

**REPORT OF THE TRUSTEES AND
UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2020
FOR
THE LISTENING PLACE**

Ellis Atkins
Chartered Accountants
1 Paper Mews
330 High Street
Dorking
Surrey
RH4 2TU

THE LISTENING PLACE
EXECUTIVE SUMMARY
FOR THE YEAR ENDED 31ST MARCH 2020

In 2019/20 The Listening Place (TLP) went from strength to strength, expanding its service and reaching greater numbers of suicidal people than ever before. By the end of 2019/20, we had trained 671 amazing volunteers to deliver over 60 appointments a day across three sites in London. We supported more than 2,000 suicidal people in 2019/20. To think that only three years before, we delivered our first appointment, this growth is a testament to the grit and determination of the volunteers who underpin The Listening Place.

However, as ONS statistics have demonstrated, there is clearly still work to do. The suicide rate is climbing rather than falling, and significant shortfalls in appropriate support mean that the need for our service is greater than ever. Indeed we have seen the rate of referrals increase from 131 per month to 224 per month with the number of referring organisations growing to 115.

We want to meet this demand. Moreover, we remain committed to providing a different compassionate service for suicidal people. This means creating a space without judgement where Visitors can discuss their distress openly. This means providing support from the same Volunteer for as long as Visitors need. This means responding to all referrals within 24 hours and offering the vital first appointment within a week. Throughout 2019/20, we have stuck to these response times as demand has grown.

This growth is not without challenges and we've responded to the increased numbers using our service by exploring ways to increase our capacity. However, as a small charity supporting a highly vulnerable group of people, we wanted to expand in the most financially sustainable way possible. Firstly we maximised the use of space at our first bespoke site at Meade Mews and then we established valuable NHS partnerships to secure satellite sites at Vauxhall Bridge Road and Kings College Hospital free of charge. These satellites enabled us to offer a further 36 appointments each week without significantly increasing our overhead cost. We also began to seriously explore opening a second premises with the intention of opening a second bespoke site in 2020/21.

As ever, we remained steadfastly committed to measuring the impact of our service. Written feedback from Visitors really brought home the value of listening in a world quick to offer solutions and too short of time to hear people's problems. Alongside this qualitative feedback, we continue to use the Columbia Suicide Severity Rating Scale to measure the impact of our service at a broad scale. We have continued to see highly significant decreases in suicidal feelings and distress for the vast majority of Visitors.

This performance has been made possible by our Volunteers and our supporters. Volunteers have shown amazing flexibility adapting to new working environments, offering to do additional shifts and setting an incredibly high standard for our service. By regularly measuring our impact, we can say with confidence that our support helps to reduce the suicidality of Visitors. This outstanding part played was recognised as TLP won the Third Sector Volunteer Team of the Year competing against national charities. As ever, it is thanks to efforts of Volunteers that our cost per Visitor remains low and that we have been able to build a staff team to support and grow their amazing work. In particular, we want to recognise the selfless contributions of two of our founding Supervising Volunteers, Judith 68 and Bunny 38 who very sadly died in 2019/20 - TLP simply wouldn't exist without their contributions.

Alongside our Volunteers, stand the supporters who made this work possible. They funded everything from the training of 221 new volunteers to the Visitor Support Coordinators who process the 250 new referrals we receive every month. To every individual, major donor and foundation who demonstrated such generosity and trust, thank you. With your support, we have been able to overcome challenges and continue to strive towards transforming suicide support in the United Kingdom. We remain steadfastly committed to keeping you informed every step of the way and we will share our successes with those amazing people that made them possible.

continued...

EXECUTIVE SUMMARY
FOR THE YEAR ENDED 31ST MARCH 2020

TLP and Coronavirus

As we ended the financial year, we began to see the full impact of Coronavirus and lockdown measures. The virus presented a significant challenge to our operating model which focuses on face-to-face support. However, thanks to the tireless efforts of Volunteers and a small but dedicated staff team, The Listening Place was able to transition quickly to a 100% telephone-based service in a matter of days. We still believe that offering face-to-face listening support is key in helping prevent people from taking their own lives and once the rules around Coronavirus are relaxed, we will phase our return to this model.



Valerie Michie (Chair)



Sarah Anderson CBE (Chief Executive)

THE LISTENING PLACE
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31ST MARCH 2020

The trustees present their report with the financial statements of the charity for the year ended 31st March 2020. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

OBJECTIVES AND ACTIVITIES

Objectives and Activities

The Objective of The Listening Place, a Charitable Incorporated Organisation and a public benefit entity, is to relieve mental suffering and help save the lives of those who find themselves at risk of suicide, through the provision of trained and supervised volunteers providing listening support.

In the last year:

- We received 2,894 referrals from 115 referral partners
- We received 65% of referrals from the NHS
- We added major new referral partners such as British Transport Police and the new Lambeth NHS mental health services
- 71% of referrals were contactable and assessed as appropriate to receive regular support
- We received referrals for suicidal people living in the 32 London Boroughs and many of the home counties.
- On average each visitor received 9 appointments staying with our service for five months

Once again, we have added to the evidence base for our support by conducting regular, rigorous evaluations of our service. The research was overseen by our Deputy Chair and Consultant Clinical Psychologist Doctor Sarah Davidson MBE from the Tavistock and Portman NHS Foundation Trust and British Red Cross, and Professor Stephen Platt from the University of Edinburgh.

Using questionnaires which asked visitors to self-report on their wellbeing, we completed initial assessments at three, and six months. These were completed by over 1,354 visitors, almost half of all those helped to date. Our research showed that over both periods, visitors experienced statistically significant:

- decreases in self-reported distress and suicidal feelings.
- increases in experiences of support.

To put it into context, on a ten point scale where 10 is the highest risk of suicide, visitors felt on average 25% less suicidal after three months of support. As with all quality research, we tested our findings to ensure that the outcome had not occurred by chance and tests showed that there was a less than 1% probability that the changes in our visitors' wellbeing were coincidental. This means we have robust data and can say with confidence that The Listening Place helps to prevent people from taking their own life.

We are progressing with the necessary approvals to publish this research, so that the effectiveness of this intervention is recognised more widely. In doing so, we hope to demonstrate the capacity of ordinary people to support the suicidal and facilitate discussions and potential collaboration with the public sector and the NHS in rolling out this type of support more widely.

Public benefit

The charity is a Public Benefit Entity, and in accordance with Section 4 of the Charities Act 2011, the Trustees have had due regard to the guidance published by the Charity Commission on public benefit when reviewing the charity's activities and planning future activities.

THE LISTENING PLACE
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31ST MARCH 2020

ACHIEVEMENT AND PERFORMANCE

Charitable activities

Team and Volunteers

We've now trained over 671 volunteers who donate their time across the organisation, from the CEO to the very important Helping Volunteers, who greet our Visitors - we are a truly volunteer-led service. The majority of their contributions can be split into three categories:

Listening Volunteers

Listening Volunteers directly support suicidal individuals delivering at a minimum one four hour shift a fortnight. During that shift, they deliver three 50-minute appointments providing compassionate, non-judgemental and ongoing support to suicidal Visitors.

Helping Volunteers

Helping Volunteers act as hosts for our sites and help with administration and support. In many cases they are the first person that a suicidal person will meet at The Listening Place and their warmth and attention to the needs of our Visitors is crucial in building a strong, positive relationship with those we support.

Supervising Volunteers

Supervising Volunteers are experienced Volunteers who complete additional training in order to oversee service delivery on each shift. They not only ensure the quality of our service on their shift, they also safeguard the emotional wellbeing of the Volunteers on their shift, debriefing after each appointment and giving space to discuss difficult sessions. They also carry out assessments and three monthly reviews for our Visitors.

Additional Volunteers

These three main groups cover our service delivery but TLP would not have got this far without outstanding contributions elsewhere. In this group are our Volunteer and Community Fundraisers who raised close to £60,000 this year and our Administrative Volunteers who completed vital data entry work. The Listening Place could not have succeeded without this support. Another group which needs to be recognised are our Training Volunteers. With our own Volunteers delivering our training, we have been able to ensure consistent and high quality training.

Outside of these categories, there are a number of Volunteers fulfilling vital functions in the day-to-day running of the charity including our Volunteer Bookkeeper and HR Manager as well as the volunteer CEO Sarah Anderson, the Deputy CEO Paul Jackson and Volunteer Manager Laura Pignatelli. Lastly, there is our Mental Health Advisory Team who provide supervision, support, training and advice to the volunteer team and who very generously give their time pro bono.

Staff Team

The continued generosity of donors also allowed us to expand our staff team and begin to build a more sustainable team to underpin the charity's growth. This particularly applies to the Recruitment and Training Coordinator, funded by Second Growth CIC, and Volunteer Administrator roles. These positions allowed us to process the 70 new volunteer applications received every month and manage the ever expanding Volunteer pool. Support from The Fishmongers' Company's Charitable Trust also allowed us to retain our Outreach Manager and explore the possibility of opening a second premises.

Challenges

The principal challenge for The Listening Place for much of 2019 was securing new space in order to meet the rising demand for our work without significantly adding to our costs. We were able to respond to this challenge quickly, thanks to the goodwill of a number of our partners.

We secured a first satellite space at Vauxhall Bridge Road in early 2019 for two nights a week allowing us to offer a further 24 appointments a fortnight. Thank you to Robyn Doran, COO at CNWL NHS Trust and Westminster Talking Therapies for allowing us to work here. Then thanks to our close collaboration with Kings College Hospital NHS Trust and the Kings Liaison Psychiatry Team who refer a number of people to our service, we were able to use space in their hospital on the weekends, enabling us to support referrals from Kings and offer a further 12 appointments each week.

THE LISTENING PLACE
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31ST MARCH 2020

Throughout 2019, Volunteer Recruitment remained stable and we were able to recruit the greatest number of Volunteers in a single year since our inception. Our churn, or volunteer turnover rate, remains at around 11.7% and at no point during the year were we understaffed, however, it should also be recognised that some Volunteers fulfilled dual roles in order to ensure we could cover every shift.

The final major challenge was responding to Covid-19 and the restrictions this placed on face-to-face interaction. Thanks to a hardworking staff team and an incredibly flexible group of Supervising Volunteers, in a matter of days in March 2020 we were able to transition to a 100% telephone-based service.

The virus and the government's response to it is fast-moving and it is clear that limits on certain types of interaction may go on for a number of months, however we will return to our original face-to-face operating model as soon as possible, as we know the impact regular face-to-face support can have in reducing someone's suicide risk. In the meantime, we are well positioned to continue providing long-term, phone-based support with the same Volunteer. We will continue to measure our impact and collect feedback with the hope of making this interim solution as effective as possible for the people we support.

Future plans

Our mission is to provide those who feel life is no longer worth living with a safe place to speak confidentially with warm, non-judgemental Volunteers. Last year we agreed on a new set of strategic objectives for the period 2018-2023, which are as follows:

1. We will support more people across London who feel life is no longer worth living.

We increased the number of people supported by TLP by 100% in 2019/20, providing our support to over 2,000 individuals in 2019/20. Prior to Coronavrius we had put in plans to train more volunteers than ever before and had secured two satellite spaces in central London. These plans have been postponed though not cancelled until we can resume our normal operating model.

2. We will collaborate to improve the way people who have suicidal thoughts are cared for across the UK.

As a unique but young service, we are proud of the measured impact our model delivers. We are now in the advanced stages of having our research published. Once this is achieved we hope it can form the foundation of collaboration with key decision-makers in public healthcare. We increased the number of referral partners to 115.

3. We will manage our charity as effectively and efficiently as possible.

92p from every £1 is spent on directly supporting suicidal individuals. The cost per Visitor is approximately £250 for five months of support, which is the average time it takes us to significantly reduce their suicidal feelings.

FINANCIAL REVIEW

Financial position

Incoming resources increased to £777,338 (2019: £591,332) reflecting a large increase in trusts and major donor support for The Listening Place and funds carried forward. Expenditure also increased to £490,415 (2019: £274,290) reflecting the growth of the staff team additions to the Volunteer Management and Visitor Support team. The increase also includes the rent and fit-out of a new admin office offered at a reduced rate thanks to The Westminster Foundation. At 31 March 2020 TLP had reserves of £741,065 and have made plans for the use of these reserves which are detailed below.

THE LISTENING PLACE
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31ST MARCH 2020

FINANCIAL REVIEW

Reserves policy

The balance of the reserves at 31 March 2020 was £741,065. This figure is made up of free and restricted reserves. Currently our restricted reserves sit at £68,388. Our target for free reserves is equivalent to six months' expenditure. For 2020/21 the expenditure budget is £810,000 the free reserves target is therefore £405,000. These free reserves will be used in the unlikely event that the charity is forced to close and will give us time to wind down our operations and cover all staff notice and redundancy costs.

We have also designated £200,000 from our free reserves towards expanding our reach, with two more bespoke premises by 2024. This would see our expenditure grow from £490,000 in 2019/20 to approximately £1.2m by 2024. All designated reserves are committed to supporting this growth. The Fundraising Manager has developed a strategy to diversify income during this five-year period and TLP also now has the support of a Development Board led by Lord (Mervyn) Davies of Abersoch who has committed to raising half of this income.

Risk statement

The Trustees are aware of the risks facing the charity and have introduced a comprehensive Risk Management Plan with a range of accompanying policies. The Risk Management Plan is updated on a frequent basis and is also formally reviewed on an annual basis.

Acknowledgements

We would like to recognise the outstanding part played by the following Supporters in 2019/20:

Julia and Hans Rausing, Second Growth CIC, The Weldon UK Charitable Trust (Ltd.), Bright Future Trust, The James Findlay Charitable Trust, Lord and Lady Jeanne Davies of Abersoch, The Henry Smith Charity, Fishmongers' Company's Charitable Trust, , Clare 85, Simpson Thatcher & Bartlett LLP, Charter 600 Charity and Mary Stevenson, The Drapers' Charitable Fund, John Armitage Charitable Trust, The Westminster Foundation, Anna Joseph, Postcode Community Trust, Jim Miller at Miller Capital, Rani 518, John Lyon's Charity, Duncan 33, Simon Gibson Charitable Trust, Souter Charitable Trust, Westminster Amalgamated Charity, The Montier Charitable Trust, The David & Elaine Potter Foundation, The Worshipful Company of Grocers, The Pixel Fund, City Bridge Trust, the funding arm of The City of London Corporation's charity, Bridge House Estates (1035628).

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The Listening Place is a Charitable Incorporated Organisation (CIO), registered on 7 December 2015 as a body corporate under Part 11 of the Charities Act 2011.

It is governed by its Constitution dated 7 December 2015.

The Trustees undertake the duties laid down by the Charity's governing document, with full responsibility for the charity's values, mission, strategy and budget. The operational decisions are led by Sarah Anderson (Trustee and Chief Executive) using her delegated authority from the Board of Trustees, and she is assisted in the day to day running of the charity by a team of staff and volunteers.

Remuneration policy

Employee salaries are decided upon by the Chief Executive Officer, and approved by the trustees. The rates are benchmarked against the charity sector.

Recruitment and appointment of new trustees

There must be at least three charity trustees. If the number falls below this minimum, the remaining trustee or trustees may act only to call a meeting of the charity trustees, or appoint a new charity trustee.

The maximum number of charity trustees is 12. The charity trustees may not appoint any charity trustee if as a result the number of charity trustees would exceed the maximum.

Apart from the first charity trustees, every trustee must be appointed for a term of three years by a resolution passed at a properly convened meeting of the charity trustees.

In selecting individuals for appointment as charity trustees, the charity trustees must have regard to the skills, knowledge and experience needed for the effective administration of the CIO.

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31ST MARCH 2020

STRUCTURE, GOVERNANCE AND MANAGEMENT

Patrons

Michael Mansfield QC
Tim West
Sandhini Poddar
Sir William Sargent

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Charity number

1164739

Principal address

3 Meade Mews
London
SW1P 4EG

Trustees

Sarah Anderson CBE (resigned 30.10.19)
Terrence Collis
Richard Spence
Robyn Doran
Sarah Davidson
Alex Winter
Paul Jackson (resigned 11.3.20)
Margot Crowther
Valerie Michie

Independent Examiner

Philip Longstaff FCA
Institute of Chartered Accountants in England & Wales
Ellis Atkins
Chartered Accountants
1 Paper Mews
330 High Street
Dorking
Surrey
RH4 2TU

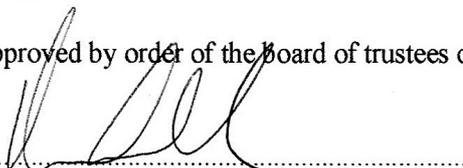
Solicitors

Lee Bolton Monier-Williams
1 The Sanctuary
Westminster
SW1P 3JT

Bankers

NatWest
Victoria (A)
PO Box 1357
169 Victoria Street
London SW1E 5NA

Approved by order of the Board of trustees on 16th July 2020 and signed on its behalf by:


Valerie Michie - Trustee

**INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF
THE LISTENING PLACE**

Independent examiner's report to the trustees of The Listening Place

I report to the charity trustees on my examination of the accounts of The Listening Place (the Trust) for the year ended 31st March 2020.

Responsibilities and basis of report

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

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

Independent examiner's statement

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a registered member of Institute of Chartered Accountants in England & Wales which is one of the listed bodies.

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

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

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



Philip Longstaff FCA
Institute of Chartered Accountants in England & Wales
Ellis Atkins
Chartered Accountants
1 Paper Mews
330 High Street
Dorking
Surrey
RH4 2TU

Date:17/7/2020.....

THE LISTENING PLACE

STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31ST MARCH 2020

	Notes	Unrestricted funds £	Restricted funds £	31/3/20 Total funds £	31/3/19 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	641,150	87,253	728,403	449,132
Charitable activities					
Supporting Visitors	5	8,600	-	8,600	14,798
Other trading activities	3	36,560	-	36,560	126,687
Investment income	4	3,775	-	3,775	715
Total		690,085	87,253	777,338	591,332
EXPENDITURE ON					
Raising funds	6	17,000	46,644	63,644	23,841
Charitable activities					
Supporting Visitors	7	397,307	29,464	426,771	250,449
Total		414,307	76,108	490,415	274,290
NET INCOME		275,778	11,145	286,923	317,042
Transfers between funds	16	15,078	(15,078)	-	-
Net movement in funds		290,856	(3,933)	286,923	317,042
RECONCILIATION OF FUNDS					
Total funds brought forward		381,821	72,321	454,142	137,100
TOTAL FUNDS CARRIED FORWARD		672,677	68,388	741,065	454,142

The notes form part of these financial statements

THE LISTENING PLACE

BALANCE SHEET
31ST MARCH 2020

	Notes	Unrestricted funds £	Restricted funds £	31/3/20 Total funds £	31/3/19 Total funds £
FIXED ASSETS					
Tangible assets	13	14,841	-	14,841	-
CURRENT ASSETS					
Debtors	14	32,019	-	32,019	70,884
Cash at bank		707,663	68,388	776,051	413,068
		<u>739,682</u>	<u>68,388</u>	<u>808,070</u>	<u>483,952</u>
CREDITORS					
Amounts falling due within one year	15	(81,846)	-	(81,846)	(29,810)
NET CURRENT ASSETS					
		<u>657,836</u>	<u>68,388</u>	<u>726,224</u>	<u>454,142</u>
TOTAL ASSETS LESS CURRENT LIABILITIES					
		<u>672,677</u>	<u>68,388</u>	<u>741,065</u>	<u>454,142</u>
NET ASSETS					
		<u><u>672,677</u></u>	<u><u>68,388</u></u>	<u><u>741,065</u></u>	<u><u>454,142</u></u>
FUNDS					
16					
Unrestricted funds:					
General fund				472,677	231,821
Designated fund				200,000	150,000
Restricted funds					
				672,677	381,821
				68,388	72,321
TOTAL FUNDS					
				<u><u>741,065</u></u>	<u><u>454,142</u></u>

The financial statements were approved by the Board of Trustees and authorised for issue on 16th July 2020 and were signed on its behalf by:


Margot Crowther - Trustee


Valerie Michie - Trustee

THE LISTENING PLACE
CASH FLOW STATEMENT
FOR THE YEAR ENDED 31ST MARCH 2020

	Notes	31/3/20 £	31/3/19 £
Cash flows from operating activities			
Cash generated from operations	1	381,470	285,111
Net cash provided by operating activities		<u>381,470</u>	<u>285,111</u>
Cash flows from investing activities			
Purchase of tangible fixed assets		(22,262)	-
Interest received		3,775	715
Net cash (used in)/provided by investing activities		<u>(18,487)</u>	<u>715</u>
Change in cash and cash equivalents in the reporting period		362,983	285,826
Cash and cash equivalents at the beginning of the reporting period		413,068	127,242
Cash and cash equivalents at the end of the reporting period		<u>776,051</u>	<u>413,068</u>

The notes form part of these financial statements

THE LISTENING PLACE

NOTES TO THE CASH FLOW STATEMENT
FOR THE YEAR ENDED 31ST MARCH 2020

1. RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

	31/3/20	31/3/19
	£	£
Net income for the reporting period (as per the Statement of Financial Activities)	286,923	317,042
Adjustments for:		
Depreciation charges	7,421	-
Interest received	(3,775)	(715)
Decrease/(increase) in debtors	38,865	(51,803)
Increase in creditors	52,036	20,587
	<u>381,470</u>	<u>285,111</u>
Net cash provided by operations	<u>381,470</u>	<u>285,111</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1/4/19	Cash flow	At 31/3/20
	£	£	£
Net cash			
Cash at bank	413,068	362,983	776,051
	<u>413,068</u>	<u>362,983</u>	<u>776,051</u>
Total	<u>413,068</u>	<u>362,983</u>	<u>776,051</u>

THE LISTENING PLACE

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2020

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charity, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Charities Act 2011. The financial statements have been prepared under the historical cost convention.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Volunteers

The value of voluntary help is not included in the accounts, but volunteers continue to be at the core of our delivery of services at The Listening Place. The role of volunteers is described in the Trustees' Report.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Computer equipment - Straight line over 3 years

Taxation

The charity is exempt from tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Pension costs and other post-retirement benefits

The charity operates a defined contribution pension scheme. Contributions payable to the charity's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Donated goods, facilities and services

Donations are recognised in the period when it is probable that the economic benefits associated with the donated goods, facilities and services will flow to the charity and provided they can be measured reliably. An equivalent amount is included as expenditure under the relevant heading in the Statement of Financial Activities.

Donated facilities and services provided to the charity are measured and included in the accounts on the basis of their value to the charity ie the amount that the charity would pay in the open market for an alternative item that would give the same benefit to the charity as the donated item.

Donated goods are recognised at fair value unless it is impractical to measure this reliably in which case a derived value, being the cost of the item to the donor is used.

THE LISTENING PLACE

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31ST MARCH 2020

2. DONATIONS AND LEGACIES

	31/3/20	31/3/19
	£	£
Donations	197,917	202,998
Gift aid	11,278	18,029
Grants	519,208	228,105
	<u>728,403</u>	<u>449,132</u>

Grants received, included in the above, are as follows:

	31/3/20	31/3/19
	£	£
Government grant	-	1,250
Other grants	519,208	226,855
	<u>519,208</u>	<u>228,105</u>

3. OTHER TRADING ACTIVITIES

	31/3/20	31/3/19
	£	£
Room hire	36,560	126,687

4. INVESTMENT INCOME

	31/3/20	31/3/19
	£	£
Deposit account interest	3,775	715

5. INCOME FROM CHARITABLE ACTIVITIES

	31/3/20	31/3/19
	£	£
Training	8,600	14,798
Activity		
Supporting Visitors		

6. RAISING FUNDS

Raising donations and legacies

	31/3/20	31/3/19
	£	£
Staff costs	46,644	3,223
Fundraising expenses	17,000	20,618
	<u>63,644</u>	<u>23,841</u>

THE LISTENING PLACE

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31ST MARCH 2020

7. CHARITABLE ACTIVITIES COSTS

	Direct Costs £	Support costs (see note 8) £	Totals £
Supporting Visitors	<u>305,671</u>	<u>121,100</u>	<u>426,771</u>

8. SUPPORT COSTS

	Management £	Information technology £	Other £	Governance costs £	Totals £
Supporting Visitors	<u>96,302</u>	<u>15,037</u>	<u>7,421</u>	<u>2,340</u>	<u>121,100</u>

9. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31st March 2020 nor for the year ended 31st March 2019.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31st March 2020 nor for the year ended 31st March 2019.

10. STAFF COSTS

	31/3/20 £	31/3/19 £
Wages and salaries	230,546	74,981
Social security costs	16,658	2,578
Other pension costs	4,740	773
	<u>251,944</u>	<u>78,332</u>

The average monthly number of employees during the year was as follows:

	31/3/20	31/3/19
Full time equivalent employees	<u>8</u>	<u>3</u>

No employees received emoluments in excess of £60,000.

The average monthly number of employees for the year was 14 (2019: 4).

The trustees consider that the employee benefits paid to Key Management Personnel were nil.

THE LISTENING PLACE

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31ST MARCH 2020

11. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	371,509	77,623	449,132
Charitable activities			
Supporting Visitors	14,798	-	14,798
Other trading activities	126,687	-	126,687
Investment income	715	-	715
Total	513,709	77,623	591,332
EXPENDITURE ON			
Raising funds	20,618	3,223	23,841
Charitable activities			
Supporting Visitors	248,370	2,079	250,449
Total	268,988	5,302	274,290
NET INCOME	244,721	72,321	317,042
RECONCILIATION OF FUNDS			
Total funds brought forward	137,100	-	137,100
TOTAL FUNDS CARRIED FORWARD	381,821	72,321	454,142

12. DONATED GOODS, SERVICES AND FACILITIES

The charity received donated goods, facilities and services to the approximate value of £14,500 during the year (2019: £16,000)

13. TANGIBLE FIXED ASSETS

	Computer equipment £
COST	
Additions	22,262
DEPRECIATION	
Charge for year	7,421
NET BOOK VALUE	
At 31st March 2020	14,841
At 31st March 2019	-

THE LISTENING PLACE

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31ST MARCH 2020

14. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31/3/20	31/3/19
	£	£
Other debtors	2,349	25,240
Prepayments and accrued income	29,670	45,644
	<u>32,019</u>	<u>70,884</u>

15. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31/3/20	31/3/19
	£	£
Taxation and social security	11,160	5,138
Other creditors	70,686	24,672
	<u>81,846</u>	<u>29,810</u>

16. MOVEMENT IN FUNDS

	At 1/4/19	Net movement in funds	Transfers between funds	At 31/3/20
	£	£	£	£
Unrestricted funds				
General fund	231,821	275,778	(34,922)	472,677
Designated fund	150,000	-	50,000	200,000
	<u>381,821</u>	<u>275,778</u>	<u>15,078</u>	<u>672,677</u>
Restricted funds				
Awards for All	7,878	-	(7,878)	-
The Weldon UK Charitable Trust	34,443	(7,191)	-	27,252
The Fore	30,000	(15,464)	-	14,536
Postcode Community Trust	-	19,800	(7,200)	12,600
John Lyon's Charity	-	14,000	-	14,000
	<u>72,321</u>	<u>11,145</u>	<u>(15,078)</u>	<u>68,388</u>
TOTAL FUNDS	<u>454,142</u>	<u>286,923</u>	<u>-</u>	<u>741,065</u>

Net movement in funds, included in the above are as follows:

	Incoming resources	Resources expended	Movement in funds
	£	£	£
Unrestricted funds			
General fund	690,085	(414,307)	275,778
Restricted funds			
The Weldon UK Charitable Trust	39,453	(46,644)	(7,191)
The Fore	-	(15,464)	(15,464)
Postcode Community Trust	19,800	-	19,800
John Lyon's Charity	28,000	(14,000)	14,000
	<u>87,253</u>	<u>(76,108)</u>	<u>11,145</u>
TOTAL FUNDS	<u>777,338</u>	<u>(490,415)</u>	<u>286,923</u>

THE LISTENING PLACE

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31ST MARCH 2020

16. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1/4/18 £	Net movement in funds £	Transfers between funds £	At 31/3/19 £
Unrestricted funds				
General fund	137,100	244,721	(150,000)	231,821
Designated fund	-	-	150,000	150,000
	<u>137,100</u>	<u>244,721</u>	<u>-</u>	<u>381,821</u>
Restricted funds				
Awards for All	-	7,878	-	7,878
The Weldon UK Charitable Trust	-	34,443	-	34,443
The Fore	-	30,000	-	30,000
	<u>-</u>	<u>72,321</u>	<u>-</u>	<u>72,321</u>
TOTAL FUNDS	<u>137,100</u>	<u>317,042</u>	<u>-</u>	<u>454,142</u>

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	513,709	(268,988)	244,721
Restricted funds			
Awards for All	9,957	(2,079)	7,878
The Weldon UK Charitable Trust	37,666	(3,223)	34,443
The Fore	30,000	-	30,000
	<u>77,623</u>	<u>(5,302)</u>	<u>72,321</u>
TOTAL FUNDS	<u>591,332</u>	<u>(274,290)</u>	<u>317,042</u>

THE LISTENING PLACE

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31ST MARCH 2020

16. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined position is as follows:

	At 1/4/18 £	Net movement in funds £	Transfers between funds £	At 31/3/20 £
Unrestricted funds				
General fund	137,100	520,499	(184,922)	472,677
Designated fund	-	-	200,000	200,000
	<u>137,100</u>	<u>520,499</u>	<u>15,078</u>	<u>672,677</u>
Restricted funds				
Awards for All	-	7,878	(7,878)	-
The Weldon UK Charitable Trust	-	27,252	-	27,252
The Fore	-	14,536	-	14,536
Postcode Community Trust	-	19,800	(7,200)	12,600
John Lyon's Charity	-	14,000	-	14,000
	<u>-</u>	<u>83,466</u>	<u>(15,078)</u>	<u>68,388</u>
TOTAL FUNDS	<u>137,100</u>	<u>603,965</u>	<u>-</u>	<u>741,065</u>

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	1,203,794	(683,295)	520,499
Restricted funds			
Awards for All	9,957	(2,079)	7,878
The Weldon UK Charitable Trust	77,119	(49,867)	27,252
The Fore	30,000	(15,464)	14,536
Postcode Community Trust	19,800	-	19,800
John Lyon's Charity	28,000	(14,000)	14,000
	<u>164,876</u>	<u>(81,410)</u>	<u>83,466</u>
TOTAL FUNDS	<u>1,368,670</u>	<u>(764,705)</u>	<u>603,965</u>

Restricted funds include donations from Postcode Community Trust to fund a new recruitment and training automation project, John Lyons Charity for core costs in the boroughs where John Lyons operates, and Weldon UK Charitable Trust to provide funds for the charity's fund raising manager.

The designated fund has set aside reserves to allow expansion of the service, towards replication in a second premises. It is estimated that these designated funds will be utilised by March 2021.

THE LISTENING PLACE

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31ST MARCH 2020**

17. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31st March 2020.

18. INDEPENDENT EXAMINER

The Independent Examiner, Philip Longstaff of Ellis Atkins Chartered Accountants, charged a fee of £1,950 plus VAT in respect to the preparation and Independent Examination of the accounts.