

THE LISTENING PLACE
(a Charitable Incorporated Organisation)

REPORT AND AUDITED ACCOUNTS

YEAR ENDED 31 MARCH 2023

Charity number: 1164739

THE LISTENING PLACE

I N D E X

Year ended 31 March 2023

	Page
General information	2
Chair's Report	3
Report of the Trustees	4
Statement of Trustees' Responsibilities	10
Independent Auditor's report	11
Statement of financial activities	14
Balance sheet	15
Statement of cash flows	16
Notes to the financial statements	17

THE LISTENING PLACE

GENERAL INFORMATION

Year ended 31 March 2023

Date of Incorporation	7 December 2015
Charity number	1164739
Patrons	Michael Mansfield QC Tim West Sandhini Poddar Sir William Sargent Oliver Pawle Richard Lockwood
Trustees	Terrence Collis Dr Sarah Davidson MBE Alex Winter Valerie Michie Stuart Blieschke Sonia Inniss Caroline Lien Phalisha Kerai Craig Morley (appointed on 14 December 2022) Robyn Doran (resigned on 8 December 2022) Margot Crowther (resigned on 13 March 2023)
Charity address	3 Meade Mews London SW1P 4EG
Bankers	NatWest Victoria (A) PO Box 1357 169 Victoria Street London SW1E 5NA
Auditors	Dixon Wilson Audit Services LLP 22 Chancery Lane London WC2A 1LS

THE LISTENING PLACE

CHAIR'S REPORT

Year ended 31 March 2023

Chair's statement

This year's annual report tells the story of our third and largest site opening, meaning that we can offer more support to Londoners during the cost-of-living crisis.

The Listening Place (TLP) has now been in operation for over six years. In its short history we have been focused on establishing and expanding support to those who believe that life is no longer worth living, across London.

As we have moved out of the pandemic a cost-of-living crisis has developed. We know that financial worries can exacerbate feelings of suicidality, so we are determinedly growing our services to support those who feel that life is no longer worth living.

We know that providing people with a safe place to come and talk freely and confidentially to warm, non-judgemental volunteers who are willing to engage with their feelings and support them through their darkest times, works.

Talking about suicide is possibly the most important thing that can be done in supporting someone that no longer sees the point in living. That is the focus of what we do. We enable Visitors to talk about suicide.

Our vision is that anyone who, for whatever reason, feels life is no longer worth living, can find a place with a warm and open listener who will give them time.

Through the collective power of our staff, volunteers, supporters, donors, and our years of experience, we continue to move closer to achieving that vision in London.

As we move to the end of our current strategy period, we are pleased to have grown to three sites meaning we have been able to support more people across the capital. We will continue to channel our resources to offer support and we will continue to lead the way in using our experience, and our data to support the policy and provision of effective suicide support.

Our referrals, totalled almost 7,000 in the year. We offered ongoing support to 4,746 people with a monthly average of 578, up from 510 last year.

All of this is possible because of the support that exists in our community. Over 50% of our income is donated by long standing donors who provide the endorsement to pursue our strategy. The amazing contribution of our 625 amazing volunteers and 25 committed members of staff has led to the achievements that are covered through the pages of this report.

We are hugely grateful to everyone who has played their part in ensuring that TLP can support increasing numbers of people.

On behalf of the board of trustees, we would like to thank everyone who enables TLP to be here – our staff, volunteers, supporters and partners.



V MICHIE
Trustee

20 October 2023



S ANDERSON CBE
Chief Executive

20 October 2023

THE LISTENING PLACE

REPORT OF THE TRUSTEES

Year ended 31 March 2023

The trustees present their report with the financial statements of the charity for the year ended 31st March 2023. 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).

Constitution

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.

Structure, governance and management

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 CBE (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 recommended by the Remuneration Committee 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.

Objectives

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.

Activities and achievements

TLP is now a leading provider of effective support for those struggling with suicidal feelings in London, reaching close to 5,000 people a year and supporting more than 1,300 people at any one time. We work with more than 150 referral partners to ensure that if someone feels suicidal, they have somewhere to go and someone caring who will listen.

TLP's support has five key principles which make it effective and unique:

1. Responsive: we contact all referrals within 24 hours and offer a first appointment within one week.
2. Face-to-face: we offer all support in person, face-to-face.
3. Confidential: we offer complete confidentiality to all visitors.
4. Sustained: support is ongoing.
5. Relational: wherever possible we ensure that visitors are supported by the same volunteer

This year we came towards the end of our five-year organisational strategy (2018-2023) which has seen TLP grow from a small charity to an established, leading provider of volunteer-led suicide prevention services in the capital.

Year ended 31 March 2023

We set the following objectives:

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

In the past 12 months, we contacted 6,939 people referred to TLP and delivered ongoing support for 4,746 people. Crucially, despite this rapid growth we still contacted all referrals within 24 hours and offered a first appointment within a week.

Every year of the strategy has seen growth and since 2018, the number of referrals receiving ongoing support has risen by 600%.

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

We collaborated with more than 150 different referral partners in 2022/23 which resulted in 94% of our referrals. By working alongside partners, they are identifying those struggling with suicidal thoughts and providing a speedy referral to a specialist service. In doing so, we can limit the number of people using ill-fitting services and relieve some of the strain on our NHS partners. Additionally, our charity and public sector partners can signpost effectively.

We have become key delivery partners in several boroughs and engage with mental health stakeholder groups and suicide prevention strategies in Hammersmith and Fulham, Camden and Islington and Lambeth. We have even established strong relationships with a number of major London hospitals to improve visitor experience when attending their emergency departments.

Below are quotes from two of our partners:

Jane Brett-Jones – Senior Public Health Strategist, Islington.

“I have worked with TLP to try and improve the accessibility of services for those who feel suicidal in North and Central London. Throughout our work together, TLP have consistently demonstrated their capacity to provide outstanding support for people who feel suicidal. A key part of this is speed of their response. At a time when many services are oversubscribed and struggling with waiting lists, TLP see people who feel suicidal quickly - contacting each referral within 24 hours and offering a first appointment within a week”.

Lourdes Colclough (Head of Suicide Prevention, Rethink Mental Illness)

“The Listening Place is somewhere people can feel safe in a community setting, there are no clinical labels or hierarchies, it is a space created by the community and for the community. However, the interesting piece is the trained listeners are not counsellors trying to accumulate hours for their courses, each listening volunteer must demonstrate their value as a compassionate listener rather than being able to rely on any counselling training or academic background. The people providing support are from the local community, lay everyday people from a range of backgrounds and cultures who have been given tools, words, training and resources to support people with suicidal ideation. The Listening Place hold that risk in a space where there's trust, equality, and a power balance. This form of local support with people with complex needs seems to be in a place where people with lived experience are central and can go on to support others. Rethink Mental Illness and North West London Integrated Care Board are proud to be one of their funders.”

We published our first evaluation paper in the Journal of Crisis Intervention and Suicide Prevention and now Chair a research roundtable, bringing together mental health professionals, health economists and volunteers to explore more effectively using TLP's data to improve policy and practice in supporting people who are suicidal. This resulted in submissions to a commons enquiry on mental health services and a policy submission to labour on early intervention in mental health services.

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

TLP continues to demonstrate efficiency and value for money. The cost of supporting each visitor is £288 and 85p from every £1 went to directly supporting those struggling with suicidal feelings. We continue to be volunteer led with volunteers delivering all appointments and training. This year we trained 301 volunteers, ensuring that TLP remains a low-cost intervention.

Impact

TLP is capable of saving lives. Though it is often a combination of things that helps someone reduce their suicidal feelings, we have robust evidence that when TLP offers support, we are an effective part of the solution. The space to speak openly to someone who cares, however simple that may sound, can give someone the time to understand their feelings and make positive choices.

This is not just intuition. We have always invested in measuring our impact to continually evaluate that our service is having the desired effect. We combine a robust service evaluation with direct visitor feedback.

After referral, a staff member from TLP contacts the visitor to provide information about the service and to offer them an initial appointment with a suitably trained volunteer. At this appointment, a brief history is taken, and the visitor is encouraged to share the suicidal thoughts they have been having and any history of suicide attempts.

They also complete some questionnaires (see below). If the visitor and volunteer agree that appointments may be beneficial, the visitor is given a series of six, fortnightly appointments with a listening volunteer. After approximately three months, the visitor has a review appointment to discuss how the visitor now feels and again completes the questionnaires.

The Listening Place's Impact Measurement Tools

1. Columbia Suicide Severity Rating Scale (C-SSRS): C-SSRS is a suicidal ideation and behaviour rating scale created by researchers at Columbia University, University of Pennsylvania, University of Pittsburgh and New York University to evaluate suicide risk.
2. Three Likert-scale feeling thermometers: these ask visitors to rate themselves on a scale of 1-10 their feelings of distress, suicidality and support.
3. Visitor Experience Questionnaire: this questionnaire is split into three sections and provides more qualitative detail on each visitor's experience of TLP.

Results

The results of this process are collected and analysed by the TLP Data Evaluation Team. Dr. Sophie Smart and Dr. Sarah Davidson supervised this work and Professor Steve Platt (University of Edinburgh) gave advice on the statistical analysis.

Self-reported suicidal feelings and behaviours decrease after three months of support from TLP. We identified a subset of 3,285 individuals to help determine TLP's impact on suicidal feelings.

1. On average, feelings of support increased from 4.31 to 6.10 between the initial assessment and the three-month Review. An increase of 42%.
2. On average feelings of suicide decreased from 6.92 to 4.63 between the initial assessment and three-month review. A decrease of 33%.
3. The proportion of visitors who answered yes to having thoughts about killing themselves on the questionnaire decreased from 93% to 69% after three months of support from TLP.

Year ended 31 March 2023

The significance level was set at 1%, so any result with a probability less than 0.01 was considered statistically significant (i.e., not to have occurred by chance).

In terms of the Visitor Experience Questionnaire, visitors continue to rate TLP very highly. Results from the latest evaluation combined results from 1,976 visitors and found that:

- 99% agreed or strongly agreed with the statement: TLP is a warm and welcoming place
- 98% agreed or strongly agreed with the statement: TLP is a place where I feel safe.
- 99% agreed or strongly agreed with the statement: I feel that volunteers listen to me.
- 98% agreed or strongly agreed with the statement that: my volunteer appears to be well-trained and skilled in what they do.
- 99% agreed or strongly agreed with the statement: the volunteers are caring and compassionate towards me.
- 100% of visitors described their experience at TLP as very good or fairly good.

With this data, we are confident in the impact we achieve. Just as powerful however are the words of those we have supported. Over the course of the year, visitors left over 1,000 pieces of feedback for our volunteers. Feedback such as:

"TLP and each person has been consistently kind; I have been truly heard and each person is truly genuine. Genuine in not just saying the words about wanting to provide support best suited to the person but being resourceful in what that means and following through that it happens. That has been hugely beneficial and in high contrast to other and past services/programmes of every category (NHS, private, charity etc.)."

"The Listening Place really encouraged me and gave me a safe space where I could express myself freely. I do not have anyone I can talk to deeply, so I was always looking forward to talking with the volunteer."

"Everybody has been so nice and caring. They are always looking out for my wellbeing. If a friend told me that they were having problems; I would tell them to call TLP without any hesitation."

Whilst we are proud of how many we are reaching who need support, we also want to take time to acknowledge those who we lost. In 2022/23, three visitors to The Listening Place took their own lives, out of 4746 visitors. We consider it a privilege to have known these visitors, each of whom demonstrated great courage in opening up to our volunteers.

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.

Achievement and performance

Staff Team

Whilst volunteers still outnumber paid positions by 27:1, we now have a highly professional team underpinning our volunteer workforce. All face-to-face listening support and training continues to be delivered by volunteers, while paid team members are responsible for key administrative responsibilities, volunteer management and visitor referrals. This model makes TLP sustainable in the long-term as it allows volunteer time to focus on delivering support.

In 2022, the staff team grew again in line with meeting demand for our service from 19 full time equivalent to 25. We also implemented a series of mid-level promotions across different teams to both recognise the excellent contributions by team members and to support the growth of our services.

The main growth continues to be in the Volunteer Management and Visitor Support teams where the teams need to grow in line with increased referrals and increased volunteers.

Year ended 31 March 2023

Volunteers

Our volunteers delivered support to 4,746 individuals struggling with suicidal feelings. Our service can only grow through the recruitment and training of volunteers and this year, we trained over 300 volunteers for the first time.

This grew our active volunteer population to 625 by the year end enabling us to offer an average of 115 appointments each day (up from 107 a year ago) making a total of 40,674 appointments. Volunteering time equated to approximately 68,000 hours which, when combined with hours donated by admin, consultant and training volunteers, gives a minimum economic value of volunteering hours in the last year of £857,935.

This year was our most challenging yet in terms of our volunteering needs. We opened a new site which, at capacity requires an additional 42 Supervising volunteers, 242 Listening Volunteers and 42 Helping volunteers, whilst also retaining enough to keep our original sites at capacity.

On shift, there are three types of volunteer at The Listening Place:

1. Listening Volunteers:

"My experience has been gentle and caring. My volunteer has been an incredible emotional support. She has shown such care with no judgement, has given me the loving space to express myself honestly and for that I'm very grateful. I was in a fragile place when I came and the regular support from my volunteer has been invaluable and has given me the strength to let go and concentrate on my therapy that has finally come through. TLP is a brilliant service." TLP Visitor, 2023.

- Listening Volunteers (LVs) directly support visitors, and typically do one four-hour shift a fortnight. During that shift, they have up to three appointments of up to 50 minutes each, providing compassionate, non-judgmental, and ongoing face-to-face support to suicidal visitors. They do not try to solve people's problems or fix them. Instead, they use active listening to try to help our visitors share their pain and ease the burden of their suicidal feelings.

2. Helping Volunteers:

"I would like to thank everyone here at the Listening Place. I have felt so welcomed here and never judged. I have felt like someone who has something to say and it has never fallen on deaf ears. From small gestures such as a cup of tea or being welcomed into the building, these touches help to remind me the world may not be so bad. Thank you so much and please keep up the great work". TLP Visitor, 2023.

- Helping Volunteers (HVs) are hosts for our sites and help the Visitor Support Team with admin support. They are usually the first person a visitor will meet at TLP and their warmth and attentiveness are essential in building a strong, positive relationship with those we support. Without HVs, our service would have a completely different atmosphere, and their encouragement can help convince visitors to try our service.

3. Supervising Volunteers

"My Supervising Volunteer (SV) Lucy is a rock on shift. From debriefing with each of us after an appointment to keeping a calm head when we need to take tough decisions. We have an incredible atmosphere on shift that feels supportive but still light, which is so important given the subject matter. She holds our team together and has shown so much compassion on shift but outside of it too when things have been difficult personally. She is a credit to the role and a huge part of why I volunteer." Dan 422, Listening Volunteer.

- Helping Supervising Volunteers are experienced volunteers who complete additional training to oversee each shift. They not only ensure the quality of our service but also provide support for Listening Volunteers, debriefing them after each appointment and giving them space to discuss and reflect on difficult sessions. They also carry out initial assessments and reviews of Visitors.

THE LISTENING PLACE

REPORT OF THE TRUSTEES (continued)

Year ended 31 March 2023

Financial performance

Incoming resources decreased to £1,378,942 (2022: £2,455,013). This reduction was expected as we spent down accrued income and ensured there was no deficit against expenditure which increased to £1,276,908 (2022: £1,140,110).

This expenditure reflected the continued growth of the staff team and pay rises implemented to address the cost-of-living crisis. As of 31 March 2023, TLP had reserves of £2,778,315 and have made plans for the use of these reserves that are detailed below.

Reserves Policy

The balance of the reserves on 31 March 2023 was £2,778,315. This figure is made up of free and restricted reserves. Currently our restricted reserves sit at £60,000.

When considering our reserves, we strike a balance between short-term spending needs, longer term sustainability and our growth plans. As we are still in a growth phase, with plans to purchase a fourth site in East London, we are holding a larger amount of reserves.

Our target for free reserves is equivalent to six months' expenditure. For 2023/24 the expenditure budget is £1,650,000. The free reserves target is therefore £875,000. These free reserves will enable the charity to exploit emerging opportunities and mitigate risks, cover unforeseen shortfalls in income, and ensure an orderly wind-down in the unlikely event the charity is forced to close.

The remaining reserves, £1,500,000, are designated towards the purchase and refurbishment of a fourth site in East London. This site will cost approximately £2m and with a fourth site operational our expenditure will increase to approximately £2m by the end of financial year 2023/24. All designated reserves are committed to supporting this growth.

Risk statement

The Trustees are aware of the risks facing the charity and have a comprehensive Risk Register with a range of mitigating actions. The Risk Register is formally reviewed at each board meeting and updated, as necessary.

Declaration

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



V MICHIE
Trustee

On behalf of the board of Trustees of The Listening Place

20 October 2023

Year ended 31 March 2023

Trustees' responsibilities in relation to the financial statements

The trustees are responsible for preparing the Trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards. The law applicable to charities in England and Wales requires the trustee(s) to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources of the charity for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP;
- make judgements and accounting estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any departures disclosed and explained in the financial statements; and
- 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 accounting records which disclose with reasonable accuracy the financial position of the charity and enable them to ensure that the financial statements comply with the Charities Act 2011, the Charity (Accounts and Reports) Regulations 2008 and the provisions of the constitution. 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.

Opinion

We have audited the financial statements of The Listening Place (the 'charity') for the year ended 31 March 2023 which comprise the statement of financial activities, balance sheet and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charity's affairs as at 31 March 2023 and of its incoming resources and application of resources for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Charities Act 2011.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustee's use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information. Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work

Year ended 31 March 2023

we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 require us to report to you if, in our opinion:

- the information given in the financial statements is inconsistent in any material respect with the trustees report; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on page 11, the trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charity or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

We gained an understanding of the legal and regulatory framework applicable to the charity by considering, amongst other things, the sector in which it operates, and considered the risk of acts by the charity that were contrary to applicable laws and regulations, including fraud. We designed audit procedures to respond to the assessed level of risk, but recognised that the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment by, for example, forgery or intentional misrepresentations, or through collusion.

We focused on laws and regulations which could give rise to a material misstatement in the financial statements, including, but not limited to UK Charity Law.

Year ended 31 March 2023

Our tests included agreeing the financial statement disclosures to underlying supporting documentation and enquiries with management.

As in all our audits, we also addressed the risk of management override of internal controls, including testing journals and evaluating whether there was evidence of bias by management that represented a risk of material misstatement due to fraud.

There are inherent limitations in the audit procedures described above and, the further removed non-compliance with laws and regulations is from the events and transactions reflected in the financial statements, the less likely we would become aware of it. We did not identify any key audit matters relating to irregularities, including fraud.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charity's trustees, as a body, in accordance with regulations made under section 154 of the Charities Act 2011. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.



Dixon Wilson Audit Services LLP, Statutory Auditor
22 Chancery Lane
London
WC2A 1LS

23/10/2023
Date:.....

Dixon Wilson is eligible to act as an auditor in terms of section 1212 of the Companies Act 2006.

THE LISTENING PLACE

STATEMENT OF FINANCIAL ACTIVITIES

Year ended 31 March 2023

	Note	2023 Unrestricted Funds £	2023 Restricted Funds £	2023 Total Funds £	(As restated) 2022 Unrestricted Funds £	(As restated) 2022 Restricted Funds £	2022 Total Funds £
Income and endowments from:							
Donations and legacies		1,285,745	58,750	1,344,495	2,015,600	416,891	2,432,491
Charitable activities		-	-	-	15,170	-	15,170
Investments		34,447	-	34,447	7,352	-	7,352
Total income and endowments	2	<u>1,320,192</u>	<u>58,750</u>	<u>1,378,942</u>	<u>2,038,122</u>	<u>416,891</u>	<u>2,455,013</u>
Expenditure on:							
Raising funds	4	7,926	140,422	148,348	7,220	116,860	124,080
Charitable activities	6	1,074,367	54,193	1,128,560	648,918	367,112	1,016,030
Total expenditure		<u>1,082,293</u>	<u>194,615</u>	<u>1,276,908</u>	<u>656,138</u>	<u>483,972</u>	<u>1,140,110</u>
Net gains/(losses) on investments		(42,041)	-	(42,041)	-	-	-
Net income		<u>195,858</u>	<u>(135,865)</u>	<u>59,993</u>	<u>1,381,984</u>	<u>(67,081)</u>	<u>1,314,903</u>
Net movement in funds		<u>195,858</u>	<u>(135,865)</u>	<u>59,993</u>	<u>1,381,984</u>	<u>(67,081)</u>	<u>1,314,903</u>
Reconciliation of funds:							
Total funds brought forward		2,522,457	195,865	2,718,322	1,140,473	262,946	1,403,419
Total funds carried forward		<u>2,718,315</u>	<u>60,000</u>	<u>2,778,315</u>	<u>2,522,457</u>	<u>195,865</u>	<u>2,718,322</u>

All amounts are in respect of continuing activities.

BALANCE SHEET

At 31 March 2023

		(As restated)	
	Note	2023 £	2022 £
Fixed assets			
Tangible assets	7	37,853	53,303
Investments	8	1,357,959	1,000,000
		<u>1,395,812</u>	<u>1,053,303</u>
Current assets			
Debtors	9	642,954	836,654
Cash at bank	10	759,036	871,856
		<u>1,401,990</u>	<u>1,708,510</u>
Creditors: amounts falling due within one year	11	<u>(19,487)</u>	<u>(43,491)</u>
Net current assets		<u>1,382,503</u>	<u>1,665,019</u>
Total assets less current liabilities		<u>2,778,315</u>	<u>2,718,322</u>
Total funds of the charity:			
Unrestricted income funds:			
General fund		1,218,315	1,239,515
Designated fund (New centre development fund)		1,500,000	1,282,942
Restricted fund		<u>60,000</u>	<u>195,865</u>
Total		<u>2,778,315</u>	<u>2,718,322</u>

The accounts on pages 14 to 25 were approved by the board of directors on 20 October 2023 and were signed on its behalf by:



V MICHIE
Trustee



C. MORLEY
Trustee

THE LISTENING PLACE

STATEMENT OF CASH FLOWS

Year ended 31 March 2023

	Note	£	2023 £	£	2022 £
Cash flows from operating activities					
Net income for the year		59,993		1,314,903	
Depreciation	7	27,634		17,814	
Unrealised loss on investments	8	42,041		-	
Income from investments	2	(34,447)		(7,352)	
Decrease/(Increase) in debtors	9	193,700		(408,112)	
(Decrease)/Increase in creditors	10	(24,004)		(58,758)	
Net cash flows from operating activities			<u>264,917</u>		<u>858,495</u>
Cash flows from investing activities					
Purchase of tangible fixed assets	7	(12,184)		(49,060)	
Purchase of long-term investments	8	(400,000)		(1,000,000)	
Income from investments		34,447		7,352	
Net cash flows from financing activities			<u>(377,737)</u>		<u>(1,041,708)</u>
Net (decrease)/increase in cash			<u>(112,820)</u>		<u>(183,213)</u>
Cash and cash equivalents at the beginning of the year			<u>871,856</u>		<u>1,055,069</u>
Cash and cash equivalents at the end of the year			<u>759,036</u>		<u>871,856</u>

Year ended 31 March 2023

I. Accounting policies

The principal accounting policies adopted, judgement and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

(a) Basis of preparation and assessment of going concern

The financial statements have been prepared in accordance with 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) – (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Charities Act 2011.

The Listening Place meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note.

(b) Fund accounting policy

Unrestricted funds are general funds that are available for use at the trustees' discretion in furtherance of the objectives of the charity.

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. The restricted fund is a restricted income fund.

In addition, a new designated fund has been initiated from the unrestricted fund towards the purchase and refurbishment of a fourth site in East London.

(c) Incoming resources

All income is recognised in the statement of financial activities when charity has entitlement to the income, it is probable that the income will be received, and the amount of the income can be measured reliably.

Donations are recognised when the charity has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that those conditions will be fulfilled in the reporting period.

(d) Resources expended

Liabilities are recognised as soon as there is a legal or constructive obligation committing the charity to the expenditure, it is probable that settlement will be required and the amount of the obligation can be measured reliably.

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs 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.

(e) 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.

(f) Tangible fixed assets

Tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. 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.

Year ended 31 March 2023

(g) Fixed asset investments

Fixed asset investments are initially measured at transaction price excluding transaction costs, and are subsequently measured at fair value at each reporting date. Changes in fair value are recognised in net income/(expenditure) for the year. Transaction costs are expensed as incurred.

(h) Financial instruments

Financial instruments are recognised in the Charity's Balance Sheet when the Charity becomes party to the contractual provisions of the instrument. Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets

Basic financial assets, which include receivables and cash at bank, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at present value of the future receipts discounted at a market rate of interest.

Basic financial liabilities

Basic financial liabilities, including payables, are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest.

(i) 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 i.e. 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.

(j) Operating leases

Rentals applicable to operating leases are charged to the Statement of Financial Activities in equal amounts over the period of the lease.

Year ended 31 March 2023

2. Income from:	2023 £	2022 £
Donations and legacies		
Donations	581,607	785,156
Gift aid	22,504	1,876
Grants	740,384	1,645,459
	<u>1,344,495</u>	<u>2,432,491</u>
Income from charitable activities		
Supporting visitors	-	15,170
	<u>-</u>	<u>15,170</u>
Investments		
Bank interest	6,249	429
Investment income	28,198	6,923
	<u>34,447</u>	<u>7,352</u>

3. Donated goods, services, and facilities

The charity received donated goods, services, and facilities of £49,631 (2022 - £61,350) during the year.

The charity has a team of trained volunteers who provide direct support to suicidal individuals. The trustees have calculated the value of the volunteering hours based on the London Living wage in this financial year of £846,750 (2022 - £728,000). The services provided by volunteers are not recognised as income in accordance with the Charities SORP.

4. Costs of raising funds	2023 £	2022 £
Staff costs	140,422	116,860
Fundraising expenses	7,926	7,220
	<u>148,348</u>	<u>124,080</u>

5. Staff costs	2023 £	2022 £
Wages and salaries	752,600	578,364
Social security costs	65,278	49,129
Other pension costs	13,523	11,237
	<u>831,401</u>	<u>638,730</u>

The average number of employees during the year on the basis of full time equivalents was 29 (2022 – 19).

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

The trustees consider that the employee benefits paid to Key Management Personnel were £52,000 (2022 - £23,602).

THE LISTENING PLACE

NOTES TO THE FINANCIAL STATEMENTS

Year ended 31 March 2023

6. Analysis of charitable expenditure	2023 £	2022 £
Charitable activities	508,841	698,815
Support costs	619,719	317,215
	<u>1,128,560</u>	<u>1,016,030</u>

Charitable activities	2023 £	2022 £
Supporting visitors:		
Direct costs	508,841	698,815
	<u>508,841</u>	<u>698,815</u>

Analysis of support costs	2023 £	2022 £
Supporting visitors:		
Management	571,951	262,213
Information technology	5,583	26,987
Other	27,634	17,815
Auditors' remuneration	14,551	10,200
	<u>619,719</u>	<u>317,215</u>

7. Tangible fixed assets	Computer equipment £	Total £
Cost		
At 1 April 2022	87,138	87,138
Additions	12,184	12,184
At 31 March 2023	<u>99,322</u>	<u>99,322</u>
Depreciation		
At 1 April 2022	33,835	33,835
Charge for year	27,634	27,634
At 31 March 2023	<u>61,469</u>	<u>61,469</u>
Net book value		
At 31 March 2022	<u>37,853</u>	<u>37,853</u>
At 31 March 2023	<u>53,303</u>	<u>53,303</u>

THE LISTENING PLACE

NOTES TO THE FINANCIAL STATEMENTS

Year ended 31 March 2023

8. Fixed assets investments

	Listed investments £	Total £
Cost or valuation		
At 1 April 2022	1,000,000	1,000,000
Additions	400,000	400,000
Valuation movements	(42,041)	(42,041)
At 31 March 2023	<u>1,357,959</u>	<u>1,357,959</u>
Carrying amount		
At 1 April 2022	1,000,000	1,000,000
At 31 March 2023	<u>1,357,959</u>	<u>1,357,959</u>

Fixed Asset Investments – previous year

	Listed investments £	Total £
Cost		
At 1 April 2021	-	-
Additions	1,000,000	1,000,000
At 31 March 2022	<u>1,000,000</u>	<u>1,000,000</u>
Carrying amount		
At 1 April 2021	-	-
At 31 March 2022	<u>1,000,000</u>	<u>1,000,000</u>

9. Debtors

	2023 £	2022 £
Trade debtors	19,228	1,686
Other debtors	-	23,223
Prepayments and accrued income	623,726	811,745
	<u>642,954</u>	<u>836,654</u>

10. Cash at bank

	2023 £	2022 £
Current account	282,154	428,646
Deposit account	237,964	236,204
COIF Charities Deposit Fund	238,918	207,006
	<u>759,036</u>	<u>871,856</u>

Year ended 31 March 2023

11. Creditors: amounts falling due within one year	2023	2022
	£	£
Trade creditors	1,330	27,458
Other creditors	18,157	16,033
	<u>19,487</u>	<u>43,491</u>

12. Commitments

The charity currently leases the office premises. The future amount of minimum lease payments is as follows:

	2023	2022
	£	£
Within one year	55,200	72,000
In two to five years	-	55,200
	<u>55,200</u>	<u>127,200</u>

13. Trustees' remuneration and related party transactions

The trustees received no emoluments during the year (2022 - £nil). Trustees' expenses reimbursed during the year totalled £nil (2022 - £nil).

During the year the charity was charged rent for office space by a trustee and the chief executive of £101,520 including VAT (2022 - £101,520). The amount outstanding at year end is £18,000 (2022 - £18,000).

During the year the charity was provided a building at nominal rent by a close family member of the chief executive. The charity paid rent of £nil during the year. A deemed donation and corresponding expense of £49,631 has been recognised, which is the estimated market rent.

14. Taxation

The Listening Place is a registered charity and as such is exempt from tax on its income to the extent this is applied for charitable purposes.

15. Analysis of funds

	(As restated) At 1 April 2022 £	Incoming resources £	Resources expended £	Transfer between funds £	At 31 March 2023 £
Analysis of fund movements					
Unrestricted funds:					
General fund	1,239,515	1,320,192	(1,124,334)	(217,058)	1,218,315
Designated fund	1,282,942	-	-	217,058	1,500,000
	<u>2,522,457</u>	<u>1,320,192</u>	<u>(1,124,334)</u>	<u>-</u>	<u>2,718,315</u>
Restricted funds:					
Netherby Trust	120,000	-	(60,000)	-	60,000
Bally Foundation (formerly Gamesys)	25,865	-	(25,865)	-	-
Marguerite Foundation	50,000	-	(50,000)	-	-
Rethink Mental Illness	-	19,024	(19,024)	-	-
The Leathersellers Company	-	26,726	(26,726)	-	-
Rethink Mental Illness	-	10,000	(10,000)	-	-
LGBT	-	3,000	(3,000)	-	-
	<u>195,865</u>	<u>58,750</u>	<u>(194,615)</u>	<u>-</u>	<u>60,000</u>
Total funds	<u>2,718,322</u>	<u>1,378,942</u>	<u>(1,318,949)</u>	<u>-</u>	<u>2,778,315</u>

(continued)

Year ended 31 March 2023

15. Analysis of funds (continued)**Analysis of funds – previous year**

	(As restated) At 1 April 2021 £	Incoming resources £	Resources expended £	Transfer between funds £	At 31 March 2022 £
Analysis of fund movements					
Unrestricted funds:					
General fund	638,953	2,038,122	(556,138)	(881,422)	1,239,515
Designated fund	501,250	-	(100,000)	881,422	1,282,942
	<u>1,140,473</u>	<u>2,038,122</u>	<u>(656,138)</u>	<u>-</u>	<u>2,522,457</u>
Restricted funds:					
The Weldon UK Charitable Trust	18,946	-	(18,946)	-	-
The Lyon's Charity	14,000	-	(14,000)	-	-
Netherby Trust	230,000	-	(110,000)	-	120,000
Gamesys	-	25,865	-	-	25,865
DWF Foundation	-	5,000	(5,000)	-	-
Elephant & Castle	-	6,961	(6,961)	-	-
Fundraising Everywhere	-	1,323	(1,323)	-	-
Sir Robert McAlphine	-	3,750	(3,750)	-	-
Two Magpies	-	10,000	(10,000)	-	-
ScrewFix	-	8,513	(8,513)	-	-
Peter Stebbings	-	5,000	(5,000)	-	-
Edward Gosling	-	5,000	(5,000)	-	-
Fishmongers	-	45,000	(45,000)	-	-
Imperial Health Charity	-	25,865	(25,865)	-	-
Westminster CCF	-	16,000	(16,000)	-	-
Childwick Trust	-	15,000	(15,000)	-	-
DFE Grant	-	193,614	(193,614)	-	-
Marguerite Foundation	-	50,000	-	-	-
	<u>262,946</u>	<u>416,891</u>	<u>(483,972)</u>	<u>-</u>	<u>195,865</u>
Total funds	<u>1,403,419</u>	<u>2,455,013</u>	<u>(1,140,110)</u>	<u>-</u>	<u>2,178,322</u>

The above funds are explained further in the accounting policy on page 17.

Year ended 31 March 2023

16. Analysis of net assets between funds

	General fund £	Designated fund £	Restricted fund £	Total £
Fixed Assets	1,395,812	-	-	1,395,812
Current assets / (liabilities)	(177,497)	1,500,000	60,000	1,382,503
	<u>1,218,315</u>	<u>1,500,000</u>	<u>60,000</u>	<u>2,778,315</u>

17. Prior period adjustments

In the prior year, the charity had incorrectly classified an amount of unrestricted funds as restricted funds. An adjustment to the prior year has been made to correct this reclassification. As a result, the comparative figures have been restated as shown below.

Year ended 31 March 2022

	Original £	As restated £
Statement of financial activities		
Unrestricted donation income	1,520,600	2,015,600
Restricted donation income	911,891	416,891
Unrestricted funds carried forward	2,027,457	2,522,457
Restricted funds carried forward	690,865	195,865
Balance sheet		
Unrestricted funds	2,027,457	2,522,457
Restricted funds	690,865	195,865