

# **LISTEN WELL SCOTLAND**

**SCIO**

**Scottish Charity No: SC044382**

## **Annual Report and Financial Statements**

**For the period ended**

**31<sup>st</sup> December 2024**

**Scottish Charity No: SC044382**  
**TRUSTEES' ANNUAL REPORT**  
**Period Ended 31<sup>st</sup> December 2024**

The Trustees are pleased to present the Annual Report and Accounts for Listen Well Scotland for the period ended 31<sup>st</sup> December 2024.

**Reference and Administrative Information**

Charity Name: Listen Well Scotland

Charity Status: SCIO

Charity Registration Number: SC044382

[REDACTED]

Final Contact Address: The Listening & Training Centre, c/o Nairn Community & Arts Centre, King Street, Nairn, IV12 4BQ

**Trustees**

[REDACTED]

**Trustees resignations during 2024**

[REDACTED]

**Trustee appointments during 2024**

[REDACTED]

**Treasurer:**

[REDACTED]

**Independent Examiner:** Ritson & Young, Chartered Accountants, Nairn.

## Introduction

Listen Well Scotland (LWS) is a small, but still active organisation providing listening training and services across Scotland. Our charitable purposes are to develop and promote active listening skills as a basis of healthy personal and community relationships. These purposes are pursued by offering training programmes and other initiatives to individuals, community groups, the third sector and other organisations, in order to provide and develop listening people and trained listeners and, thereby:

- \* To advance education through the provision of training programmes
- \* To advance health through the prevention or relief of sickness and suffering
- \* To provide, through trained listeners, relief to those persons in need by reason of age, ill-health, disability, financial hardship or other disadvantage.

Our vision: to develop listening people and listening communities in Scotland and beyond.

*The New Year of 2024 opened with the announcement in the King's New Year's Honours List that [REDACTED] had been awarded the British Empire Medal for services to health and wellbeing, as a Charity Pioneer. [REDACTED] had been based in Highland and her work was well known there but she had a Scottish-wide reputation for the training and listening services she led in different areas from the North to Central to the Borders.*

## Strategic Plan for LWS in 2024 was:

*“a partnership with/ integration into a larger charity with similar values and interests”*

The narrative was laid out for the first seven months of the year, as the Board visaged a schedule of discussions and meetings between our SCIO and the major Scottish Charity with which we were in proposing to become a part, offering of training and listening services (*after first initiating explorations with the CEO of major Charity the last months of 2023*).

The Board of LWS proposed to make an application early in 2024 to OSCR (the Office of the Scottish Charity Regulator) to seek permission for dissolution of Listen Well Scotland as a solvent SCIO. This first step was necessary as to end the SCIO status before the transference of assets (including personnel) to the chosen Scottish charity later in July or so. (*the name is no longer being given, as later events fell out*).

LWS trustees and senior colleagues were working on the tasks for the preparation for the application to OSCR for dissolution solvent of the SCIO, while all LWS volunteers continued to offer the services of LWS (Listening LT4U, and Training Courses) in areas of Scotland.

There was a schedule to follow and various stages to be met, with specific periods set by OSCR to publish the intent for LWS to dissolve as a SCIO and then give its assets to the chosen Charity and for the LWS Volunteers and one employee to transition. A wide range of stakeholders was to be engaged from the beginning, to make all aware to the future for LWS, and the consequence of the dissolution.

OSCR published the Notice for Dissolution of a solvent SCIO (LWS) on their website on 5<sup>th</sup> February 2024, allowing all who wished to comment for 28 days. A part of the application to dissolve was to prepare the Table of Assets, which would be transferring to the chosen Charity at a later date. Much had to be explained as to why the Trustees and Volunteers of LWS felt the organisation was unsustainable by its own.

The end of March 2024, the trustees had OSCR's permission to Dissolve the SCIO, with conditions confirmed and agreed with all Trustees. Meetings by senior leaders were very much at Board/CEO and Director level mainly. The chosen Charity side was keen to push some publicity about the joining, and for CEO to speak with the Volunteers of LWS, and for staff of the chosen Charity to meet with LWS Chair. These internal meetings took place on 16<sup>th</sup> April and 17<sup>th</sup> April. On May 9<sup>th</sup> was a Press Release.

May 30<sup>th</sup> 2024 Board Meeting was hearing of more “operational” issues and finding how to prepare for roles and responsibilities for volunteers of LWS who were willing to transfer to the chosen Charity. LWS was keen to and offered several options where staff of the chosen Charity (which had 4 Regional Hubs in Scotland) could study the online basic course as individuals, or as regional face-to-face courses in a smaller group. Dates were programmed in for LWS Trainers to deliver at the different regions for face-to-face days.

There were many matters to be negotiated, between both side, as well as with advisors from legal and operational sides, and human resources personnel. Best of the efforts were made to make to fit in, but by mid-July it had become quite clear to the senior LWS people (and more experienced trainers and listeners) that the transition was not going to be right for LWS, at this time. The Chair accepted the finding, with regret, and communicated that with the LWS Trustees, and then communicated with the CEO of the chosen Charity.

**The decision not to merge was mutually agreed.**

Chair of LWS received a reply to her message on 18<sup>th</sup> July to OSCR that Listen Well Scotland was withdrawing the application to dissolve the SCIO and would be continuing on their own. OSCR noted the withdrawal and stated no action was needed.

LWS had was planning a Day Event for Volunteers, Trustees, and Partners to meet on 31 August, and this became a time to share thoughts about the future. A Board Meeting was held on 30<sup>th</sup> August in person.

***All the Trustees and Volunteers of LWS wished to acknowledge the organisation's debt to Chair [REDACTED] for her continued skilled leadership over the eighth months from January to August of a second difficult year. [REDACTED] remained on the Board until two new Trustees were appointed.***

## Operational Outcomes in 2024

### Training Courses for Children and Young People

Schools felt unable to book training courses without funding resources.

### Training Courses for Adults

77 adults accessed the foundation online *Let's Get Listening!* Course in 2024, and 19 attended an in-person course. Some were group bookings from organisations or new partners looking for further training with a purpose in mind, principally for upskilling staff or volunteers, a few with view to providing a listening service in their community.

10 Adults attended the newly developed 3 hour course 'Unlock Your Listening Potential'

17 adults completed the *Listen Well* Course (the intermediate level)

4 adults completed an *Advanced Listening* Course in March 2024; 1 person was in employment with LWS, while 3 were funded on the recruitment programme as potential as trainers and/listeners. This was held in a residential venue.

Income from course fees during 2024 had increased to £5648, compared to £4179 in 2023. This does not reflect the total training hours provided, as a number of complimentary online courses were granted, and several places on the next levels were free to volunteers, or the one new member of staff completed up to Advanced Listening. Several members of the senior staff of the chosen Charity were able to take time to attend either of one of the Regional Hubs for a day course on *Let's Get Listening!* in person.

Internal development training opportunities were provided for LWS Volunteers, as with supervision, refresher on LW face-to-face courses and developing updates on information publicity. The one part-time employee was contracted from January to end June as LWS National Services Coordinator. Her work with LWS Volunteers was appreciated, as well as her support to the Lead Trainer for LWS and Service Co-ordinator of LWS North Team, as also to the Chair.

### LWS Listening Services (LT4U)

Provision of the face-to-face LT4U had continued for pupils at one High School, in Lanarkshire, in a well-established partnership. The new partnership with the Moray Campus of the Glasgow School of Art had offered LT4U, with an Registered Listener available, but very few sessions taken. LT4U services in other Schools or Colleges had not been able to resume so far. Another High School is looking to welcome LT4U to their pupils in early 2025. There was very little uptake of LT4U offered to adults in a few community settings during 2024, but one new General Practice in Inverness provided a space for face-to-face for one Listener with 3 sessions on a week. There are some more requests for Listening on the telephone, and LWS has secured access, as a registered provider, to the NHS Highland “**Near Me**” platform for virtual sessions. It was great to have 2 of the newest trainee listeners complete their Registered Listener Certificates.

## Financial Highlights

The Board in late 2023 had accepted that the unrestricted funds were best used to recruit one paid person for 20 hours/week for a post as National Services Coordinator to support the strategy for 2024. Interviews were successful and an Offer was confirmed by 30<sup>th</sup> November, with a start date for 4<sup>th</sup> January 2024, and 6 month contract.

The last five months of 2024 saw LWS with bank balance reserve within budget to take to the year end and continued in 2025, with no employed staff until funding was found. The LWS Treasurer was willing to continue in his position. All trustees appreciated all the extra work done by the Treasurer during the early months when many communications were necessary, and after the decision to withdraw the application to dissolve the SCIO.

**Income:** Income totalled. £20533 to 31st December 2024.

**Expenditure:** Expenditure totalled. £28169 to 31st December 2024.

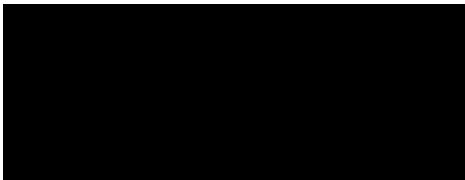
Movement of Restricted Funds. The Funds restricted for specific purposes for use by the North Regional Hub at end of 2024 were £2385.

**Listen Well Scotland's priorities for 2025 are continuing:**

- *to widen awareness of the benefits of listening, for health and wellbeing*
- *to seek the support needed for development and sustainability of our services*
- *to value our trained volunteers who give so much to our organisation.*
- *to revision our services within our capacity*

**Approved and presented by the Trustees and signed on their behalf.**

**Acting Chair of Listen Well Scotland SCIO**



**Date**

**23 06 2025**

**23 06 2025**

# APPENDIX 3



Report to the trustees/members of

Registered charity number

On the accounts of the charity for the period

Set out on pages

Respective responsibilities of trustees and examiner

Basis of independent examiner's statement

Independent examiner's statement

Signed\*\*:

Name:

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

Address:

## Independent examiner's report on the accounts

v2

Charity name

LISTEN WELL SCOTLAND

SC044382

Period start date

Day

Month

Year

01

01

2024

to

Period end date

Day

Month

Year

31

12

2024

(remember to include the page numbers of additional sheets)

The charity's trustees are responsible for the preparation of the accounts in accordance with the terms of the Charities and Trustee Investment (Scotland) 2005 Act and the Charities Accounts (Scotland) Regulations 2006 (as amended). The charity trustees consider that the audit requirement of Regulation 10(1) (d) of the Accounts Regulations does not apply. It is my responsibility to examine the accounts as required under section 44(1) (c) of the Act and to state whether particular matters have come to my attention.

My examination is carried out in accordance with Regulation 11 of the 2006 Accounts Regulations. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts and seeks explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and, consequently, I do not express an audit opinion on the view given by the accounts.

In the course of my examination, no matter has come to my attention [other than that disclosed on the attached page\*]

1. which gives me reasonable cause to believe that in any material respect the requirements:
  - to keep accounting records in accordance with section 44(1) (a) of the 2005 Act and Regulation 4 of the 2006 Accounts Regulations, and
  - to prepare accounts which accord with the accounting records and comply with Regulation 9 of the 2006 Accounts Regulations

have not been met, or

2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Date:

3 June 2025

RITSON YOUNG CA

28 HIGH STREET

NAIRN

IV12 4AU

\*Please delete the words in the brackets if they do not apply. If the words do apply, set out those matters which have come to your attention on the following page.

\*\* OSCR will accept digital or typed signatures