reserves

	As at 30 April 2023 £	Income £	Expenditure £	Transfers between fund £	Net gain on investment £	As at 30 April 2024 £
Unrestricted						
General Fund	10,990	3,411	(9,959)	-	-	4,442
Total Unrestricted	10,990	3,411	(9,959)	-	-	4,442
Restricted						
Other funds	2,687	-	-	-	-	2,687
Total Restricted	2,687	-	-	-	-	2,687
Total Funds	13,677	3,411	(9,959)	-	-	7,129

	General Funds £	Restricted Funds £	Total funds 2024 £	Total funds 2023 £
Represented by:				
Tangible fixed assets	1,438	747	2,185	2,793
Current Assets	3,561	1,940	5,501	11,453
Liabilities	(557)	-	(557)	(569)
Total	4,442	2,687	7,129	13,677

a) Unrestricted Funds—General Fund

These funds are held available for the ordinary purposes of the charity.

b) Restricted funds—Other Funds

These funds represent a number of donations received which carry specific restrictions imposed by the donor. They are mainly received from Corporate or Trust donors.

Reference and Administrative Details

Founder	Mike Elwood
Chair	Raymond Ross
CEO	Sam Wilson
Patrons	Ray and Sandra Elwood

Company Name

Active Listening

Registered Office

59 Old Galgorm Road, Ballymena, County Antrim, Northern Ireland, BT42 1AN

Northern Ireland Charity Number

NIC100324

Company Number

NI602918

Website

www.activelistening.org.uk

Board of Trustees

Jennifer Hood, Philip McCartney and Raymond Ross (Chair)

Company Secretary

Sam Wilson

Bankers

Danske Bank, Ballymena Branch, 1-2 Broadway, Ballymena, County Antrim, Northern Ireland, BT43 7AA

External Examiner and Accountant

DT Carson & Co, 51-53 Thomas Street, Ballymena, County Antrim, Northern Ireland, BT43 6AZ

Solicitors

A&L Goodbody, 42/46 Fountain Street, Belfast, Northern Ireland, BT1 5EF

Donors and Supporters

We are extremely grateful to all supporters.

Every donation we receive and every hour given by our volunteers helps us to provide a listening and signposting service to vulnerable adults in Northern Ireland. Our supporters include:

Companies and organisations

A&L Goodbody
MCC Computers Ltd
Donibristle Trust
Belfast Cathedral
Halifax Grant Foundation
Enkalon Foundation
Benefact Trust
Leatherseller Foundation
2nd Limavady Presbyterian Church

Statutory and similar bodies

Police Service of Northern Ireland

And donors who wish to remain anonymous.

We are grateful to all those individuals who have generously supported Active Listening.

And finally a huge thank you to everyone who volunteers for Active Listening.


Active Listening registered office

59 Old Galgorm Road

Ballymena

County Antrim

BT42 1AN

 07592 944 807

 help@alni.org.uk

Active Listening

Northern Ireland - Charity number 100324

Annual report

Active Listening

**Annual Report and Accounts
For the year ending 30 April 2024**

Active Listening registered office
59 Old Galgorm Road
Ballymena
County Antrim
BT42 1AN
07592 944 807
help@alni.org.uk
www.activelistening.org.uk

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Vision

Active Listening believes everyone in the midst of crisis should have someone they can talk to – in confidence, without judgement and the freedom to determine their next step.

What do we do?

Active Listening stands in the gap providing hope.

Active Listening receives referrals from the emergency services for adults in the midst of crisis for whom we offer face-to-face confidential listening and signposting.

How it works

1. Person in midst of crisis – Emergency services assess the situation
 - If criteria are met emergency services refer to Active Listening
2. Active Listening assess the referral for suitability
 - Accepted referral is directed to a local Team Coordinator
3. Team Coordinator assesses the referral and assigns two team members
 - Team Members make contact with person in midst of crisis

We are committed to the following values:

- **Local**—a Northern Ireland based charity working in partnership with PSNI
- **Confidential**—we provide a confidential listening and signposting service to vulnerable adults referred by PSNI
- **Available to all**—we will meet anyone from the local community regardless of gender, race, creed or culture
- **Supportive**—to support people struggling with domestic violence, drug and alcohol abuse, suicide or risk of suicide, debt, self-harm, bereavement and depression.
- **Offered through a Christian ethos**—our volunteers are all committed members of the local community of Christian faith.

Chairman's Introduction

Welcome to our 2023/24 Annual Report

In Northern Ireland many people who are in the midst of crisis need to talk to someone about their own personal situation. Active Listening has evolved from the belief that such people deserve to have someone to talk to in confidence, without judgement, yet retaining the freedom to resolve their own issues.

During 2023/24 the members of the Board of Trustees continued to exercise their key responsibilities:

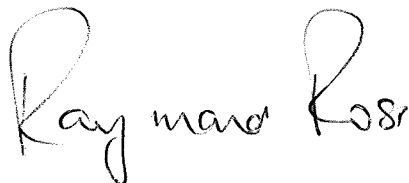
- Spiritually – As a faith-based organisation it was necessary that the backbone of the charity's work was underpinned with a spiritual dimension
- Strategically – The Board developed the charity's strategy in liaison with the Chief Executive Officer
- Administratively – All members exercised their oversight and legal responsibilities in close cooperation with the Chief Executive Officer

During the past year the work of Active Listening was greatly blessed by its Christian volunteers who have a heart and compassion for people and wish to share God's love to everyone through their service in this domain. Contact with those referred to the charity was largely made through video and telephone calls.

Financially it is always challenging operating on a shoestring budget and having limited financial support and stability. However, we are grateful we have been able to maintain our current levels of support during the period of this Annual Report.

As Chair and on behalf of the Board I would like to thank our listening and signposting teams across Northern Ireland for the key role they each play in providing support for those in need.

Much appreciation needs to be extended to our Chief Executive Officer for his support, commitment and energy to the overall leadership of Active Listening, to the members of the Management Team for their role in managing the charity's work and to Ruth who is the first point of contact in the office for all referrals. Finally I wish to convey my sincere thanks to all trustees on the Board for their prayers, support and dedication throughout the past year in furthering the work of Active Listening.



Raymond Ross
Chair of the Board of Trustees

Chief Executive Officer's Statement

Throughout 2023/24, there were many significant Northern Ireland news stories, including the long-awaited return of the Northern Ireland Executive to Stormont. This will hopefully lead to improved governance and leadership across Northern Ireland.

Another significant news story was the PSNI data breach. This led to the temporary suspension of information sharing with a considerable number of organisations whilst they reviewed their information-sharing arrangements. PSNI drafted new arrangements following a period of consultation internally and with Active Listening. I am grateful to the Officers who helped me navigate this challenge and bring the referral system back online in a more robust and sustainable position. Their support and encouragement was invaluable.

Despite the challenge faced by the temporary suspension of the referral system, our Volunteers have re-engaged and are committed to helping people in the midst of crisis, regardless of their race or beliefs or their role as victims or perpetrators. They have chosen to stand in the gap, offering a compassionate, confidential and discreet Christian response to everyone. It is my hope that others will step up from the sidelines and be part of the solution.


Our emergency services are continuing to face huge pressures, primarily from public demand and a lack of sustainable funding, with PSNI facing mental health incidents at an average rate of 107 per day. They responded to over 37,000 emergency incidents and over 415,000 non-emergency incidents during this period.

Thank you to the PSNI Officers and Staff who make the referrals as they engage with the public. Many of the situations they encounter are not policing matters, however they respond with the same degree of professionalism. Active Listening's role is to help reduce that demand.

I also want to pass on my thanks to:

- Our Volunteers across Northern Ireland as they give their time to bring hope to those in need by listening and signposting. I am blessed by the amazing people I work with.
- The Board of Trustees, who continue to provide oversight and governance and exercise a genuine interest and care in my health and well-being and that of my Volunteers.
- Finally to Ruth Millar, my PA, who has, for many years, provided unwavering support to me and as a constant source of help and support to Volunteers across Active Listening.

It's time for every person in Northern Ireland to accept a personal responsibility in supporting our public services. Don't stand on the side-lines, be part of the solution.



Sam Wilson
Chief Executive Officer

Overview of Active Listening

Active Listening operates throughout Northern Ireland with a central management team based in Ballymena and volunteer listening teams in nine locations— six districts — Antrim and Newtownabbey, Ards and North Down, Causeway Coast and Glens, Mid and East Antrim, Mid Ulster and Omagh and Fermanagh.

Active Listening provides a confidential and non-judgmental listening and signposting service to vulnerable adults in Northern Ireland. Our service is provided by 100 volunteers drawn from local churches working with a committed Christian faith.

We meet vulnerable adults who are struggling with domestic violence, drug and alcohol abuse, suicide or risk of suicide, debt, self-harm, bereavement and depression to name but a few.

Our purpose is to:

- provide relief to persons (including relevant family and friends) in Northern Ireland who are in conditions of emotional distress, hardship, ill-health, facing relationship difficulties or family problems through the provision of a professional, Christian, caring and confidential, reflective, listening and counselling service for the purpose of relieving such persons.
- the direct benefits include helping these persons move towards positive change and growth. These aims are reflected in our vision to make a positive impact in the lives of adults in crisis.

The Trustees confirm that they have had due regard to the Charity Commission of Northern Ireland's guidance on public benefit in reviewing the charity's aims and objectives, in planning future activities and in compiling this report.

Trustees' Annual Report

The Trustees, who are also the directors under company law, present their annual report and financial accounts for the year ended 30 April 2024. This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies exemption.

Structure, Governance and Management

Structure

Active Listening is a charitable company limited by guarantee. It was incorporated in 2010, having been founded by (the late) Mike Elwood in 2007.

Active Listening's Office and Leadership Team is based in Ballymena. The Management Team are based throughout Northern Ireland and provide support to the Active Listening Teams. The Leadership team is responsible to the Board of Trustees.

Active Listening volunteer teams are based in six districts — Antrim and Newtownabbey, Ards and North Down, Causeway Coast and Glens, Mid and East Antrim, Mid Ulster and Omagh and Fermanagh. They are managed by a Team Coordinator who reports to the Management Team.

Governance

Active Listening is governed by a Memorandum and Articles of Association which were substantially revised in 2014 when the charity was applying for registration with the Charity Commission for Northern Ireland. The governing body is the Board of Trustees, which currently has four members, who are also the Directors of the Company.

The Board is advised by the Chief Executive Officer (CEO) who delivers operational leadership of Active Listening. A Management Team manages our Volunteers carrying out activities including recruitment, induction and training, continuing development and PR activities. Board members can attend operational meetings at their discretion. The Board meets formally a minimum of four times a year.

Our CEO and Management Team meet monthly. The CEO advises and guides the Board of Trustees on key policy issues and acts as a channel of communication between the Board and all operational Volunteers.

Although the Trustees are responsible for directing the affairs of the charity, they have delegated the operational activity to the Chief Executive Officer and his team. However significant matters are specifically reserved for the Board's decision and cannot be delegated. These include the strategic direction of the charity, the approval of key policies, the approval of operational plans (including significant contractual spend), the approval of budgets and the appointment of the Chief Executive Officer.

Subject to the above, the CEO can approve routine contracts, authorise expenditure and recruit volunteers in a way consistent with the charity's strategic direction and in line with annual budgets approved by the Board.

Appointment of Trustees

An individual may be appointed as a Trustee as long as a majority of the board vote in favour of appointment. Appointments are confirmed annually at the AGM.

Induction of Trustees

Following appointment, each Trustee undertakes an induction programme which includes a guide to the vision, values of the charity, the charity's governing documents and the policies of the charity. New Trustees are also encouraged to attend Volunteer and Coordinator events.

New Trustees are encouraged to attend Volunteer and Coordinator training days, meet with volunteers at their monthly team meetings and attend the monthly Management Team Meetings.

Risk Management

The charity operates an annual planning and budget process approved by the Board of Trustees. As an integral part of this process, there is an assessment of key risks facing the Charity and how these risks can be mitigated.

Going Concern

The activities of the charity are dependent on the ongoing financial support of its donors. After reviewing the charities' cash flows for the 2023/24 period, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the period of twelve months from the accounting date of these financial statements. The charity has therefore continued to adopt the going concern basis in preparing its financial statements.

Reserves Policy

In setting the reserves policy the Board of Trustees considers the need to provide against any future income shortfall, fulfil our working capital requirements and allow funds to be available to support team growth and training needs. This has to be balanced against the need to spend reserves now to enable us to provide our listening and signposting services. The Trustees have retained sufficient reserves to allow the charity to operate for the coming year.

Principal Risks and Uncertainties

The Board of Trustees considers the principal risks and uncertainties for the charity together with the mitigating actions being taken to manage those risks. They are as follows:

Principal risk and uncertainties	Mitigating action
Authorisation to receive referrals— Active Listening works in partnership with PSNI and receives referrals directly from them	Developing new procedures and streamlining current procedures and policies to ensure this process works effectively for both organisations.
Not being able to meet the key needs of all our stakeholders including Volunteers, our funders and our partners.	Active Listening is fundamentally about making a positive impact on vulnerable adults in crisis. However we have to ensure that volunteers, funders and PSNI needs are satisfied too, to ensure the survival of the charity. Communication is key to ensuring all stakeholders understand why decisions have been made.
The inability to maintain financial stability whilst operating in a highly competitive environment to secure funding.	The fundraising strategy is focussed on ensuring that the charity is not reliant on one single source of funding to ensure its financial sustainability. Expenditure plans are developed in advance and growth is controlled to ensure it is financially sustainable.
Retention and recruitment of volunteer listeners	Look to develop new avenues of recruitment and raise the awareness of the work that Active Listening does. At times it may become necessary to halt referrals to protect our volunteers from taking on more than they can safely manage.

Approved by the Board of Trustees on 28 February 2025 and signed on its behalf by:



Raymond Ross
Chair of the Board of Trustees

Statement of Trustees' Responsibilities

The Trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for preparing the Trustees Annual Report including the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

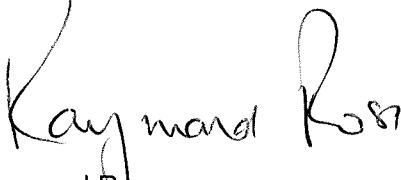
Company and charity law requires the Trustees to prepare financial statements for each financial year. Under company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources. In preparing those financial statements the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and accounting 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 adequate and proper accounting records that are sufficient to show and explain the charity's transactions and 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 (Northern Ireland) 2008, Charities (Accounts and Reports) Regulations (Northern Ireland) 2015 and with the requirements of the Companies Act 2006.

They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities. The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charity's website. Legislation in the UK governing the preparation and dissemination of the financial statements and other information included in annual reports may differ from legislation in other jurisdictions. The Trustees confirm that, so far as each Trustee is aware, there is no relevant information of which the charity's independent examiner is unaware, and each Trustee has taken all the steps that he/she ought to have taken as a Trustee in order to make himself/herself aware of any relevant review information and to establish that the charity's independent examiner is aware of that information.

Approved by the Board of Trustees on 28 February 2025 and signed on its behalf by:



Raymond Ross

Chair of the Board of Trustees

Independent Examiner's Report to the Members and Trustees of Active Listening

I report on the accounts of the company for the year ended 30 April 2024, which are set out on pages 13 to 19.

Respective responsibilities of trustees and examiner

As the Charities trustees (who are also the directors of the company for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006. Having satisfied myself that the charity is not subject to audit under company law, and is eligible for independent examination, it is my responsibility to:

- examine the accounts under section 65 of the Charities Act
- follow the procedures laid down in the general Directions given by the Charity Commission for Northern Ireland under section 65(9)(b) of the Charities Act
- State whether particular matters have come to my attention.

Basis of independent examiner's report

I have examined your charity accounts as required under section 65 of Charities Act and my examination was carried out in accordance with the general Directions given by the Charity Commission for Northern Ireland under section 65(9)(b) of the Charities Act. The examination included a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also included consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as charity trustees concerning any such matters.

My role is to state whether any material matters have come to my attention giving me cause to believe:

1. That accounting records were not kept in accordance with section 386 of the Companies Act 2006
2. That the accounts do not accord with those accounting records
3. That the accounts do not comply with the accounting requirements of section 396 of the Companies Act 2006 and with the methods and principles of the 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
4. That there is further information needed for a proper understanding of the accounts to be reached.

Independent examiner's statement

I have completed my examination and have no concerns in respect of the matters (1) to (4) listed above and, in connection with following the Directions of the Charity Commission for Northern Ireland; I have found no matters that require drawing to your attention.



Mr E. McLaughlin
D T Carson & Co
Chartered Accountants

51-53 Thomas Street, Ballymena
Co Antrim, BT43 6AZ

Date: 8 February 2025

Statement of Financial Activities

Incorporating an Income and Expenditure Account for the year to 30 April 2024

	Note	Unrestricted Funds 2024 £	Restricted Funds 2024 £	All funds 2024 £	All funds 2023 £
Income					
Donations		1,161	-	1,161	2,463
Grants – Public Bodies	2	-	-	-	300
Grants – Other	2	2,250	-	2,250	1,750
Interest	2	-	-	-	-
Total Income		3,411	-	3,411	4,513
Expenditure					
Charitable Activities	3	(8,746)	-	(8,743)	(9,533)
Governance	4	(1,213)	-	(1,213)	(1,136)
Total Expenditure		(9,959)	-	(9,959)	(10,669)
Net gain/(loss) on investment		-	-	-	-
Net (Expenditure) / Income before tax		(6,548)	-	(6,548)	(6,156)
Tax Payable		-	-	-	-
Net Income/(Expenditure) after tax	5	(6,548)	-	(6,548)	(6,156)
Transfer between funds	11	-	-	-	-
Other recognised gains/(losses)	11	-	-	-	-
Net movement in funds		(6,548)	-	(6,548)	(6,156)
Reconciliation of funds:					
Total funds brought forwards		10,990	2,687	13,677	19,833
Total funds carried forward	11	4,442	2,687	7,129	13,677

The Charity has no recognised gains or losses other than those shown above and therefore no separate statement of total recognised gains and losses has been presented. All income and expenditure derive from continuing activities. The notes on pages 16 to 19 form part of the accounts.

Balance Sheet

As at 30 April 2024

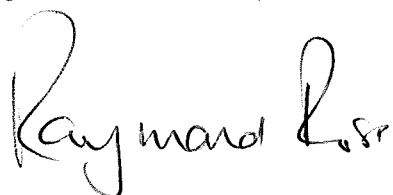
Company registration No. NI602918

	Note	2024 £	2023 £
Fixed Assets			
Tangible Fixed Assets	7	<u>2,185</u>	2,793
Current Assets			
Debtors	8	472	1,350
Cash at bank and in hand		<u>5,029</u>	10,103
		<u>5,501</u>	11,453
Current Liabilities			
Creditors	9	<u>(557)</u>	(569)
Net Current Assets		<u>4,944</u>	10,884
Net Assets		<u>7,129</u>	13,677
Funds			
Unrestricted funds	11	4,442	10,990
Restricted Funds	11	<u>2,687</u>	2,687
Total Funds		<u>7,129</u>	13,677

These accounts have been prepared in accordance with the provisions applicable to small companies following the small company's regime and with the Financial Reporting Standard 102 (effective 1 January 2015). For the year ended 30 April 2024 the company was entitled to the exemption from an audit under section 477 of the Companies Act 2006 and that no member or members have requested an audit pursuant to section 476 of the Companies Act 2006.

The directors acknowledge their responsibility for complying with the requirements of the Act with respect to accounting records and for the preparation of the accounts.

Approved and authorised for issue by the Board of Trustees on 28 February 2025 and signed on its behalf by:



Raymond Ross
Chair of Board of Trustees

Cash Flow Statement

For the year to 30 April 2023

	All funds 2024 £	All funds 2023 £
Net (expenditure)/income for the year	(6,548)	(6,156)
Adjustment for:		
Depreciation	2,127	1,861
Decrease/(increase) in debtors	878	(940)
(Decrease)/increase in creditors	(12)	(1,149)
Interest	-	-
Net cash generated from operating activities	(3,555)	(6,384)
Cash flows from operating activities:		
Net cash generated from operating activities	(3,555)	(6,384)
Cash flows from Investing activities:		
Interest	-	-
Purchase of fixed assets	(1,519)	(3,516)
Net cash (used in)/provided by investing activities	(1,519)	(3,516)
Change in cash and cash equivalents for the year	(5,074)	(9,900)
Cash and cash equivalents at the beginning of the year	10,103	20,003
Cash and cash equivalents at the end of the year	5,029	10,103
Cash in hand	5,029	10,103

The notes on pages 16 to 19 form part of the accounts.

Notes to the Accounts

1. Accounting policies

a) Basis of preparation

The accounts have been prepared on a going concern basis under the historical cost convention. The financial statements are prepared in accordance with the Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (Charities SORP (FRS102)), issued 1 January 2015, the Companies Act 2006, the Charities Act (Northern Ireland) 2008, the Charities (Accounts and Reports) Regulations (Northern Ireland) 2015 and applicable accounting standards.

b) Fund accounting

Unrestricted funds are funds that are available at the discretion of the trustees in furtherance of the objectives of the charity and have not been designated for other purposes. Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for specific purposes.

c) Income

All income is included in the Statement of Financial Activities when the charity is legally entitled to the income, there is reasonable certainty of receipt and the amount can be quantified with reasonable accuracy. The following specific policies apply to categories of income:

- i) Donations—accounted for when received.
- ii) Grants—where income from a grant is received in advance, its recognition is deferred and included in creditors. Where entitlement occurs before income is received, the income is accrued. Capital grants are accounted for as income as soon as they are received.

d) Expenditure

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to that category. Where costs cannot be directly attributed to particular headings, they have been allocated to activities on a basis consistent with use of resources. Supports costs have been allocated on the basis of spend on main activities (listening, team set-up and volunteer training) and governance activities.

The following specific policies apply to categories of expenditure:

- i) Governance costs—are the costs associated with the governance arrangements of the charity which relate to the general running of the charity as distinguished from those costs associated with charitable activity. Included within this category are costs associated with the strategic management of the charity's activities.
- ii) Support Costs—comprise the costs incurred delivering the charity service and infrastructure functions.
- iii) Depreciation—is calculated on a straight line basis to write off the cost of tangible fixed assets

e) Taxation

Active Listening is a registered charity and is therefore potentially exempt from taxation of its income and gains to the extent they fall within Part 11 of the Corporation Tax Act 2010 and section 256 of the Taxation of Chargeable Gains Acts 1992. No tax charge has arisen in the year.

2. Income

Donations:

	All Funds 2024 £	All Funds 2023 £
Individuals	885	1,948
Churches & Corporations	276	515
	1,161	2,463

Grants – Public Bodies:

	All Funds 2024 £	All Funds 2023 £
PSNI	-	-
Mid & East Antrim BC	-	300
	-	300

Grants – Other:

	All Funds 2024 £	All Funds 2023 £
NIE Communities	1,500	-
Halifax Grant Foundation	-	500
Enkalon Foundation	500	-
Dunleath Trust	-	1,000
Donibristle Trust	250	250
	2,250	1,750

3. Expenditure—Charitable Activities

This is broken down by three main activities: listening, volunteer training and team set-up.

	Direct Costs 2024 £	Support Costs 2024 £	All Funds 2024 £	All Funds 2023 £
Listening	4,081	3,480	7,561	7,026
Volunteer Training	635	377	1,012	788
Team Set-up	173	-	173	93
Advertising	-	-	-	1,626
	4,889	3,857	8,746	9,533

4. Expenditure—Governance

All expenditure on governance is direct expenditure and is broken down as follows:

	Note	All Funds 2024 £	All Funds 2023 £
Accountancy Fees	5	180	180
Board of Trustees		-	-
Insurance		885	808
Subscriptions		148	148
		1,213	1,136

5. Net Income / (Expenditure) before tax

This is stated after charging:

	All Funds 2024 £	All Funds 2023 £
External Examiner – DT Carson	180	180
Depreciation	2,127	1,861
Bank charges	36	37
Penalties and fines	-	150

The Directors of the charitable company are the trustees under charity law and receive no remuneration. It is the policy of the charity to reimburse volunteer expenses in full. During the year no trustees (2023:0) received reimbursement for travel to attend meetings, telephony and other incidentals (in 2024 the total expenses claimed by trustees for these purposes were £nil).

6. Staff Costs

Active Listening does not employ any staff members and our services are fully provided by volunteers.

7. Tangible Fixed Assets

	Office Equipment £	IT Equipment & Mobile Phones £	All funds £
Cost			
At 1 May 2023	1,048	10,596	11,644
Additions	-	1,519	1,519
Disposals	-	-	-
At 30 April 2024	1,048	12,115	13,163
Depreciation			
At 1 May 2023	1,048	7,803	8,851
Charge for the year	-	2,127	2,127
Disposals	-	-	-
Impairment charges	-	-	-
At 30 April 2024	1,048	9,930	10,978
Net Book Value			
At 30 April 2024	-	2,185	2,185
At 30 April 2023	-	2,793	2,793

8. Debtors

	All Funds 2024 £	All Funds 2023 £
Trade Debtors	-	-
Prepayments	472	1,350
	472	1,350

9. Creditors

	All Funds 2024 £	All Funds 2023 £
Trade Creditors	17	210
Accruals	540	360
	<u>557</u>	<u>570</u>

10. Financial and other commitments

The charity has no financial or other commitments.

11. Reconciliation of reserves

	As at 30 April 2023 £	Income £	Expenditure £	Transfers between fund £	Net gain on investment £	As at 30 April 2024 £
Unrestricted						
General Fund	10,990	3,411	(9,959)	-	-	4,442
Total Unrestricted	10,990	3,411	(9,959)	-	-	4,442
Restricted						
Other funds	2,687	-	-	-	-	2,687
Total Restricted	2,687	-	-	-	-	2,687
Total Funds	13,677	3,411	(9,959)	-	-	7,129

	General Funds £	Restricted Funds £	Total funds 2024 £	Total funds 2023 £
Represented by:				
Tangible fixed assets	1,438	747	2,185	2,793
Current Assets	3,561	1,940	5,501	11,453
Liabilities	(557)	-	(557)	(569)
Total	4,442	2,687	7,129	13,677

a) Unrestricted Funds—General Fund

These funds are held available for the ordinary purposes of the charity.

b) Restricted funds—Other Funds

These funds represent a number of donations received which carry specific restrictions imposed by the donor. They are mainly received from Corporate or Trust donors.

Reference and Administrative Details

Founder	Mike Elwood
Chair	Raymond Ross
CEO	Sam Wilson
Patrons	Ray and Sandra Elwood

Company Name

Active Listening

Registered Office

59 Old Galgorm Road, Ballymena, County Antrim, Northern Ireland, BT42 1AN

Northern Ireland Charity Number

NIC100324

Company Number

NI602918

Website

www.activelistening.org.uk

Board of Trustees

Jennifer Hood, Philip McCartney and Raymond Ross (Chair)

Company Secretary

Sam Wilson

Bankers

Danske Bank, Ballymena Branch, 1-2 Broadway, Ballymena, County Antrim, Northern Ireland, BT43 7AA

External Examiner and Accountant

DT Carson & Co, 51-53 Thomas Street, Ballymena, County Antrim, Northern Ireland, BT43 6AZ

Solicitors

A&L Goodbody, 42/46 Fountain Street, Belfast, Northern Ireland, BT1 5EF

Donors and Supporters

We are extremely grateful to all supporters.

Every donation we receive and every hour given by our volunteers helps us to provide a listening and signposting service to vulnerable adults in Northern Ireland. Our supporters include:

Companies and organisations

A&L Goodbody
MCC Computers Ltd
Donibristle Trust
Belfast Cathedral
Halifax Grant Foundation
Enkalon Foundation
Benefact Trust
Leatherseller Foundation
2nd Limavady Presbyterian Church

Statutory and similar bodies

Police Service of Northern Ireland

And donors who wish to remain anonymous.

We are grateful to all those individuals who have generously supported Active Listening.

And finally a huge thank you to everyone who volunteers for Active Listening.

Active Listening registered office

59 Old Galgorm Road

Ballymena

County Antrim

BT42 1AN

☎ 07592 944 807

✉ help@alni.org.uk

Active Listening

Northern Ireland - Charity number 100324

Annual return

Active Listening

**Annual Report and Accounts
For the year ending 30 April 2024**

Active Listening registered office
59 Old Galgorm Road
Ballymena
County Antrim
BT42 1AN
07592 944 807
help@alni.org.uk
www.activelistening.org.uk

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Vision

Active Listening believes everyone in the midst of crisis should have someone they can talk to – in confidence, without judgement and the freedom to determine their next step.

What do we do?

Active Listening stands in the gap providing hope.

Active Listening receives referrals from the emergency services for adults in the midst of crisis for whom we offer face-to-face confidential listening and signposting.

How it works

1. Person in midst of crisis – Emergency services assess the situation
 - If criteria are met emergency services refer to Active Listening
2. Active Listening assess the referral for suitability
 - Accepted referral is directed to a local Team Coordinator
3. Team Coordinator assesses the referral and assigns two team members
 - Team Members make contact with person in midst of crisis

We are committed to the following values:

- **Local**—a Northern Ireland based charity working in partnership with PSNI
- **Confidential**—we provide a confidential listening and signposting service to vulnerable adults referred by PSNI
- **Available to all**—we will meet anyone from the local community regardless of gender, race, creed or culture
- **Supportive**—to support people struggling with domestic violence, drug and alcohol abuse, suicide or risk of suicide, debt, self-harm, bereavement and depression.
- **Offered through a Christian ethos**—our volunteers are all committed members of the local community of Christian faith.

Chairman's Introduction

Welcome to our 2023/24 Annual Report

In Northern Ireland many people who are in the midst of crisis need to talk to someone about their own personal situation. Active Listening has evolved from the belief that such people deserve to have someone to talk to in confidence, without judgement, yet retaining the freedom to resolve their own issues.

During 2023/24 the members of the Board of Trustees continued to exercise their key responsibilities:

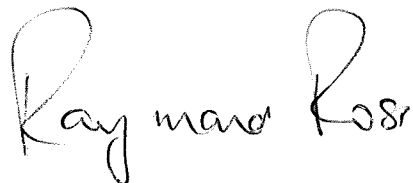
- Spiritually – As a faith-based organisation it was necessary that the backbone of the charity's work was underpinned with a spiritual dimension
- Strategically – The Board developed the charity's strategy in liaison with the Chief Executive Officer
- Administratively – All members exercised their oversight and legal responsibilities in close cooperation with the Chief Executive Officer

During the past year the work of Active Listening was greatly blessed by its Christian volunteers who have a heart and compassion for people and wish to share God's love to everyone through their service in this domain. Contact with those referred to the charity was largely made through video and telephone calls.

Financially it is always challenging operating on a shoestring budget and having limited financial support and stability. However, we are grateful we have been able to maintain our current levels of support during the period of this Annual Report.

As Chair and on behalf of the Board I would like to thank our listening and signposting teams across Northern Ireland for the key role they each play in providing support for those in need.

Much appreciation needs to be extended to our Chief Executive Officer for his support, commitment and energy to the overall leadership of Active Listening, to the members of the Management Team for their role in managing the charity's work and to Ruth who is the first point of contact in the office for all referrals. Finally I wish to convey my sincere thanks to all trustees on the Board for their prayers, support and dedication throughout the past year in furthering the work of Active Listening.



Raymond Ross
Chair of the Board of Trustees

Chief Executive Officer's Statement

Throughout 2023/24, there were many significant Northern Ireland news stories, including the long-awaited return of the Northern Ireland Executive to Stormont. This will hopefully lead to improved governance and leadership across Northern Ireland.

Another significant news story was the PSNI data breach. This led to the temporary suspension of information sharing with a considerable number of organisations whilst they reviewed their information-sharing arrangements. PSNI drafted new arrangements following a period of consultation internally and with Active Listening. I am grateful to the Officers who helped me navigate this challenge and bring the referral system back online in a more robust and sustainable position. Their support and encouragement was invaluable.

Despite the challenge faced by the temporary suspension of the referral system, our Volunteers have re-engaged and are committed to helping people in the midst of crisis, regardless of their race or beliefs or their role as victims or perpetrators. They have chosen to stand in the gap, offering a compassionate, confidential and discreet Christian response to everyone. It is my hope that others will step up from the sidelines and be part of the solution.


Our emergency services are continuing to face huge pressures, primarily from public demand and a lack of sustainable funding, with PSNI facing mental health incidents at an average rate of 107 per day. They responded to over 37,000 emergency incidents and over 415,000 non-emergency incidents during this period.

Thank you to the PSNI Officers and Staff who make the referrals as they engage with the public. Many of the situations they encounter are not policing matters, however they respond with the same degree of professionalism. Active Listening's role is to help reduce that demand.

I also want to pass on my thanks to:

- Our Volunteers across Northern Ireland as they give their time to bring hope to those in need by listening and signposting. I am blessed by the amazing people I work with.
- The Board of Trustees, who continue to provide oversight and governance and exercise a genuine interest and care in my health and well-being and that of my Volunteers.
- Finally to Ruth Millar, my PA, who has, for many years, provided unwavering support to me and as a constant source of help and support to Volunteers across Active Listening.

It's time for every person in Northern Ireland to accept a personal responsibility in supporting our public services. Don't stand on the side-lines, be part of the solution.



Sam Wilson
Chief Executive Officer

Overview of Active Listening

Active Listening operates throughout Northern Ireland with a central management team based in Ballymena and volunteer listening teams in nine locations— six districts — Antrim and Newtownabbey, Ards and North Down, Causeway Coast and Glens, Mid and East Antrim, Mid Ulster and Omagh and Fermanagh.

Active Listening provides a confidential and non-judgmental listening and signposting service to vulnerable adults in Northern Ireland. Our service is provided by 100 volunteers drawn from local churches working with a committed Christian faith.

We meet vulnerable adults who are struggling with domestic violence, drug and alcohol abuse, suicide or risk of suicide, debt, self-harm, bereavement and depression to name but a few.

Our purpose is to:

- provide relief to persons (including relevant family and friends) in Northern Ireland who are in conditions of emotional distress, hardship, ill-health, facing relationship difficulties or family problems through the provision of a professional, Christian, caring and confidential, reflective, listening and counselling service for the purpose of relieving such persons.
- the direct benefits include helping these persons move towards positive change and growth. These aims are reflected in our vision to make a positive impact in the lives of adults in crisis.

The Trustees confirm that they have had due regard to the Charity Commission of Northern Ireland's guidance on public benefit in reviewing the charity's aims and objectives, in planning future activities and in compiling this report.

Trustees' Annual Report

The Trustees, who are also the directors under company law, present their annual report and financial accounts for the year ended 30 April 2024. This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies exemption.

Structure, Governance and Management

Structure

Active Listening is a charitable company limited by guarantee. It was incorporated in 2010, having been founded by (the late) Mike Elwood in 2007.

Active Listening's Office and Leadership Team is based in Ballymena. The Management Team are based throughout Northern Ireland and provide support to the Active Listening Teams. The Leadership team is responsible to the Board of Trustees.

Active Listening volunteer teams are based in six districts — Antrim and Newtownabbey, Ards and North Down, Causeway Coast and Glens, Mid and East Antrim, Mid Ulster and Omagh and Fermanagh. They are managed by a Team Coordinator who reports to the Management Team.

Governance

Active Listening is governed by a Memorandum and Articles of Association which were substantially revised in 2014 when the charity was applying for registration with the Charity Commission for Northern Ireland. The governing body is the Board of Trustees, which currently has four members, who are also the Directors of the Company.

The Board is advised by the Chief Executive Officer (CEO) who delivers operational leadership of Active Listening. A Management Team manages our Volunteers carrying out activities including recruitment, induction and training, continuing development and PR activities. Board members can attend operational meetings at their discretion. The Board meets formally a minimum of four times a year.

Our CEO and Management Team meet monthly. The CEO advises and guides the Board of Trustees on key policy issues and acts as a channel of communication between the Board and all operational Volunteers.

Although the Trustees are responsible for directing the affairs of the charity, they have delegated the operational activity to the Chief Executive Officer and his team. However significant matters are specifically reserved for the Board's decision and cannot be delegated. These include the strategic direction of the charity, the approval of key policies, the approval of operational plans (including significant contractual spend), the approval of budgets and the appointment of the Chief Executive Officer.

Subject to the above, the CEO can approve routine contracts, authorise expenditure and recruit volunteers in a way consistent with the charity's strategic direction and in line with annual budgets approved by the Board.

Appointment of Trustees

An individual may be appointed as a Trustee as long as a majority of the board vote in favour of appointment. Appointments are confirmed annually at the AGM.

Induction of Trustees

Following appointment, each Trustee undertakes an induction programme which includes a guide to the vision, values of the charity, the charity's governing documents and the policies of the charity. New Trustees are also encouraged to attend Volunteer and Coordinator events.

New Trustees are encouraged to attend Volunteer and Coordinator training days, meet with volunteers at their monthly team meetings and attend the monthly Management Team Meetings.

Risk Management

The charity operates an annual planning and budget process approved by the Board of Trustees. As an integral part of this process, there is an assessment of key risks facing the Charity and how these risks can be mitigated.

Going Concern

The activities of the charity are dependent on the ongoing financial support of its donors. After reviewing the charities' cash flows for the 2023/24 period, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the period of twelve months from the accounting date of these financial statements. The charity has therefore continued to adopt the going concern basis in preparing its financial statements.

Reserves Policy

In setting the reserves policy the Board of Trustees considers the need to provide against any future income shortfall, fulfil our working capital requirements and allow funds to be available to support team growth and training needs. This has to be balanced against the need to spend reserves now to enable us to provide our listening and signposting services. The Trustees have retained sufficient reserves to allow the charity to operate for the coming year.

Principal Risks and Uncertainties

The Board of Trustees considers the principal risks and uncertainties for the charity together with the mitigating actions being taken to manage those risks. They are as follows:

Principal risk and uncertainties	Mitigating action
Authorisation to receive referrals— Active Listening works in partnership with PSNI and receives referrals directly from them	Developing new procedures and streamlining current procedures and policies to ensure this process works effectively for both organisations.
Not being able to meet the key needs of all our stakeholders including Volunteers, our funders and our partners.	Active Listening is fundamentally about making a positive impact on vulnerable adults in crisis. However we have to ensure that volunteers, funders and PSNI needs are satisfied too, to ensure the survival of the charity. Communication is key to ensuring all stakeholders understand why decisions have been made.
The inability to maintain financial stability whilst operating in a highly competitive environment to secure funding.	The fundraising strategy is focussed on ensuring that the charity is not reliant on one single source of funding to ensure its financial sustainability. Expenditure plans are developed in advance and growth is controlled to ensure it is financially sustainable.
Retention and recruitment of volunteer listeners	Look to develop new avenues of recruitment and raise the awareness of the work that Active Listening does. At times it may become necessary to halt referrals to protect our volunteers from taking on more than they can safely manage.

Approved by the Board of Trustees on 28 February 2025 and signed on its behalf by:



Raymond Ross
Chair of the Board of Trustees

Statement of Trustees' Responsibilities

The Trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for preparing the Trustees Annual Report including the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

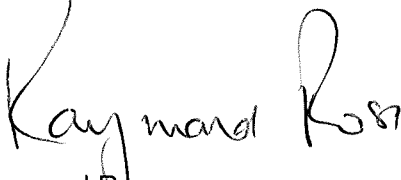
Company and charity law requires the Trustees to prepare financial statements for each financial year. Under company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources. In preparing those financial statements the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and accounting 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 adequate and proper accounting records that are sufficient to show and explain the charity's transactions and 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 (Northern Ireland) 2008, Charities (Accounts and Reports) Regulations (Northern Ireland) 2015 and with the requirements of the Companies Act 2006.

They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities. The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charity's website. Legislation in the UK governing the preparation and dissemination of the financial statements and other information included in annual reports may differ from legislation in other jurisdictions. The Trustees confirm that, so far as each Trustee is aware, there is no relevant information of which the charity's independent examiner is unaware, and each Trustee has taken all the steps that he/she ought to have taken as a Trustee in order to make himself/herself aware of any relevant review information and to establish that the charity's independent examiner is aware of that information.

Approved by the Board of Trustees on 28 February 2025 and signed on its behalf by:



Raymond Ross

Chair of the Board of Trustees

Independent Examiner's Report to the Members and Trustees of Active Listening

I report on the accounts of the company for the year ended 30 April 2024, which are set out on pages 13 to 19.

Respective responsibilities of trustees and examiner

As the Charities trustees (who are also the directors of the company for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006. Having satisfied myself that the charity is not subject to audit under company law, and is eligible for independent examination, it is my responsibility to:

- examine the accounts under section 65 of the Charities Act
- follow the procedures laid down in the general Directions given by the Charity Commission for Northern Ireland under section 65(9)(b) of the Charities Act
- State whether particular matters have come to my attention.

Basis of independent examiner's report

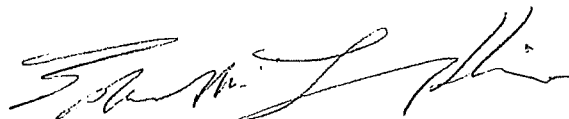
I have examined your charity accounts as required under section 65 of Charities Act and my examination was carried out in accordance with the general Directions given by the Charity Commission for Northern Ireland under section 65(9)(b) of the Charities Act. The examination included a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also included consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as charity trustees concerning any such matters.

My role is to state whether any material matters have come to my attention giving me cause to believe:

1. That accounting records were not kept in accordance with section 386 of the Companies Act 2006
2. That the accounts do not accord with those accounting records
3. That the accounts do not comply with the accounting requirements of section 396 of the Companies Act 2006 and with the methods and principles of the 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
4. That there is further information needed for a proper understanding of the accounts to be reached.

Independent examiner's statement

I have completed my examination and have no concerns in respect of the matters (1) to (4) listed above and, in connection with following the Directions of the Charity Commission for Northern Ireland; I have found no matters that require drawing to your attention.



Mr E. McLaughlin
D T Carson & Co
Chartered Accountants

51-53 Thomas Street, Ballymena
Co Antrim, BT43 6AZ

Date: 8 February 2025

Statement of Financial Activities

Incorporating an Income and Expenditure Account for the year to 30 April 2024

	Note	Unrestricted Funds 2024 £	Restricted Funds 2024 £	All funds 2024 £	All funds 2023 £
Income					
Donations		1,161	-	1,161	2,463
Grants – Public Bodies	2	-	-	-	300
Grants – Other	2	2,250	-	2,250	1,750
Interest	2	-	-	-	-
Total Income		3,411	-	3,411	4,513
Expenditure					
Charitable Activities	3	(8,746)	-	(8,743)	(9,533)
Governance	4	(1,213)	-	(1,213)	(1,136)
Total Expenditure		(9,959)	-	(9,959)	(10,669)
Net gain/(loss) on investment		-	-	-	-
Net (Expenditure) / Income before tax		(6,548)	-	(6,548)	(6,156)
Tax Payable		-	-	-	-
Net Income/(Expenditure) after tax	5	(6,548)	-	(6,548)	(6,156)
Transfer between funds	11	-	-	-	-
Other recognised gains/(losses)	11	-	-	-	-
Net movement in funds		(6,548)	-	(6,548)	(6,156)
Reconciliation of funds:					
Total funds brought forwards		10,990	2,687	13,677	19,833
Total funds carried forward	11	4,442	2,687	7,129	13,677

The Charity has no recognised gains or losses other than those shown above and therefore no separate statement of total recognised gains and losses has been presented. All income and expenditure derive from continuing activities. The notes on pages 16 to 19 form part of the accounts.

Balance Sheet

As at 30 April 2024

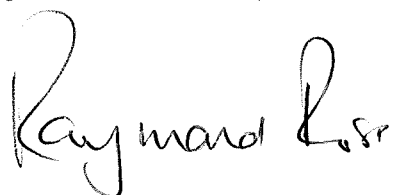
Company registration No. NI602918

	Note	2024 £	2023 £
Fixed Assets			
Tangible Fixed Assets	7	<u>2,185</u>	2,793
Current Assets			
Debtors	8	472	1,350
Cash at bank and in hand		<u>5,029</u>	10,103
		<u>5,501</u>	11,453
Current Liabilities			
Creditors	9	<u>(557)</u>	(569)
Net Current Assets		<u>4,944</u>	10,884
Net Assets		<u>7,129</u>	13,677
Funds			
Unrestricted funds	11	4,442	10,990
Restricted Funds	11	<u>2,687</u>	2,687
Total Funds		<u>7,129</u>	13,677

These accounts have been prepared in accordance with the provisions applicable to small companies following the small company's regime and with the Financial Reporting Standard 102 (effective 1 January 2015). For the year ended 30 April 2024 the company was entitled to the exemption from an audit under section 477 of the Companies Act 2006 and that no member or members have requested an audit pursuant to section 476 of the Companies Act 2006.

The directors acknowledge their responsibility for complying with the requirements of the Act with respect to accounting records and for the preparation of the accounts.

Approved and authorised for issue by the Board of Trustees on 28 February 2025 and signed on its behalf by:



Raymond Ross
Chair of Board of Trustees

Cash Flow Statement

For the year to 30 April 2023

	All funds 2024 £	All funds 2023 £
Net (expenditure)/income for the year	(6,548)	(6,156)
Adjustment for:		
Depreciation	2,127	1,861
Decrease/(increase) in debtors	878	(940)
(Decrease)/increase in creditors	(12)	(1,149)
Interest	-	-
Net cash generated from operating activities	(3,555)	(6,384)
Cash flows from operating activities:		
Net cash generated from operating activities	(3,555)	(6,384)
Cash flows from Investing activities:		
Interest	-	-
Purchase of fixed assets	(1,519)	(3,516)
Net cash (used in)/provided by investing activities	(1,519)	(3,516)
Change in cash and cash equivalents for the year	(5,074)	(9,900)
Cash and cash equivalents at the beginning of the year	10,103	20,003
Cash and cash equivalents at the end of the year	5,029	10,103
Cash in hand	5,029	10,103

The notes on pages 16 to 19 form part of the accounts.

Notes to the Accounts

1. Accounting policies

a) Basis of preparation

The accounts have been prepared on a going concern basis under the historical cost convention. The financial statements are prepared in accordance with the Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (Charities SORP (FRS102)), issued 1 January 2015, the Companies Act 2006, the Charities Act (Northern Ireland) 2008, the Charities (Accounts and Reports) Regulations (Northern Ireland) 2015 and applicable accounting standards.

b) Fund accounting

Unrestricted funds are funds that are available at the discretion of the trustees in furtherance of the objectives of the charity and have not been designated for other purposes. Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for specific purposes.

c) Income

All income is included in the Statement of Financial Activities when the charity is legally entitled to the income, there is reasonable certainty of receipt and the amount can be quantified with reasonable accuracy. The following specific policies apply to categories of income:

- i) Donations—accounted for when received.
- ii) Grants—where income from a grant is received in advance, its recognition is deferred and included in creditors. Where entitlement occurs before income is received, the income is accrued. Capital grants are accounted for as income as soon as they are received.

d) Expenditure

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to that category. Where costs cannot be directly attributed to particular headings, they have been allocated to activities on a basis consistent with use of resources. Support costs have been allocated on the basis of spend on main activities (listening, team set-up and volunteer training) and governance activities.

The following specific policies apply to categories of expenditure:

- i) Governance costs—are the costs associated with the governance arrangements of the charity which relate to the general running of the charity as distinguished from those costs associated with charitable activity. Included within this category are costs associated with the strategic management of the charity's activities.
- ii) Support Costs—comprise the costs incurred delivering the charity service and infrastructure functions.
- iii) Depreciation—is calculated on a straight line basis to write off the cost of tangible fixed assets

e) Taxation

Active Listening is a registered charity and is therefore potentially exempt from taxation of its income and gains to the extent they fall within Part 11 of the Corporation Tax Act 2010 and section 256 of the Taxation of Chargeable Gains Acts 1992. No tax charge has arisen in the year.

2. Income

Donations:

	All Funds 2024 £	All Funds 2023 £
Individuals	885	1,948
Churches & Corporations	276	515
	1,161	2,463

Grants – Public Bodies:

	All Funds 2024 £	All Funds 2023 £
PSNI	-	-
Mid & East Antrim BC	-	300
	-	300

Grants – Other:

	All Funds 2024 £	All Funds 2023 £
NIE Communities	1,500	-
Halifax Grant Foundation	-	500
Enkalon Foundation	500	-
Dunleath Trust	-	1,000
Donibristle Trust	250	250
	2,250	1,750

3. Expenditure—Charitable Activities

This is broken down by three main activities: listening, volunteer training and team set-up.

	Direct Costs 2024 £	Support Costs 2024 £	All Funds 2024 £	All Funds 2023 £
Listening	4,081	3,480	7,561	7,026
Volunteer Training	635	377	1,012	788
Team Set-up	173	-	173	93
Advertising	-	-	-	1,626
	4,889	3,857	8,746	9,533

4. Expenditure—Governance

All expenditure on governance is direct expenditure and is broken down as follows:

	Note	All Funds 2024 £	All Funds 2023 £
Accountancy Fees	5	180	180
Board of Trustees		-	-
Insurance		885	808
Subscriptions		148	148
		1,213	1,136

5. Net Income / (Expenditure) before tax

This is stated after charging:

	All Funds 2024 £	All Funds 2023 £
External Examiner – DT Carson	180	180
Depreciation	2,127	1,861
Bank charges	36	37
Penalties and fines	-	150

The Directors of the charitable company are the trustees under charity law and receive no remuneration. It is the policy of the charity to reimburse volunteer expenses in full. During the year no trustees (2023:0) received reimbursement for travel to attend meetings, telephony and other incidentals (in 2024 the total expenses claimed by trustees for these purposes were £nil).

6. Staff Costs

Active Listening does not employ any staff members and our services are fully provided by volunteers.

7. Tangible Fixed Assets

	Office Equipment £	IT Equipment & Mobile Phones £	All funds £
Cost			
At 1 May 2023	1,048	10,596	11,644
Additions	-	1,519	1,519
Disposals	-	-	-
At 30 April 2024	1,048	12,115	13,163
Depreciation			
At 1 May 2023	1,048	7,803	8,851
Charge for the year	-	2,127	2,127
Disposals	-	-	-
Impairment charges	-	-	-
At 30 April 2024	1,048	9,930	10,978
Net Book Value			
At 30 April 2024	-	2,185	2,185
At 30 April 2023	-	2,793	2,793

8. Debtors

	All Funds 2024 £	All Funds 2023 £
Trade Debtors	-	-
Prepayments	472	1,350
	472	1,350

9. Creditors

	All Funds 2024 £	All Funds 2023 £
Trade Creditors	17	210
Accruals	540	360
	<u>557</u>	<u>570</u>

10. Financial and other commitments

The charity has no financial or other commitments.

11. Reconciliation of reserves

	As at 30 April 2023 £	Income £	Expenditure £	Transfers between fund £	Net gain on investment £	As at 30 April 2024 £
Unrestricted						
General Fund	10,990	3,411	(9,959)	-	-	4,442
Total Unrestricted	10,990	3,411	(9,959)	-	-	4,442
Restricted						
Other funds	2,687	-	-	-	-	2,687
Total Restricted	2,687	-	-	-	-	2,687
Total Funds	13,677	3,411	(9,959)	-	-	7,129

	General Funds £	Restricted Funds £	Total funds 2024 £	Total funds 2023 £
Represented by:				
Tangible fixed assets	1,438	747	2,185	2,793
Current Assets	3,561	1,940	5,501	11,453
Liabilities	(557)	-	(557)	(569)
Total	4,442	2,687	7,129	13,677

a) Unrestricted Funds—General Fund

These funds are held available for the ordinary purposes of the charity.

b) Restricted funds—Other Funds

These funds represent a number of donations received which carry specific restrictions imposed by the donor. They are mainly received from Corporate or Trust donors.

Reference and Administrative Details

Founder	Mike Elwood
Chair	Raymond Ross
CEO	Sam Wilson
Patrons	Ray and Sandra Elwood

Company Name

Active Listening

Registered Office

59 Old Galgorm Road, Ballymena, County Antrim, Northern Ireland, BT42 1AN

Northern Ireland Charity Number

NIC100324

Company Number

NI602918

Website

www.activelistening.org.uk

Board of Trustees

Jennifer Hood, Philip McCartney and Raymond Ross (Chair)

Company Secretary

Sam Wilson

Bankers

Danske Bank, Ballymena Branch, 1-2 Broadway, Ballymena, County Antrim, Northern Ireland, BT43 7AA

External Examiner and Accountant

DT Carson & Co, 51-53 Thomas Street, Ballymena, County Antrim, Northern Ireland, BT43 6AZ

Solicitors

A&L Goodbody, 42/46 Fountain Street, Belfast, Northern Ireland, BT1 5EF

Donors and Supporters

We are extremely grateful to all supporters.

Every donation we receive and every hour given by our volunteers helps us to provide a listening and signposting service to vulnerable adults in Northern Ireland. Our supporters include:

Companies and organisations

A&L Goodbody
MCC Computers Ltd
Donibristle Trust
Belfast Cathedral
Halifax Grant Foundation
Enkalon Foundation
Benefact Trust
Leatherseller Foundation
2nd Limavady Presbyterian Church

Statutory and similar bodies

Police Service of Northern Ireland

And donors who wish to remain anonymous.

We are grateful to all those individuals who have generously supported Active Listening.

And finally a huge thank you to everyone who volunteers for Active Listening.

Active Listening registered office

59 Old Galgorm Road

Ballymena

County Antrim

BT42 1AN

☎ 07592 944 807

✉ help@alni.org.uk

Active Listening

Northern Ireland - Charity number 100324

Accounts

Active Listening

**Annual Report and Accounts
For the year ending 30 April 2023**

Active Listening registered office
59 Old Galgorm Road
Ballymena
County Antrim
BT42 1AN
07592 944 807
help@alni.org.uk
www.activelistening.org.uk

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Vision

Active Listening believes everyone in the midst of crisis should have someone they can talk to – in confidence, without judgement and the freedom to determine their next step.

What do we do?

Active Listening stands in the gap providing hope.

Active Listening receives referrals from the emergency services for adults in the midst of crisis for whom we offer face-to-face confidential listening and signposting.

How it works

1. Person in midst of crisis – Emergency services assess the situation
 - If criteria are met emergency services refer to Active Listening
2. Active Listening assess the referral for suitability
 - Accepted referral is directed to a local Team Coordinator
3. Team Coordinator assesses the referral and assigns two team members
 - Team Members make contact with person in midst of crisis

We are committed to the following values:

- **Local**—a Northern Ireland based charity working in partnership with PSNI
- **Confidential**—we provide a confidential listening and signposting service to vulnerable adults referred by PSNI
- **Available to all**—we will meet anyone from the local community regardless of gender, race, creed or culture
- **Supportive**—to support people struggling with domestic violence, drug and alcohol abuse, suicide or risk of suicide, debt, self-harm, bereavement and depression.
- **Offered through a Christian ethos**—our volunteers are all committed members of the local community of Christian faith.

Chairman's Introduction

Welcome to our 2022/23 Annual Report

In Northern Ireland many people who are in the midst of crisis need to talk to someone about their own personal situation. Active Listening has evolved from the belief that such people deserve to have someone to talk to in confidence, without judgement, yet retaining the freedom to resolve their own issue.

During 2022/23 the members of the Board of Trustees continued to exercise their key responsibilities:

- Spiritually – As a faith-based organisation it was necessary that the backbone of the charity's work was underpinned with a spiritual dimension
- Strategically – The Board developed the charity's strategy in liaison with the Chief Executive Officer
- Administratively – All members exercised their oversight and legal responsibilities in close cooperation with the Chief Executive Officer

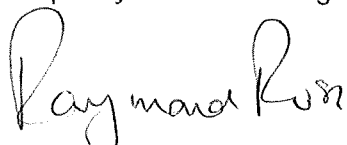
During the past year the work of Active Listening was greatly blessed by its many Christian volunteers who have a heart and compassion for people and wish to share God's love to everyone through their service in this domain.

In planning the work of the charity in a post covid environment face to face meetings continued to be replaced by video and telephone calls and volunteers were stretched by the significant increase in referrals.

Previous financial reports commented on the challenges of operating on a shoestring budget and having limited financial support. However, we are grateful for the still positive end of year figures presented in this 2022/23 Annual Report.

As Chair and on behalf of the Board I would like to thank our listening and signposting teams across Northern Ireland for the key role they each play in providing support for those in need.

Much appreciation needs to be extended to all members of the Management Team for their role in managing the work of Active Listening, promoting its links with PSNI, managing existing teams and developing and training all volunteers. Sincere thanks to our Chief Executive Officer for his support, commitment and energy to the overall leadership of the charity and to all trustees on the Board for their prayers, support and dedication throughout the past year in furthering the work of Active Listening.



Raymond Ross

Chair of the Board of Trustees

Chief Executive Officer's Statement

During the 2022/23 reporting period, Northern Ireland is continuing its struggle to recover from the longer term impacts of the Covid pandemic alongside ongoing political instability and the cost of living.

Despite the immense challenges the good people of Northern Ireland face, from a global perspective, our lives are considerably better than most. How can one person make a difference? Simple, don't stand on the side-lines watching. Find a way of helping and 'just do it!'.

Our Active Listening Volunteers have been engaged with hundreds of people in the midst of crisis including mental health, loneliness, abuse, fraud and bereavement. They have chosen to stand in the gap, offering a compassionate, Christian response.

It's time for every person in Northern Ireland to accept a personal responsibility in supporting our public services. Don't stand on the side-lines, be part of the solution.

During this reporting period Active Listening has received hundreds of referrals from Officers and Staff across PSNI. My thanks for their support and referrals as they deal with an array of issues, many of which are beyond the scope of their responsibility.

My thanks to our compassionate and dedicated volunteers throughout the organisation for standing in the gap. My thanks also to the Board of Trustees for their unwavering support, governance and capacity to unfold complexity.



Sam Wilson
Chief Executive Officer

Overview of Active Listening

Active Listening operates throughout Northern Ireland with a central management team based in Ballymena and volunteer listening teams in nine locations— six districts — Antrim and Newtownabbey, Ards and North Down, Causeway Coast and Glens, Mid and East Antrim, Mid Ulster and Omagh and Fermanagh.

Active Listening provides a confidential and non-judgmental listening and signposting service to vulnerable adults in Northern Ireland. Our service is provided by 100 volunteers drawn from local churches working with a committed Christian faith.

We meet vulnerable adults who are struggling with domestic violence, drug and alcohol abuse, suicide or risk of suicide, debt, self-harm, bereavement and depression to name but a few.

Our purpose is to:

- provide relief to persons (including relevant family and friends) in Northern Ireland who are in conditions of emotional distress, hardship, ill-health, facing relationship difficulties or family problems through the provision of a professional, Christian, caring and confidential, reflective, listening and counselling service for the purpose of relieving such persons.
- the direct benefits include helping these persons move towards positive change and growth. These aims are reflected in our vision to make a positive impact in the lives of adults in crisis.

The Trustees confirm that they have had due regard to the Charity Commission of Northern Ireland's guidance on public benefit in reviewing the charity's aims and objectives, in planning future activities and in compiling this report.

Trustees' Annual Report

The Trustees, who are also the directors under company law, present their annual report and financial accounts for the year ended 30 April 2023. This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies exemption.

Structure, Governance and Management

Structure

Active Listening is a charitable company limited by guarantee. It was incorporated in 2010, having been founded by (the late) Mike Elwood in 2007.

Active Listening's Office and Leadership Team is based in Ballymena. The Management Team are based throughout Northern Ireland and provide support to the Active Listening Teams. The Leadership team is responsible to the Board of Trustees.

Active Listening volunteer teams are based in six districts — Antrim and Newtownabbey, Ards and North Down, Causeway Coast and Glens, Mid and East Antrim, Mid Ulster and Omagh and Fermanagh. They are managed by a Team Coordinator who reports to the Management Team.

Governance

Active Listening is governed by a Memorandum and Articles of Association which were substantially revised in 2014 when the charity was applying for registration with the Charity Commission for Northern Ireland. The governing body is the Board of Trustees, which currently has four members, who are also the Directors of the Company.

The Board is advised by the Chief Executive Officer (CEO) who delivers operational leadership of Active Listening. A Management Team manages our Volunteers carrying out activities including recruitment, induction and training, continuing development and PR activities. Board members can attend operational meetings at their discretion. The Board meets formally a minimum of four times a year.

Our CEO and Management Team meet monthly. The CEO advises and guides the Board of Trustees on key policy issues and acts as a channel of communication between the Board and all operational Volunteers.

Although the Trustees are responsible for directing the affairs of the charity, they have delegated the operational activity to the Chief Executive Officer and his team. However significant matters are specifically reserved for the Board's decision and cannot be delegated. These include the strategic direction of the charity, the approval of key policies, the approval of operational plans (including significant contractual spend), the approval of budgets and the appointment of the Chief Executive Officer.

Subject to the above, the CEO can approve routine contracts, authorise expenditure and recruit volunteers in a way consistent with the charity's strategic direction and in line with annual budgets approved by the Board.

Appointment of Trustees

An individual may be appointed as a Trustee as long as a majority of the board vote in favour of appointment. Appointments are confirmed annually at the AGM.

Induction of Trustees

Following appointment, each Trustee undertakes an induction programme which includes a guide to the vision, values of the charity, the charity's governing documents and the policies of the charity. New Trustees are also encouraged to attend Volunteer and Coordinator events.

New Trustees are encouraged to attend Volunteer and Coordinator training days, meet with volunteers at their monthly team meetings and attend the monthly Management Team Meetings.

Risk Management

The charity operates an annual planning and budget process approved by the Board of Trustees. As an integral part of this process, there is an assessment of key risks facing the Charity and how these risks can be mitigated.

Going Concern

The activities of the charity are dependent on the ongoing financial support of its donors. After reviewing the charities' cash flows for the 2022/23 period, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the period of twelve months from the accounting date of these financial statements. The charity has therefore continued to adopt the going concern basis in preparing its financial statements.

Reserves Policy

In setting the reserves policy the Board of Trustees considers the need to provide against any future income shortfall, fulfil our working capital requirements and allow funds to be available to support team growth and training needs. This has to be balanced against the need to spend reserves now to enable us to provide our listening and signposting services. The Trustees have retained sufficient reserves to allow the charity to operate for the coming year.

Principal Risks and Uncertainties

The Board of Trustees considers the principal risks and uncertainties for the charity together with the mitigating actions being taken to manage those risks. They are as follows:

Principal risk and uncertainties	Mitigating action
Authorisation to receive referrals— Active Listening works in partnership with PSNI and receives referrals directly from them	Developing new procedures and streamlining current procedures and policies to ensure this process works effectively for both organisations.
Not being able to meet the key needs of all our stakeholders including Volunteers, our funders and our partners.	Active Listening is fundamentally about making a positive impact on vulnerable adults in crisis. However we have to ensure that volunteers, funders and PSNI needs are satisfied too, to ensure the survival of the charity. Communication is key to ensuring all stakeholders understand why decisions have been made.
The inability to maintain financial stability whilst operating in a highly competitive environment to secure funding.	The fundraising strategy is focussed on ensuring that the charity is not reliant on one single source of funding to ensure its financial sustainability. Expenditure plans are developed in advance and growth is controlled to ensure it is financially sustainable.
Retention and recruitment of volunteer listeners	Look to develop new avenues of recruitment and raise the awareness of the work that Active Listening does. At times it may become necessary to halt referrals to protect our volunteers from taking on more than they can safely manage.

Approved by the Board of Trustees on 24 January 2024 and signed on its behalf by:



Raymond Ross
Chair of the Board of Trustees

Statement of Trustees' Responsibilities

The Trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for preparing the Trustees Annual Report including the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

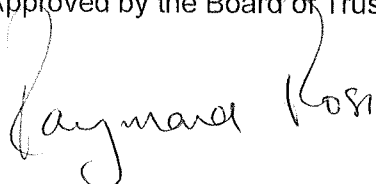
Company and charity law requires the Trustees to prepare financial statements for each financial year. Under company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources. In preparing those financial statements the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and accounting 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 adequate and proper accounting records that are sufficient to show and explain the charity's transactions and 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 (Northern Ireland) 2008, Charities (Accounts and Reports) Regulations (Northern Ireland) 2015 and with the requirements of the Companies Act 2006.

They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities. The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charity's website. Legislation in the UK governing the preparation and dissemination of the financial statements and other information included in annual reports may differ from legislation in other jurisdictions. The Trustees confirm that, so far as each Trustee is aware, there is no relevant information of which the charity's independent examiner is unaware, and each Trustee has taken all the steps that he/she ought to have taken as a Trustee in order to make himself/herself aware of any relevant review information and to establish that the charity's independent examiner is aware of that information.

Approved by the Board of Trustees on 24 January 2024 and signed on its behalf by:



Raymond Ross
Chair of the Board of Trustees

Independent Examiner's Report to the Members and Trustees of Active Listening

I report on the accounts of the company for the year ended 30 April 2023, which are set out on pages 13 to 19.

Respective responsibilities of trustees and examiner

As the Charities trustees (who are also the directors of the company for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006. Having satisfied myself that the charity is not subject to audit under company law, and is eligible for independent examination, it is my responsibility to:

- examine the accounts under section 65 of the Charities Act
- follow the procedures laid down in the general Directions given by the Charity Commission for Northern Ireland under section 65(9)(b) of the Charities Act
- State whether particular matters have come to my attention.

Basis of independent examiner's report

I have examined your charity accounts as required under section 65 of Charities Act and my examination was carried out in accordance with the general Directions given by the Charity Commission for Northern Ireland under section 65(9)(b) of the Charities Act. The examination included a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also included consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as charity trustees concerning any such matters.

My role is to state whether any material matters have come to my attention giving me cause to believe:

1. That accounting records were not kept in accordance with section 386 of the Companies Act 2006
2. That the accounts do not accord with those accounting records
3. That the accounts do not comply with the accounting requirements of section 396 of the Companies Act 2006 and with the methods and principles of the 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
4. That there is further information needed for a proper understanding of the accounts to be reached.

Independent examiner's statement

I have completed my examination and have no concerns in respect of the matters (1) to (4) listed above and, in connection with following the Directions of the Charity Commission for Northern Ireland; I have found no matters that require drawing to your attention.



Mr E. McLaughlin
D T Carson & Co
Chartered Accountants

51-53 Thomas Street, Ballymena
Co Antrim, BT43 6AZ

Date: 13 January 2024

Statement of Financial Activities

Incorporating an Income and Expenditure Account for the year to 30 April 2023

	Note	Unrestricted Funds 2023 £	Restricted Funds 2023 £	All funds 2023 £	All funds 2022 £
Income					
Donations		2,463	-	2,463	3,114
Grants – Public Bodies	2	300	-	300	5,000
Grants – Other	2	1,750	-	1,750	10,500
Interest	2	-	-	-	6
Total Income		4,513	-	4,513	18,620
Expenditure					
Charitable Activities	3	(9,533)	-	(9,533)	(5,730)
Governance	4	(1,136)	-	(1,136)	(1,142)
Total Expenditure		(10,669)	-	(10,669)	(6,872)
Net gain/(loss) on investment		-	-	-	-
Net (Expenditure) / Income before tax		(6,156)	-	(6,156)	11,748
Tax Payable		-	-	-	-
Net Income/(Expenditure) after tax	5	(6,156)	-	(6,156)	11,748
Transfer between funds	11	-	-	-	-
Other recognised gains/(losses)	11	-	-	-	-
Net movement in funds		(6,156)	-	(6,156)	11,748
Reconciliation of funds:					
Total funds brought forwards		17,146	2,687	19,833	8,085
Total funds carried forward	11	10,990	2,687	13,677	19,833

The Charity has no recognised gains or losses other than those shown above and therefore no separate statement of total recognised gains and losses has been presented. All income and expenditure derive from continuing activities. The notes on pages 16 to 19 form part of the accounts.

Balance Sheet

As at 30 April 2023

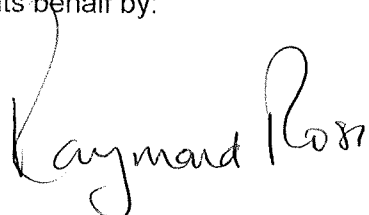
Company registration No. NI602918

	Note	2023 £	2022 £
Fixed Assets			
Tangible Fixed Assets	7	<u>2,793</u>	<u>1,138</u>
Current Assets			
Debtors	8	1,350	410
Cash at bank and in hand		<u>10,103</u>	<u>20,003</u>
		<u>11,453</u>	<u>20,413</u>
Current Liabilities			
Creditors	9	<u>(569)</u>	<u>(1,718)</u>
Net Current Assets		<u>10,884</u>	<u>18,695</u>
Net Assets		<u>13,677</u>	<u>19,833</u>
Funds			
Unrestricted funds	11	10,990	17,146
Restricted Funds	11	<u>2,687</u>	<u>2,687</u>
Total Funds		<u>13,677</u>	<u>19,833</u>

These accounts have been prepared in accordance with the provisions applicable to small companies following the small company's regime and with the Financial Reporting Standard 102 (effective 1 January 2015). For the year ended 30 April 2023 the company was entitled to the exemption from an audit under section 477 of the Companies Act 2006 and that no member or members have requested an audit pursuant to section 476 of the Companies Act 2006.

The directors acknowledge their responsibility for complying with the requirements of the Act with respect to accounting records and for the preparation of the accounts.

Approved and authorised for issue by the Board of Trustees on 24 January 2024 and signed on its behalf by:



Raymond Ross
Chair of Board of Trustees

Cash Flow Statement

For the year to 30 April 2023

	All funds 2023 £	All funds 2022 £
Net (expenditure)/income for the year	(6,156)	11,748
Adjustment for:		
Depreciation	1,861	1,358
Decrease/(increase) in debtors	(940)	168
(Decrease)/increase in creditors	(1,149)	652
Interest	-	(6)
Net cash generated from operating activities	(6,384)	13,920
Cash flows from operating activities:		
Net cash generated from operating activities	(6,384)	13,920
Cash flows from Investing activities:		
Interest	-	6
Purchase of fixed assets	(3,516)	(1,346)
Net cash (used in)/provided by investing activities	(3,516)	(1,340)
Change in cash and cash equivalents for the year	(9,900)	12,580
Cash and cash equivalents at the beginning of the year	20,003	7,423
Cash and cash equivalents at the end of the year	10,103	20,003
Cash in hand	10,103	20,003

The notes on pages 16 to 19 form part of the accounts.

Notes to the Accounts

1. Accounting policies

a) Basis of preparation

The accounts have been prepared on a going concern basis under the historical cost convention. The financial statements are prepared in accordance with the Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (Charities SORP (FRS102)), issued 1 January 2015, the Companies Act 2006, the Charities Act (Northern Ireland) 2008, the Charities (Accounts and Reports) Regulations (Northern Ireland) 2015 and applicable accounting standards.

b) Fund accounting

Unrestricted funds are funds that are available at the discretion of the trustees in furtherance of the objectives of the charity and have not been designated for other purposes. Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for specific purposes.

c) Income

All income is included in the Statement of Financial Activities when the charity is legally entitled to the income, there is reasonable certainty of receipt and the amount can be quantified with reasonable accuracy. The following specific policies apply to categories of income:

- i) Donations—accounted for when received.
- ii) Grants—where income from a grant is received in advance, its recognition is deferred and included in creditors. Where entitlement occurs before income is received, the income is accrued. Capital grants are accounted for as income as soon as they are received.

d) Expenditure

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to that category. Where costs cannot be directly attributed to particular headings, they have been allocated to activities on a basis consistent with use of resources. Support costs have been allocated on the basis of spend on main activities (listening, team set-up and volunteer training) and governance activities.

The following specific policies apply to categories of expenditure:

- i) Governance costs—are the costs associated with the governance arrangements of the charity which relate to the general running of the charity as distinguished from those costs associated with charitable activity. Included within this category are costs associated with the strategic management of the charity's activities.
- ii) Support Costs—comprise the costs incurred delivering the charity service and infrastructure functions.
- iii) Depreciation—is calculated on a straight line basis to write off the cost of tangible fixed assets

e) Taxation

Active Listening is a registered charity and is therefore potentially exempt from taxation of its income and gains to the extent they fall within Part 11 of the Corporation Tax Act 2010 and section 256 of the Taxation of Chargeable Gains Acts 1992. No tax charge has arisen in the year.

2. Income

Donations:

	All Funds 2023 £	All Funds 2022 £
Individuals	1,948	3,007
Churches & Corporations	515	107
	2,463	3,114

Grants – Public Bodies:

	All Funds 2023 £	All Funds 2022 £
PSNI	-	5,000
Mid & East Antrim BC	300	-
	300	5,000

Grants – Other:

	All Funds 2023 £	All Funds 2022 £
Leatherseller Foundation	-	2,000
Halifax Grant Foundation	500	5,500
Enkalon Foundation	-	500
Benefact Trust	-	2,250
Dunleath Trust	1,000	-
Donibristle Trust	250	250
	1,750	10,500

3. Expenditure—Charitable Activities

This is broken down by three main activities: listening, volunteer training and team set-up.

	Direct Costs 2023 £	Support Costs 2023 £	All Funds 2023 £	All Funds 2022 £
Listening	3,209	3,817	7,026	4,407
Volunteer Training	699	89	788	960
Team Set-up	93	-	93	363
Advertising	1,626	-	1,626	-
	5,627	3,906	9,533	5,730

4. Expenditure—Governance

All expenditure on governance is direct expenditure and is broken down as follows:

	Note	All Funds 2023 £	All Funds 2022 £
Accountancy Fees	5	180	180
Board of Trustees		-	-
Insurance		808	814
Subscriptions		148	148
		1,136	1,142

5. Net Income / (Expenditure) before tax

This is stated after charging:

	All Funds 2023 £	All Funds 2022 £
External Examiner – DT Carson	180	180
Depreciation	1,861	1,358
Bank charges	37	32
Penalties and fines	150	150

The Directors of the charitable company are the trustees under charity law and receive no remuneration. It is the policy of the charity to reimburse volunteer expenses in full. During the year no trustees (2022:0) received reimbursement for travel to attend meetings, telephony and other incidentals (in 2023 the total expenses claimed by trustees for these purposes were £nil).

6. Staff Costs

Active Listening does not employ any staff members and our services are fully provided by volunteers.

7. Tangible Fixed Assets

	Office Equipment £	IT Equipment & Mobile Phones £	All funds £
Cost			
At 1 May 2022	1,048	7,080	8,128
Additions	-	3,516	3,516
Disposals	-	-	-
At 30 April 2023	1,048	10,596	11,644
Depreciation			
At 1 May 2022	1,048	5,942	6,990
Charge for the year	-	1,861	1,861
Disposals	-	-	-
Impairment charges	-	-	-
At 30 April 2023	1,048	7,803	8,851
Net Book Value			
At 30 April 2023	-	2,793	2,793
At 30 April 2022	-	1,138	1,138

8. Debtors

	All Funds 2023 £	All Funds 2022 £
Trade Debtors	-	-
Prepayments	1,350	410
	1,350	410

9. Creditors

	All Funds 2023 £	All Funds 2022 £
Trade Creditors	210	998
Accruals	360	720
	570	1,718

10. Financial and other commitments

The charity has no financial or other commitments.

11. Reconciliation of reserves

	As at 30 April 2022 £	Income £	Expenditure £	Transfers between fund £	Net gain on investment £	As at 30 April 2023 £
Unrestricted						
General Fund	17,146	4,513	(10,669)	-	-	10,990
Total Unrestricted	17,146	4,513	(10,669)	-	-	10,990
Restricted						
Other funds	2,687	-	-	-	-	2,687
Total Restricted	2,687	-	-	-	-	2,687
Total Funds	19,833	4,513	(10,669)	-	-	13,677

	General Funds £	Restricted Funds £	Total funds 2023 £	Total funds 2022 £
Represented by:				
Tangible fixed assets	2,046	747	2,793	1,138
Current Assets	9,513	1,940	11,453	20,413
Liabilities	(569)	-	(569)	(1,718)
Total	10,990	2,687	13,677	19,833

a) Unrestricted Funds—General Fund

These funds are held available for the ordinary purposes of the charity.

b) Restricted funds—Other Funds

These funds represent a number of donations received which carry specific restrictions imposed by the donor. They are mainly received from Corporate or Trust donors.

Reference and Administrative Details

Founder	Mike Elwood
Chair	Raymond Ross
CEO	Sam Wilson
Patrons	Ray and Sandra Elwood

Company Name
Active Listening

Registered Office
59 Old Galgorm Road, Ballymena, County Antrim, Northern Ireland, BT42 1AN

Northern Ireland Charity Number
NIC100324

Company Number
NI602918

Website
www.activelistening.org.uk

Board of Trustees
Wendy Crawford (resigned 1 February 2023), Jennifer Hood, Philip McCartney and Raymond Ross (Chair)

Company Secretary
Sam Wilson

Bankers
Danske Bank, Ballymena Branch, 1-2 Broadway, Ballymena, County Antrim, Northern Ireland, BT43 7AA

External Examiner and Accountant
DT Carson & Co, 51-53 Thomas Street, Ballymena, County Antrim, Northern Ireland, BT43 6AZ

Solicitors
A&L Goodbody, 42/46 Fountain Street, Belfast, Northern Ireland, BT1 5EF

Donors and Supporters

We are extremely grateful to all supporters.

Every donation we receive and every hour given by our volunteers helps us to provide a listening and signposting service to vulnerable adults in Northern Ireland. Our supporters include:

Companies and organisations

A&L Goodbody

MCC Computers Ltd

Donibristle Trust

Belfast Cathedral

Halifax Grant Foundation

Enkalon Foundation

Benefact Trust

Leatherseller Foundation

Statutory and similar bodies

Police Service of Northern Ireland

And donors who wish to remain anonymous.

We are grateful to all those individuals who have generously supported Active Listening.

And finally a huge thank you to everyone who volunteers for Active Listening.


Active Listening registered office

59 Old Galgorm Road

Ballymena

County Antrim

BT42 1AN

 07592 944 807

 help@alni.org.uk

Active Listening

Northern Ireland - Charity number 100324

Annual report

Active Listening

**Annual Report and Accounts
For the year ending 30 April 2023**

Active Listening registered office
59 Old Galgorm Road
Ballymena
County Antrim
BT42 1AN
0759? 944 807
help@alni.org.uk
www.activelistening.org.uk

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Vision

Active Listening believes everyone in the midst of crisis should have someone they can talk to – in confidence, without judgement and the freedom to determine their next step.

What do we do?

Active Listening stands in the gap providing hope.

Active Listening receives referrals from the emergency services for adults in the midst of crisis for whom we offer face-to-face confidential listening and signposting.

How it works

1. Person in midst of crisis – Emergency services assess the situation
 - If criteria are met emergency services refer to Active Listening
2. Active Listening assess the referral for suitability
 - Accepted referral is directed to a local Team Coordinator
3. Team Coordinator assesses the referral and assigns two team members
 - Team Members make contact with person in midst of crisis

We are committed to the following values:

- **Local**—a Northern Ireland based charity working in partnership with PSNI
- **Confidential**—we provide a confidential listening and signposting service to vulnerable adults referred by PSNI
- **Available to all**—we will meet anyone from the local community regardless of gender, race, creed or culture
- **Supportive**—to support people struggling with domestic violence, drug and alcohol abuse, suicide or risk of suicide, debt, self-harm, bereavement and depression.
- **Offered through a Christian ethos**—our volunteers are all committed members of the local community of Christian faith.

Chairman's Introduction

Welcome to our 2022/23 Annual Report

In Northern Ireland many people who are in the midst of crisis need to talk to someone about their own personal situation. Active Listening has evolved from the belief that such people deserve to have someone to talk to in confidence, without judgement, yet retaining the freedom to resolve their own issue.

During 2022/23 the members of the Board of Trustees continued to exercise their key responsibilities:

- Spiritually – As a faith-based organisation it was necessary that the backbone of the charity's work was underpinned with a spiritual dimension
- Strategically – The Board developed the charity's strategy in liaison with the Chief Executive Officer
- Administratively – All members exercised their oversight and legal responsibilities in close cooperation with the Chief Executive Officer

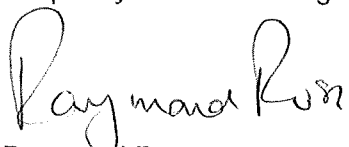
During the past year the work of Active Listening was greatly blessed by its many Christian volunteers who have a heart and compassion for people and wish to share God's love to everyone through their service in this domain.

In planning the work of the charity in a post covid environment face to face meetings continued to be replaced by video and telephone calls and volunteers were stretched by the significant increase in referrals.

Previous financial reports commented on the challenges of operating on a shoestring budget and having limited financial support. However, we are grateful for the still positive end of year figures presented in this 2022/23 Annual Report.

As Chair and on behalf of the Board I would like to thank our listening and signposting teams across Northern Ireland for the key role they each play in providing support for those in need.

Much appreciation needs to be extended to all members of the Management Team for their role in managing the work of Active Listening, promoting its links with PSNI, managing existing teams and developing and training all volunteers. Sincere thanks to our Chief Executive Officer for his support, commitment and energy to the overall leadership of the charity and to all trustees on the Board for their prayers, support and dedication throughout the past year in furthering the work of Active Listening.



Raymond Ross

Chair of the Board of Trustees

Chief Executive Officer's Statement

During the 2022/23 reporting period, Northern Ireland is continuing its struggle to recover from the longer term impacts of the Covid pandemic alongside ongoing political instability and the cost of living.

Despite the immense challenges the good people of Northern Ireland face, from a global perspective, our lives are considerably better than most. How can one person make a difference? Simple, don't stand on the side-lines watching. Find a way of helping and 'just do it!'.

Our Active Listening Volunteers have been engaged with hundreds of people in the midst of crisis including mental health, loneliness, abuse, fraud and bereavement. They have chosen to stand in the gap, offering a compassionate, Christian response.

It's time for every person in Northern Ireland to accept a personal responsibility in supporting our public services. Don't stand on the side-lines, be part of the solution.

During this reporting period Active Listening has received hundreds of referrals from Officers and Staff across PSNI. My thanks for their support and referrals as they deal with an array of issues, many of which are beyond the scope of their responsibility.

My thanks to our compassionate and dedicated volunteers throughout the organisation for standing in the gap. My thanks also to the Board of Trustees for their unwavering support, governance and capacity to unfold complexity.



Sam Wilson
Chief Executive Officer

Overview of Active Listening

Active Listening operates throughout Northern Ireland with a central management team based in Ballymena and volunteer listening teams in nine locations— six districts — Antrim and Newtownabbey, Ards and North Down, Causeway Coast and Glens, Mid and East Antrim, Mid Ulster and Omagh and Fermanagh.

Active Listening provides a confidential and non-judgmental listening and signposting service to vulnerable adults in Northern Ireland. Our service is provided by 100 volunteers drawn from local churches working with a committed Christian faith.

We meet vulnerable adults who are struggling with domestic violence, drug and alcohol abuse, suicide or risk of suicide, debt, self-harm, bereavement and depression to name but a few.

Our purpose is to:

- provide relief to persons (including relevant family and friends) in Northern Ireland who are in conditions of emotional distress, hardship, ill-health, facing relationship difficulties or family problems through the provision of a professional, Christian, caring and confidential, reflective, listening and counselling service for the purpose of relieving such persons.
- the direct benefits include helping these persons move towards positive change and growth. These aims are reflected in our vision to make a positive impact in the lives of adults in crisis.

The Trustees confirm that they have had due regard to the Charity Commission of Northern Ireland's guidance on public benefit in reviewing the charity's aims and objectives, in planning future activities and in compiling this report.

Trustees' Annual Report

The Trustees, who are also the directors under company law, present their annual report and financial accounts for the year ended 30 April 2023. This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies exemption.

Structure, Governance and Management

Structure

Active Listening is a charitable company limited by guarantee. It was incorporated in 2010, having been founded by (the late) Mike Elwood in 2007.

Active Listening's Office and Leadership Team is based in Ballymena. The Management Team are based throughout Northern Ireland and provide support to the Active Listening Teams. The Leadership team is responsible to the Board of Trustees.

Active Listening volunteer teams are based in six districts — Antrim and Newtownabbey, Ards and North Down, Causeway Coast and Glens, Mid and East Antrim, Mid Ulster and Omagh and Fermanagh. They are managed by a Team Coordinator who reports to the Management Team.

Governance

Active Listening is governed by a Memorandum and Articles of Association which were substantially revised in 2014 when the charity was applying for registration with the Charity Commission for Northern Ireland. The governing body is the Board of Trustees, which currently has four members, who are also the Directors of the Company.

The Board is advised by the Chief Executive Officer (CEO) who delivers operational leadership of Active Listening. A Management Team manages our Volunteers carrying out activities including recruitment, induction and training, continuing development and PR activities. Board members can attend operational meetings at their discretion. The Board meets formally a minimum of four times a year.

Our CEO and Management Team meet monthly. The CEO advises and guides the Board of Trustees on key policy issues and acts as a channel of communication between the Board and all operational Volunteers.

Although the Trustees are responsible for directing the affairs of the charity, they have delegated the operational activity to the Chief Executive Officer and his team. However significant matters are specifically reserved for the Board's decision and cannot be delegated. These include the strategic direction of the charity, the approval of key policies, the approval of operational plans (including significant contractual spend), the approval of budgets and the appointment of the Chief Executive Officer.

Subject to the above, the CEO can approve routine contracts, authorise expenditure and recruit volunteers in a way consistent with the charity's strategic direction and in line with annual budgets approved by the Board.

Appointment of Trustees

An individual may be appointed as a Trustee as long as a majority of the board vote in favour of appointment. Appointments are confirmed annually at the AGM.

Induction of Trustees

Following appointment, each Trustee undertakes an induction programme which includes a guide to the vision, values of the charity, the charity's governing documents and the policies of the charity. New Trustees are also encouraged to attend Volunteer and Coordinator events.

New Trustees are encouraged to attend Volunteer and Coordinator training days, meet with volunteers at their monthly team meetings and attend the monthly Management Team Meetings.

Risk Management

The charity operates an annual planning and budget process approved by the Board of Trustees. As an integral part of this process, there is an assessment of key risks facing the Charity and how these risks can be mitigated.

Going Concern

The activities of the charity are dependent on the ongoing financial support of its donors. After reviewing the charities' cash flows for the 2022/23 period, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the period of twelve months from the accounting date of these financial statements. The charity has therefore continued to adopt the going concern basis in preparing its financial statements.

Reserves Policy

In setting the reserves policy the Board of Trustees considers the need to provide against any future income shortfall, fulfil our working capital requirements and allow funds to be available to support team growth and training needs. This has to be balanced against the need to spend reserves now to enable us to provide our listening and signposting services. The Trustees have retained sufficient reserves to allow the charity to operate for the coming year.

Principal Risks and Uncertainties

The Board of Trustees considers the principal risks and uncertainties for the charity together with the mitigating actions being taken to manage those risks. They are as follows:

Principal risk and uncertainties	Mitigating action
Authorisation to receive referrals— Active Listening works in partnership with PSNI and receives referrals directly from them	Developing new procedures and streamlining current procedures and policies to ensure this process works effectively for both organisations.
Not being able to meet the key needs of all our stakeholders including Volunteers, our funders and our partners.	Active Listening is fundamentally about making a positive impact on vulnerable adults in crisis. However we have to ensure that volunteers, funders and PSNI needs are satisfied too, to ensure the survival of the charity. Communication is key to ensuring all stakeholders understand why decisions have been made.
The inability to maintain financial stability whilst operating in a highly competitive environment to secure funding.	The fundraising strategy is focussed on ensuring that the charity is not reliant on one single source of funding to ensure its financial sustainability. Expenditure plans are developed in advance and growth is controlled to ensure it is financially sustainable.
Retention and recruitment of volunteer listeners	Look to develop new avenues of recruitment and raise the awareness of the work that Active Listening does. At times it may become necessary to halt referrals to protect our volunteers from taking on more than they can safely manage.

Approved by the Board of Trustees on 24 January 2024 and signed on its behalf by:



Raymond Ross
Chair of the Board of Trustees

Statement of Trustees' Responsibilities

The Trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for preparing the Trustees Annual Report including the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

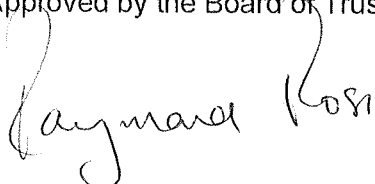
Company and charity law requires the Trustees to prepare financial statements for each financial year. Under company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources. In preparing those financial statements the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and accounting 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 adequate and proper accounting records that are sufficient to show and explain the charity's transactions and 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 (Northern Ireland) 2008, Charities (Accounts and Reports) Regulations (Northern Ireland) 2015 and with the requirements of the Companies Act 2006.

They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities. The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charity's website. Legislation in the UK governing the preparation and dissemination of the financial statements and other information included in annual reports may differ from legislation in other jurisdictions. The Trustees confirm that, so far as each Trustee is aware, there is no relevant information of which the charity's independent examiner is unaware, and each Trustee has taken all the steps that he/she ought to have taken as a Trustee in order to make himself/herself aware of any relevant review information and to establish that the charity's independent examiner is aware of that information.

Approved by the Board of Trustees on 24 January 2024 and signed on its behalf by:



Raymond Ross
Chair of the Board of Trustees

Independent Examiner's Report to the Members and Trustees of Active Listening

I report on the accounts of the company for the year ended 30 April 2023, which are set out on pages 13 to 19.

Respective responsibilities of trustees and examiner

As the Charities trustees (who are also the directors of the company for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006. Having satisfied myself that the charity is not subject to audit under company law, and is eligible for independent examination, it is my responsibility to:

- examine the accounts under section 65 of the Charities Act
- follow the procedures laid down in the general Directions given by the Charity Commission for Northern Ireland under section 65(9)(b) of the Charities Act
- State whether particular matters have come to my attention.

Basis of independent examiner's report

I have examined your charity accounts as required under section 65 of Charities Act and my examination was carried out in accordance with the general Directions given by the Charity Commission for Northern Ireland under section 65(9)(b) of the Charities Act. The examination included a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also included consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as charity trustees concerning any such matters.

My role is to state whether any material matters have come to my attention giving me cause to believe:

1. That accounting records were not kept in accordance with section 386 of the Companies Act 2006
2. That the accounts do not accord with those accounting records
3. That the accounts do not comply with the accounting requirements of section 396 of the Companies Act 2006 and with the methods and principles of the 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
4. That there is further information needed for a proper understanding of the accounts to be reached.

Independent examiner's statement

I have completed my examination and have no concerns in respect of the matters (1) to (4) listed above and, in connection with following the Directions of the Charity Commission for Northern Ireland; I have found no matters that require drawing to your attention.



Mr E. McLaughlin
D T Carson & Co
Chartered Accountants

51-53 Thomas Street, Ballymena
Co Antrim, BT43 6AZ

Date: 13 January 2024

Statement of Financial Activities

Incorporating an Income and Expenditure Account for the year to 30 April 2023

	Note	Unrestricted Funds 2023 £	Restricted Funds 2023 £	All funds 2023 £	All funds 2022 £
Income					
Donations		2,463	-	2,463	3,114
Grants – Public Bodies	2	300	-	300	5,000
Grants – Other	2	1,750	-	1,750	10,500
Interest	2	-	-	-	6
Total Income		4,513	-	4,513	18,620
Expenditure					
Charitable Activities	3	(9,533)	-	(9,533)	(5,730)
Governance	4	(1,136)	-	(1,136)	(1,142)
Total Expenditure		(10,669)	-	(10,669)	(6,872)
Net gain/(loss) on investment		-	-	-	-
Net (Expenditure) / Income before tax		(6,156)	-	(6,156)	11,748
Tax Payable		-	-	-	-
Net Income/(Expenditure) after tax	5	(6,156)	-	(6,156)	11,748
Transfer between funds	11	-	-	-	-
Other recognised gains/(losses)	11	-	-	-	-
Net movement in funds		(6,156)	-	(6,156)	11,748
Reconciliation of funds:					
Total funds brought forwards		17,146	2,687	19,833	8,085
Total funds carried forward	11	10,990	2,687	13,677	19,833

The Charity has no recognised gains or losses other than those shown above and therefore no separate statement of total recognised gains and losses has been presented. All income and expenditure derive from continuing activities. The notes on pages 16 to 19 form part of the accounts.

Balance Sheet

As at 30 April 2023

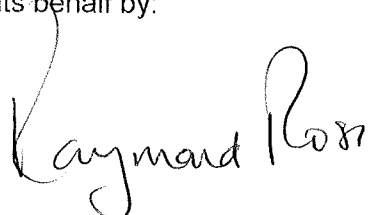
Company registration No. NI602918

	Note	2023 £	2022 £
Fixed Assets			
Tangible Fixed Assets	7	<u>2,793</u>	<u>1,138</u>
Current Assets			
Debtors	8	1,350	410
Cash at bank and in hand		<u>10,103</u>	<u>20,003</u>
		<u>11,453</u>	<u>20,413</u>
Current Liabilities			
Creditors	9	<u>(569)</u>	<u>(1,718)</u>
Net Current Assets		<u>10,884</u>	<u>18,695</u>
Net Assets		<u>13,677</u>	<u>19,833</u>
Funds			
Unrestricted funds	11	10,990	17,146
Restricted Funds	11	<u>2,687</u>	<u>2,687</u>
Total Funds		<u>13,677</u>	<u>19,833</u>

These accounts have been prepared in accordance with the provisions applicable to small companies following the small company's regime and with the Financial Reporting Standard 102 (effective 1 January 2015). For the year ended 30 April 2023 the company was entitled to the exemption from an audit under section 477 of the Companies Act 2006 and that no member or members have requested an audit pursuant to section 476 of the Companies Act 2006.

The directors acknowledge their responsibility for complying with the requirements of the Act with respect to accounting records and for the preparation of the accounts.

Approved and authorised for issue by the Board of Trustees on 24 January 2024 and signed on its behalf by:



Raymond Ross
Chair of Board of Trustees

Cash Flow Statement

For the year to 30 April 2023

	All funds 2023 £	All funds 2022 £
Net (expenditure)/income for the year	(6,156)	11,748
Adjustment for:		
Depreciation	1,861	1,358
Decrease/(increase) in debtors	(940)	168
(Decrease)/increase in creditors	(1,149)	652
Interest	-	(6)
Net cash generated from operating activities	(6,384)	13,920
Cash flows from operating activities:		
Net cash generated from operating activities	(6,384)	13,920
Cash flows from Investing activities:		
Interest	-	6
Purchase of fixed assets	(3,516)	(1,346)
Net cash (used in)/provided by investing activities	(3,516)	(1,340)
Change in cash and cash equivalents for the year	(9,900)	12,580
Cash and cash equivalents at the beginning of the year	20,003	7,423
Cash and cash equivalents at the end of the year	10,103	20,003
Cash in hand	10,103	20,003

The notes on pages 16 to 19 form part of the accounts.

Notes to the Accounts

1. Accounting policies

a) Basis of preparation

The accounts have been prepared on a going concern basis under the historical cost convention. The financial statements are prepared in accordance with the Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (Charities SORP (FRS102)), issued 1 January 2015, the Companies Act 2006, the Charities Act (Northern Ireland) 2008, the Charities (Accounts and Reports) Regulations (Northern Ireland) 2015 and applicable accounting standards.

b) Fund accounting

Unrestricted funds are funds that are available at the discretion of the trustees in furtherance of the objectives of the charity and have not been designated for other purposes. Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for specific purposes.

c) Income

All income is included in the Statement of Financial Activities when the charity is legally entitled to the income, there is reasonable certainty of receipt and the amount can be quantified with reasonable accuracy. The following specific policies apply to categories of income:

- i) Donations—accounted for when received.
- ii) Grants—where income from a grant is received in advance, its recognition is deferred and included in creditors. Where entitlement occurs before income is received, the income is accrued. Capital grants are accounted for as income as soon as they are received.

d) Expenditure

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to that category. Where costs cannot be directly attributed to particular headings, they have been allocated to activities on a basis consistent with use of resources. Support costs have been allocated on the basis of spend on main activities (listening, team set-up and volunteer training) and governance activities.

The following specific policies apply to categories of expenditure:

- i) Governance costs—are the costs associated with the governance arrangements of the charity which relate to the general running of the charity as distinguished from those costs associated with charitable activity. Included within this category are costs associated with the strategic management of the charity's activities.
- ii) Support Costs—comprise the costs incurred delivering the charity service and infrastructure functions.
- iii) Depreciation—is calculated on a straight line basis to write off the cost of tangible fixed assets

e) Taxation

Active Listening is a registered charity and is therefore potentially exempt from taxation of its income and gains to the extent they fall within Part 11 of the Corporation Tax Act 2010 and section 256 of the Taxation of Chargeable Gains Acts 1992. No tax charge has arisen in the year.

2. Income

Donations:

	All Funds 2023 £	All Funds 2022 £
Individuals	1,948	3,007
Churches & Corporations	515	107
	2,463	3,114

Grants – Public Bodies:

	All Funds 2023 £	All Funds 2022 £
PSNI	-	5,000
Mid & East Antrim BC	300	-
	300	5,000

Grants – Other:

	All Funds 2023 £	All Funds 2022 £
Leatherseller Foundation	-	2,000
Halifax Grant Foundation	500	5,500
Enkalon Foundation	-	500
Benefact Trust	-	2,250
Dunleath Trust	1,000	-
Donibristle Trust	250	250
	1,750	10,500

3. Expenditure—Charitable Activities

This is broken down by three main activities: listening, volunteer training and team set-up.

	Direct Costs 2023 £	Support Costs 2023 £	All Funds 2023 £	All Funds 2022 £
Listening	3,209	3,817	7,026	4,407
Volunteer Training	699	89	788	960
Team Set-up	93	-	93	363
Advertising	1,626	-	1,626	-
	5,627	3,906	9,533	5,730

4. Expenditure—Governance

All expenditure on governance is direct expenditure and is broken down as follows:

	Note	All Funds 2023 £	All Funds 2022 £
Accountancy Fees	5	180	180
Board of Trustees		-	-
Insurance		808	814
Subscriptions		148	148
		1,136	1,142

5. Net Income / (Expenditure) before tax

This is stated after charging:

	All Funds 2023 £	All Funds 2022 £
External Examiner – DT Carson	180	180
Depreciation	1,861	1,358
Bank charges	37	32
Penalties and fines	150	150

The Directors of the charitable company are the trustees under charity law and receive no remuneration. It is the policy of the charity to reimburse volunteer expenses in full. During the year no trustees (2022:0) received reimbursement for travel to attend meetings, telephony and other incidentals (in 2023 the total expenses claimed by trustees for these purposes were £nil).

6. Staff Costs

Active Listening does not employ any staff members and our services are fully provided by volunteers.

7. Tangible Fixed Assets

	Office Equipment £	IT Equipment & Mobile Phones £	All funds £
Cost			
At 1 May 2022	1,048	7,080	8,128
Additions	-	3,516	3,516
Disposals	-	-	-
At 30 April 2023	1,048	10,596	11,644
Depreciation			
At 1 May 2022	1,048	5,942	6,990
Charge for the year	-	1,861	1,861
Disposals	-	-	-
Impairment charges	-	-	-
At 30 April 2023	1,048	7,803	8,851
Net Book Value			
At 30 April 2023	-	2,793	2,793
At 30 April 2022	-	1,138	1,138

8. Debtors

	All Funds 2023 £	All Funds 2022 £
Trade Debtors	-	-
Prepayments	1,350	410
	1,350	410

9. Creditors

	All Funds 2023 £	All Funds 2022 £
Trade Creditors	210	998
Accruals	360	720
	570	1,718

10. Financial and other commitments

The charity has no financial or other commitments.

11. Reconciliation of reserves

	As at 30 April 2022 £	Income £	Expenditure £	Transfers between fund £	Net gain on investment £	As at 30 April 2023 £
Unrestricted						
General Fund	17,146	4,513	(10,669)	-	-	10,990
Total Unrestricted	17,146	4,513	(10,669)	-	-	10,990
Restricted						
Other funds	2,687	-	-	-	-	2,687
Total Restricted	2,687	-	-	-	-	2,687
Total Funds	19,833	4,513	(10,669)	-	-	13,677

	General Funds £	Restricted Funds £	Total funds 2023 £	Total funds 2022 £
Represented by:				
Tangible fixed assets	2,046	747	2,793	1,138
Current Assets	9,513	1,940	11,453	20,413
Liabilities	(569)	-	(569)	(1,718)
Total	10,990	2,687	13,677	19,833

a) Unrestricted Funds—General Fund

These funds are held available for the ordinary purposes of the charity.

b) Restricted funds—Other Funds

These funds represent a number of donations received which carry specific restrictions imposed by the donor. They are mainly received from Corporate or Trust donors.

Reference and Administrative Details

Founder	Mike Elwood
Chair	Raymond Ross
CEO	Sam Wilson
Patrons	Ray and Sandra Elwood

Company Name
Active Listening

Registered Office
59 Old Galgorm Road, Ballymena, County Antrim, Northern Ireland, BT42 1AN

Northern Ireland Charity Number
NIC100324

Company Number
NI602918

Website
www.activelistening.org.uk

Board of Trustees
Wendy Crawford (resigned 1 February 2023), Jennifer Hood, Philip McCartney and Raymond Ross (Chair)

Company Secretary
Sam Wilson

Bankers
Danske Bank, Ballymena Branch, 1-2 Broadway, Ballymena, County Antrim, Northern Ireland, BT43 7AA

External Examiner and Accountant
DT Carson & Co, 51-53 Thomas Street, Ballymena, County Antrim, Northern Ireland, BT43 6AZ

Solicitors
A&L Goodbody, 42/46 Fountain Street, Belfast, Northern Ireland, BT1 5EF

Donors and Supporters

We are extremely grateful to all supporters.

Every donation we receive and every hour given by our volunteers helps us to provide a listening and signposting service to vulnerable adults in Northern Ireland. Our supporters include:

Companies and organisations

A&L Goodbody

MCC Computers Ltd

Donibristle Trust

Belfast Cathedral

Halifax Grant Foundation

Enkalon Foundation

Benefact Trust

Leatherseller Foundation

Statutory and similar bodies

Police Service of Northern Ireland

And donors who wish to remain anonymous.

We are grateful to all those individuals who have generously supported Active Listening.

And finally a huge thank you to everyone who volunteers for Active Listening.


Active Listening registered office

59 Old Galgorm Road

Ballymena

County Antrim

BT42 1AN

 07592 944 807

 help@alni.org.uk

Active Listening

Northern Ireland - Charity number 100324

Annual return

Active Listening

**Annual Report and Accounts
For the year ending 30 April 2023**

Active Listening registered office
59 Old Galgorm Road
Ballymena
County Antrim
BT42 1AN
0759? 944 807
help@alni.org.uk
www.activelistening.org.uk

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Vision

Active Listening believes everyone in the midst of crisis should have someone they can talk to – in confidence, without judgement and the freedom to determine their next step.

What do we do?

Active Listening stands in the gap providing hope.

Active Listening receives referrals from the emergency services for adults in the midst of crisis for whom we offer face-to-face confidential listening and signposting.

How it works

1. Person in midst of crisis – Emergency services assess the situation
 - If criteria are met emergency services refer to Active Listening
2. Active Listening assess the referral for suitability
 - Accepted referral is directed to a local Team Coordinator
3. Team Coordinator assesses the referral and assigns two team members
 - Team Members make contact with person in midst of crisis

We are committed to the following values:

- **Local**—a Northern Ireland based charity working in partnership with PSNI
- **Confidential**—we provide a confidential listening and signposting service to vulnerable adults referred by PSNI
- **Available to all**—we will meet anyone from the local community regardless of gender, race, creed or culture
- **Supportive**—to support people struggling with domestic violence, drug and alcohol abuse, suicide or risk of suicide, debt, self-harm, bereavement and depression.
- **Offered through a Christian ethos**—our volunteers are all committed members of the local community of Christian faith.

Chairman's Introduction

Welcome to our 2022/23 Annual Report

In Northern Ireland many people who are in the midst of crisis need to talk to someone about their own personal situation. Active Listening has evolved from the belief that such people deserve to have someone to talk to in confidence, without judgement, yet retaining the freedom to resolve their own issue.

During 2022/23 the members of the Board of Trustees continued to exercise their key responsibilities:

- Spiritually – As a faith-based organisation it was necessary that the backbone of the charity's work was underpinned with a spiritual dimension
- Strategically – The Board developed the charity's strategy in liaison with the Chief Executive Officer
- Administratively – All members exercised their oversight and legal responsibilities in close cooperation with the Chief Executive Officer

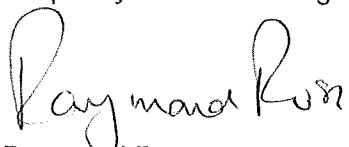
During the past year the work of Active Listening was greatly blessed by its many Christian volunteers who have a heart and compassion for people and wish to share God's love to everyone through their service in this domain.

In planning the work of the charity in a post covid environment face to face meetings continued to be replaced by video and telephone calls and volunteers were stretched by the significant increase in referrals.

Previous financial reports commented on the challenges of operating on a shoestring budget and having limited financial support. However, we are grateful for the still positive end of year figures presented in this 2022/23 Annual Report.

As Chair and on behalf of the Board I would like to thank our listening and signposting teams across Northern Ireland for the key role they each play in providing support for those in need.

Much appreciation needs to be extended to all members of the Management Team for their role in managing the work of Active Listening, promoting its links with PSNI, managing existing teams and developing and training all volunteers. Sincere thanks to our Chief Executive Officer for his support, commitment and energy to the overall leadership of the charity and to all trustees on the Board for their prayers, support and dedication throughout the past year in furthering the work of Active Listening.



Raymond Ross

Chair of the Board of Trustees

Chief Executive Officer's Statement

During the 2022/23 reporting period, Northern Ireland is continuing its struggle to recover from the longer term impacts of the Covid pandemic alongside ongoing political instability and the cost of living.

Despite the immense challenges the good people of Northern Ireland face, from a global perspective, our lives are considerably better than most. How can one person make a difference? Simple, don't stand on the side-lines watching. Find a way of helping and 'just do it!'.

Our Active Listening Volunteers have been engaged with hundreds of people in the midst of crisis including mental health, loneliness, abuse, fraud and bereavement. They have chosen to stand in the gap, offering a compassionate, Christian response.

It's time for every person in Northern Ireland to accept a personal responsibility in supporting our public services. Don't stand on the side-lines, be part of the solution.

During this reporting period Active Listening has received hundreds of referrals from Officers and Staff across PSNI. My thanks for their support and referrals as they deal with an array of issues, many of which are beyond the scope of their responsibility.

My thanks to our compassionate and dedicated volunteers throughout the organisation for standing in the gap. My thanks also to the Board of Trustees for their unwavering support, governance and capacity to unfold complexity.



Sam Wilson
Chief Executive Officer

Overview of Active Listening

Active Listening operates throughout Northern Ireland with a central management team based in Ballymena and volunteer listening teams in nine locations— six districts — Antrim and Newtownabbey, Ards and North Down, Causeway Coast and Glens, Mid and East Antrim, Mid Ulster and Omagh and Fermanagh.

Active Listening provides a confidential and non-judgmental listening and signposting service to vulnerable adults in Northern Ireland. Our service is provided by 100 volunteers drawn from local churches working with a committed Christian faith.

We meet vulnerable adults who are struggling with domestic violence, drug and alcohol abuse, suicide or risk of suicide, debt, self-harm, bereavement and depression to name but a few.

Our purpose is to:

- provide relief to persons (including relevant family and friends) in Northern Ireland who are in conditions of emotional distress, hardship, ill-health, facing relationship difficulties or family problems through the provision of a professional, Christian, caring and confidential, reflective, listening and counselling service for the purpose of relieving such persons.
- the direct benefits include helping these persons move towards positive change and growth. These aims are reflected in our vision to make a positive impact in the lives of adults in crisis.

The Trustees confirm that they have had due regard to the Charity Commission of Northern Ireland's guidance on public benefit in reviewing the charity's aims and objectives, in planning future activities and in compiling this report.

Trustees' Annual Report

The Trustees, who are also the directors under company law, present their annual report and financial accounts for the year ended 30 April 2023. This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies exemption.

Structure, Governance and Management

Structure

Active Listening is a charitable company limited by guarantee. It was incorporated in 2010, having been founded by (the late) Mike Elwood in 2007.

Active Listening's Office and Leadership Team is based in Ballymena. The Management Team are based throughout Northern Ireland and provide support to the Active Listening Teams. The Leadership team is responsible to the Board of Trustees.

Active Listening volunteer teams are based in six districts — Antrim and Newtownabbey, Ards and North Down, Causeway Coast and Glens, Mid and East Antrim, Mid Ulster and Omagh and Fermanagh. They are managed by a Team Coordinator who reports to the Management Team.

Governance

Active Listening is governed by a Memorandum and Articles of Association which were substantially revised in 2014 when the charity was applying for registration with the Charity Commission for Northern Ireland. The governing body is the Board of Trustees, which currently has four members, who are also the Directors of the Company.

The Board is advised by the Chief Executive Officer (CEO) who delivers operational leadership of Active Listening. A Management Team manages our Volunteers carrying out activities including recruitment, induction and training, continuing development and PR activities. Board members can attend operational meetings at their discretion. The Board meets formally a minimum of four times a year.

Our CEO and Management Team meet monthly. The CEO advises and guides the Board of Trustees on key policy issues and acts as a channel of communication between the Board and all operational Volunteers.

Although the Trustees are responsible for directing the affairs of the charity, they have delegated the operational activity to the Chief Executive Officer and his team. However significant matters are specifically reserved for the Board's decision and cannot be delegated. These include the strategic direction of the charity, the approval of key policies, the approval of operational plans (including significant contractual spend), the approval of budgets and the appointment of the Chief Executive Officer.

Subject to the above, the CEO can approve routine contracts, authorise expenditure and recruit volunteers in a way consistent with the charity's strategic direction and in line with annual budgets approved by the Board.

Appointment of Trustees

An individual may be appointed as a Trustee as long as a majority of the board vote in favour of appointment. Appointments are confirmed annually at the AGM.

Induction of Trustees

Following appointment, each Trustee undertakes an induction programme which includes a guide to the vision, values of the charity, the charity's governing documents and the policies of the charity. New Trustees are also encouraged to attend Volunteer and Coordinator events.

New Trustees are encouraged to attend Volunteer and Coordinator training days, meet with volunteers at their monthly team meetings and attend the monthly Management Team Meetings.

Risk Management

The charity operates an annual planning and budget process approved by the Board of Trustees. As an integral part of this process, there is an assessment of key risks facing the Charity and how these risks can be mitigated.

Going Concern

The activities of the charity are dependent on the ongoing financial support of its donors. After reviewing the charities' cash flows for the 2022/23 period, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the period of twelve months from the accounting date of these financial statements. The charity has therefore continued to adopt the going concern basis in preparing its financial statements.

Reserves Policy

In setting the reserves policy the Board of Trustees considers the need to provide against any future income shortfall, fulfil our working capital requirements and allow funds to be available to support team growth and training needs. This has to be balanced against the need to spend reserves now to enable us to provide our listening and signposting services. The Trustees have retained sufficient reserves to allow the charity to operate for the coming year.

Principal Risks and Uncertainties

The Board of Trustees considers the principal risks and uncertainties for the charity together with the mitigating actions being taken to manage those risks. They are as follows:

Principal risk and uncertainties	Mitigating action
Authorisation to receive referrals— Active Listening works in partnership with PSNI and receives referrals directly from them	Developing new procedures and streamlining current procedures and policies to ensure this process works effectively for both organisations.
Not being able to meet the key needs of all our stakeholders including Volunteers, our funders and our partners.	Active Listening is fundamentally about making a positive impact on vulnerable adults in crisis. However we have to ensure that volunteers, funders and PSNI needs are satisfied too, to ensure the survival of the charity. Communication is key to ensuring all stakeholders understand why decisions have been made.
The inability to maintain financial stability whilst operating in a highly competitive environment to secure funding.	The fundraising strategy is focussed on ensuring that the charity is not reliant on one single source of funding to ensure its financial sustainability. Expenditure plans are developed in advance and growth is controlled to ensure it is financially sustainable.
Retention and recruitment of volunteer listeners	Look to develop new avenues of recruitment and raise the awareness of the work that Active Listening does. At times it may become necessary to halt referrals to protect our volunteers from taking on more than they can safely manage.

Approved by the Board of Trustees on 24 January 2024 and signed on its behalf by:



Raymond Ross
Chair of the Board of Trustees

Statement of Trustees' Responsibilities

The Trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for preparing the Trustees Annual Report including the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

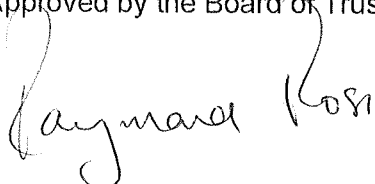
Company and charity law requires the Trustees to prepare financial statements for each financial year. Under company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources. In preparing those financial statements the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and accounting 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 adequate and proper accounting records that are sufficient to show and explain the charity's transactions and 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 (Northern Ireland) 2008, Charities (Accounts and Reports) Regulations (Northern Ireland) 2015 and with the requirements of the Companies Act 2006.

They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities. The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charity's website. Legislation in the UK governing the preparation and dissemination of the financial statements and other information included in annual reports may differ from legislation in other jurisdictions. The Trustees confirm that, so far as each Trustee is aware, there is no relevant information of which the charity's independent examiner is unaware, and each Trustee has taken all the steps that he/she ought to have taken as a Trustee in order to make himself/herself aware of any relevant review information and to establish that the charity's independent examiner is aware of that information.

Approved by the Board of Trustees on 24 January 2024 and signed on its behalf by:



Raymond Ross
Chair of the Board of Trustees

Independent Examiner's Report to the Members and Trustees of Active Listening

I report on the accounts of the company for the year ended 30 April 2023, which are set out on pages 13 to 19.

Respective responsibilities of trustees and examiner

As the Charities trustees (who are also the directors of the company for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006. Having satisfied myself that the charity is not subject to audit under company law, and is eligible for independent examination, it is my responsibility to:

- examine the accounts under section 65 of the Charities Act
- follow the procedures laid down in the general Directions given by the Charity Commission for Northern Ireland under section 65(9)(b) of the Charities Act
- State whether particular matters have come to my attention.

Basis of independent examiner's report

I have examined your charity accounts as required under section 65 of Charities Act and my examination was carried out in accordance with the general Directions given by the Charity Commission for Northern Ireland under section 65(9)(b) of the Charities Act. The examination included a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also included consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as charity trustees concerning any such matters.

My role is to state whether any material matters have come to my attention giving me cause to believe:

1. That accounting records were not kept in accordance with section 386 of the Companies Act 2006
2. That the accounts do not accord with those accounting records
3. That the accounts do not comply with the accounting requirements of section 396 of the Companies Act 2006 and with the methods and principles of the 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
4. That there is further information needed for a proper understanding of the accounts to be reached.

Independent examiner's statement

I have completed my examination and have no concerns in respect of the matters (1) to (4) listed above and, in connection with following the Directions of the Charity Commission for Northern Ireland; I have found no matters that require drawing to your attention.



Mr E. McLaughlin
D T Carson & Co
Chartered Accountants

51-53 Thomas Street, Ballymena
Co Antrim, BT43 6AZ

Date *13* January 2024

Statement of Financial Activities

Incorporating an Income and Expenditure Account for the year to 30 April 2023

	Note	Unrestricted Funds 2023 £	Restricted Funds 2023 £	All funds 2023 £	All funds 2022 £
Income					
Donations		2,463	-	2,463	3,114
Grants – Public Bodies	2	300	-	300	5,000
Grants – Other	2	1,750	-	1,750	10,500
Interest	2	-	-	-	6
Total Income		4,513	-	4,513	18,620
Expenditure					
Charitable Activities	3	(9,533)	-	(9,533)	(5,730)
Governance	4	(1,136)	-	(1,136)	(1,142)
Total Expenditure		(10,669)	-	(10,669)	(6,872)
Net gain/(loss) on investment		-	-	-	-
Net (Expenditure) / Income before tax		(6,156)	-	(6,156)	11,748
Tax Payable		-	-	-	-
Net Income/(Expenditure) after tax	5	(6,156)	-	(6,156)	11,748
Transfer between funds	11	-	-	-	-
Other recognised gains/(losses)	11	-	-	-	-
Net movement in funds		(6,156)	-	(6,156)	11,748
Reconciliation of funds:					
Total funds brought forwards		17,146	2,687	19,833	8,085
Total funds carried forward	11	10,990	2,687	13,677	19,833

The Charity has no recognised gains or losses other than those shown above and therefore no separate statement of total recognised gains and losses has been presented. All income and expenditure derive from continuing activities. The notes on pages 16 to 19 form part of the accounts.

Balance Sheet

As at 30 April 2023

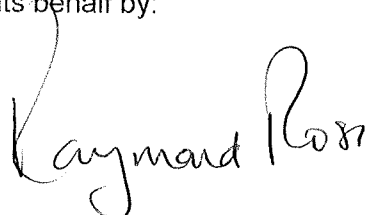
Company registration No. NI602918

	Note	2023 £	2022 £
Fixed Assets			
Tangible Fixed Assets	7	<u>2,793</u>	<u>1,138</u>
Current Assets			
Debtors	8	1,350	410
Cash at bank and in hand		<u>10,103</u>	<u>20,003</u>
		<u>11,453</u>	<u>20,413</u>
Current Liabilities			
Creditors	9	<u>(569)</u>	<u>(1,718)</u>
Net Current Assets		<u>10,884</u>	<u>18,695</u>
Net Assets		<u>13,677</u>	<u>19,833</u>
Funds			
Unrestricted funds	11	10,990	17,146
Restricted Funds	11	<u>2,687</u>	<u>2,687</u>
Total Funds		<u>13,677</u>	<u>19,833</u>

These accounts have been prepared in accordance with the provisions applicable to small companies following the small company's regime and with the Financial Reporting Standard 102 (effective 1 January 2015). For the year ended 30 April 2023 the company was entitled to the exemption from an audit under section 477 of the Companies Act 2006 and that no member or members have requested an audit pursuant to section 476 of the Companies Act 2006.

The directors acknowledge their responsibility for complying with the requirements of the Act with respect to accounting records and for the preparation of the accounts.

Approved and authorised for issue by the Board of Trustees on 24 January 2024 and signed on its behalf by:



Raymond Ross
Chair of Board of Trustees

Cash Flow Statement

For the year to 30 April 2023

	All funds 2023 £	All funds 2022 £
Net (expenditure)/income for the year	(6,156)	11,748
Adjustment for:		
Depreciation	1,861	1,358
Decrease/(increase) in debtors	(940)	168
(Decrease)/increase in creditors	(1,149)	652
Interest	-	(6)
Net cash generated from operating activities	(6,384)	13,920
Cash flows from operating activities:		
Net cash generated from operating activities	(6,384)	13,920
Cash flows from Investing activities:		
Interest	-	6
Purchase of fixed assets	(3,516)	(1,346)
Net cash (used in)/provided by investing activities	(3,516)	(1,340)
Change in cash and cash equivalents for the year	(9,900)	12,580
Cash and cash equivalents at the beginning of the year	20,003	7,423
Cash and cash equivalents at the end of the year	10,103	20,003
Cash in hand	10,103	20,003

The notes on pages 16 to 19 form part of the accounts.

Notes to the Accounts

1. Accounting policies

a) Basis of preparation

The accounts have been prepared on a going concern basis under the historical cost convention. The financial statements are prepared in accordance with the Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (Charities SORP (FRS102)), issued 1 January 2015, the Companies Act 2006, the Charities Act (Northern Ireland) 2008, the Charities (Accounts and Reports) Regulations (Northern Ireland) 2015 and applicable accounting standards.

b) Fund accounting

Unrestricted funds are funds that are available at the discretion of the trustees in furtherance of the objectives of the charity and have not been designated for other purposes. Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for specific purposes.

c) Income

All income is included in the Statement of Financial Activities when the charity is legally entitled to the income, there is reasonable certainty of receipt and the amount can be quantified with reasonable accuracy. The following specific policies apply to categories of income:

- i) Donations—accounted for when received.
- ii) Grants—where income from a grant is received in advance, its recognition is deferred and included in creditors. Where entitlement occurs before income is received, the income is accrued. Capital grants are accounted for as income as soon as they are received.

d) Expenditure

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to that category. Where costs cannot be directly attributed to particular headings, they have been allocated to activities on a basis consistent with use of resources. Support costs have been allocated on the basis of spend on main activities (listening, team set-up and volunteer training) and governance activities.

The following specific policies apply to categories of expenditure:

- i) Governance costs—are the costs associated with the governance arrangements of the charity which relate to the general running of the charity as distinguished from those costs associated with charitable activity. Included within this category are costs associated with the strategic management of the charity's activities.
- ii) Support Costs—comprise the costs incurred delivering the charity service and infrastructure functions.
- iii) Depreciation—is calculated on a straight line basis to write off the cost of tangible fixed assets

e) Taxation

Active Listening is a registered charity and is therefore potentially exempt from taxation of its income and gains to the extent they fall within Part 11 of the Corporation Tax Act 2010 and section 256 of the Taxation of Chargeable Gains Acts 1992. No tax charge has arisen in the year.

2. Income

Donations:

	All Funds 2023 £	All Funds 2022 £
Individuals	1,948	3,007
Churches & Corporations	515	107
	2,463	3,114

Grants – Public Bodies:

	All Funds 2023 £	All Funds 2022 £
PSNI	-	5,000
Mid & East Antrim BC	300	-
	300	5,000

Grants – Other:

	All Funds 2023 £	All Funds 2022 £
Leatherseller Foundation	-	2,000
Halifax Grant Foundation	500	5,500
Enkalon Foundation	-	500
Benefact Trust	-	2,250
Dunleath Trust	1,000	-
Donibristle Trust	250	250
	1,750	10,500

3. Expenditure—Charitable Activities

This is broken down by three main activities: listening, volunteer training and team set-up.

	Direct Costs 2023 £	Support Costs 2023 £	All Funds 2023 £	All Funds 2022 £
Listening	3,209	3,817	7,026	4,407
Volunteer Training	699	89	788	960
Team Set-up	93	-	93	363
Advertising	1,626	-	1,626	-
	5,627	3,906	9,533	5,730

4. Expenditure—Governance

All expenditure on governance is direct expenditure and is broken down as follows:

	Note	All Funds 2023 £	All Funds 2022 £
Accountancy Fees	5	180	180
Board of Trustees		-	-
Insurance		808	814
Subscriptions		148	148
		1,136	1,142

5. Net Income / (Expenditure) before tax

This is stated after charging:

	All Funds 2023 £	All Funds 2022 £
External Examiner – DT Carson	180	180
Depreciation	1,861	1,358
Bank charges	37	32
Penalties and fines	150	150

The Directors of the charitable company are the trustees under charity law and receive no remuneration. It is the policy of the charity to reimburse volunteer expenses in full. During the year no trustees (2022:0) received reimbursement for travel to attend meetings, telephony and other incidentals (in 2023 the total expenses claimed by trustees for these purposes were £nil).

6. Staff Costs

Active Listening does not employ any staff members and our services are fully provided by volunteers.

7. Tangible Fixed Assets

	Office Equipment £	IT Equipment & Mobile Phones £	All funds £
Cost			
At 1 May 2022	1,048	7,080	8,128
Additions	-	3,516	3,516
Disposals	-	-	-
At 30 April 2023	1,048	10,596	11,644
Depreciation			
At 1 May 2022	1,048	5,942	6,990
Charge for the year	-	1,861	1,861
Disposals	-	-	-
Impairment charges	-	-	-
At 30 April 2023	1,048	7,803	8,851
Net Book Value			
At 30 April 2023	-	2,793	2,793
At 30 April 2022	-	1,138	1,138

8. Debtors

	All Funds 2023 £	All Funds 2022 £
Trade Debtors	-	-
Prepayments	1,350	410
	1,350	410

9. Creditors

	All Funds 2023 £	All Funds 2022 £
Trade Creditors	210	998
Accruals	360	720
	570	1,718

10. Financial and other commitments

The charity has no financial or other commitments.

11. Reconciliation of reserves

	As at 30 April 2022 £	Income £	Expenditure £	Transfers between fund £	Net gain on investment £	As at 30 April 2023 £
Unrestricted						
General Fund	17,146	4,513	(10,669)	-	-	10,990
Total Unrestricted	17,146	4,513	(10,669)	-	-	10,990
Restricted						
Other funds	2,687	-	-	-	-	2,687
Total Restricted	2,687	-	-	-	-	2,687
Total Funds	19,833	4,513	(10,669)	-	-	13,677

	General Funds £	Restricted Funds £	Total funds 2023 £	Total funds 2022 £
Represented by:				
Tangible fixed assets	2,046	747	2,793	1,138
Current Assets	9,513	1,940	11,453	20,413
Liabilities	(569)	-	(569)	(1,718)
Total	10,990	2,687	13,677	19,833

a) Unrestricted Funds—General Fund

These funds are held available for the ordinary purposes of the charity.

b) Restricted funds—Other Funds

These funds represent a number of donations received which carry specific restrictions imposed by the donor. They are mainly received from Corporate or Trust donors.

Reference and Administrative Details

Founder	Mike Elwood
Chair	Raymond Ross
CEO	Sam Wilson
Patrons	Ray and Sandra Elwood

Company Name
Active Listening

Registered Office
59 Old Galgorm Road, Ballymena, County Antrim, Northern Ireland, BT42 1AN

Northern Ireland Charity Number
NIC100324

Company Number
NI602918

Website
www.activelistening.org.uk

Board of Trustees
Wendy Crawford (resigned 1 February 2023), Jennifer Hood, Philip McCartney and Raymond Ross (Chair)

Company Secretary
Sam Wilson

Bankers
Danske Bank, Ballymena Branch, 1-2 Broadway, Ballymena, County Antrim, Northern Ireland, BT43 7AA

External Examiner and Accountant
DT Carson & Co, 51-53 Thomas Street, Ballymena, County Antrim, Northern Ireland, BT43 6AZ

Solicitors
A&L Goodbody, 42/46 Fountain Street, Belfast, Northern Ireland, BT1 5EF

Donors and Supporters

We are extremely grateful to all supporters.

Every donation we receive and every hour given by our volunteers helps us to provide a listening and signposting service to vulnerable adults in Northern Ireland. Our supporters include:

Companies and organisations

A&L Goodbody

MCC Computers Ltd

Donibristle Trust

Belfast Cathedral

Halifax Grant Foundation

Enkalon Foundation

Benefact Trust

Leatherseller Foundation

Statutory and similar bodies

Police Service of Northern Ireland

And donors who wish to remain anonymous.

We are grateful to all those individuals who have generously supported Active Listening.

And finally a huge thank you to everyone who volunteers for Active Listening.


Active Listening registered office

59 Old Galgorm Road

Ballymena

County Antrim

BT42 1AN

 07592 944 807

 help@alni.org.uk