Listening Post

Counselling

&

Training

2025-2026

Annual Report

www.listeningpost.org.uk

Contact us

Tel: 01452 383820
www.listeningpost.org.uk

GLOUCESTER
St Mary de Lode Church
St Mary's Square,
Gloucester, GL1 2QT
lpostcounselling@listeningpost.org.uk
t: 01452 383820

CHELTENHAM
Hester's Way Community Resource Centre, Cassin Drive,
Cheltenham, GL51 7SU
lpostcheltenham@listeningpost.org.uk
t: 01242 256060

STROUD
Northcote House, Middle Street,
Stroud, GL5 1DZ
lpoststroud@listeningpost.org.uk
t: 01453 750123

LYDNEY
Althorpe Cottage, c/o Althorpe House,
High Street, Lydney, GL15 5DD
counselling@lpost.org.uk
t: 01452 383820

Contents

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Registered Charity Number 1013442

Listening Post Counselling Service Limited

(Limited by guarantee and registered in the UK)

Company Number 2619615
Charity Number 1013442

Registered Office
St Mary de Lode Church,
St Mary's Square, Gloucester, GL1 2QT

Telephone Number 01452 383820
Email Address counselling@lpost.org.uk
Website www.listeningpost.org.uk
Facebook Listening Post Counselling
Instagram @listeningpost_

Independent Examiner
Mr Julian Owens BSc FCA,
Xeinadin

Chartered Accountants
& Registered Auditors
701 Stonehouse Park, Sperry Way,
Stonehouse, GL10 3UT

Bankers
Charities Aid Foundation Bank Ltd,
25 Kings Hill Avenue,
West Malling, Kent, ME19 4JQ.

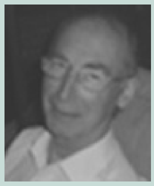
Redwood Bank, The Nexus Building,
Broadway, Letchworth Garden City,
Hertfordshire, SG6 3TA.

Meet Our Patrons and Trustees...

Patron
The Right Reverend
Bishop Rachel Treweek

Patron
Dr David Drew

Patron
Nicola Bird



Chair
Alastair Sammon

Trustee
David Monument

Treasurer
Robert Kingston

Trustee
Pauline Bayliss Jones

Trustee
Ron Storey

Trustee
Tony Solomon
Appointed: 21.07.2025

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Foreword from the Chair

Another busy and successful year.

Our provision of counselling has once again expanded with more counselling sessions given by more counsellors - now over 100 volunteer counsellors. They are so greatly appreciated by their clients and by Listening Post! There has also been a rise in the number of clients coming to us, and we have continued to offer regular contact with them as they wait for an appropriate counsellor to become available.

Accessing the funds we need to continue the service has occupied much thought and effort. Maintaining and widening our income sources is increasingly important, as priorities for trust funds that have helped us in the past are moving away from counselling. The Welfare Partnership, currently being trialled, and due for full launch in 2026, will see Listening Post offering counselling services to local businesses. It is a way for us to generate income to help support our work with those who are disadvantaged.

This year we have benefitted greatly from funding from The Barnwood Trust, a local trust concerned for disability and mental health in Gloucestershire. Their generous partnership and funding will allow us to plan wisely for the next three years. This involves developing new income streams, and has made it possible to ensure that Listening Post employees receive at least the 'Real Living Wage'. We are grateful to all who have helped us financially this year – Trust Funds, Churches, Organisations and individual fundraisers.

We have taken the first steps to bring our Memorandums and Articles (Listening Post's governing document) under review. It is now 35 years old. The proposals will be ready to come to the AGM in 2026 as we celebrate our 35th Birthday. Amongst other changes we hope to be able to broaden our Trustee recruitment base. This year we have already benefitted greatly from skilled people coopted into the Council of Management.

The setting up of a sub-committee system has worked well. In addition to the Strategy group, we now have a 'People Sub-Committee' (Human Resources), and a 'Networking Sub-Committee' (Promotion/Fundraising).

Foreword from the Chair cont...

These committees have a healthy mix of members from Trustees, staff and volunteers which has helped to make the organisation more creative and responsive. With sub-committees in place, Trustee meetings have taken place bi monthly instead of monthly.

'Partnership' is increasingly a welcome way forward. Linda our CEO continues to work endlessly at developing ways of working with others. Her skills, enthusiasm and drive are admired and greatly valued.

Alastair Sammon
Chair of Trustees

"I have been so impressed with the service provided by Listening Post, right from initial contact and assessment to my final session. I signed up at a challenging point in my life and despite having a big support network I wanted to liaise with an independent counsellor who would enable me to divulge difficult information, self reflect on the past, present and future and grow in self-confidence, without judgement. My Counsellor was a consummate professional and enabled me to achieve all of the above. My successful journey with Listening Post was summed up by my initial reluctance to talk about myself and certain topics to eight months later feeling totally at ease with my Counsellor and myself in order to chat openly and from a place of comfort. I cannot thank you enough from the bottom of my heart for enabling me to see me again. I will always recommend Listening Post, you provide such a valuable and much needed resource!".

(Listening Post Client shared with permission)

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Our Organisation

- Council of Management (Board of Trustees)
  - Subcommittees
- CEO
  - Fundraising Manager
  - Clinical Manager
    - Deputy Clinical Manager
      - Community Engagement Worker
      - Team Leaders
  - Training Manager
    - Training Team
  - Operations Manager
    - Finance & IT
    - Admin
    - Volunteer receptionists
- Contract Supervisors / Assessors / Counsellors
- Volunteer Counsellors

Our Vision

To Walk alongside the broken-hearted and restore them to fuller life

Our Values

Respect and nurture for all who come and all who serve at Listening Post

Integrity and compassion, rooted in love

www.listeningpost.org.uk

Our Strategic Plan: 2023-2026

Strategic Aim 1: To deliver counselling that is accessible, affordable, appropriate and available/ timely.

1. Build on our established strengths by continuing to offer professional long-term counselling employing differing modalities, with positive client feedback.

Our three year Strategic Plan has been coproduced, with input from trustees, staff, volunteers and clients. It governs our strategic direction for this period of time.

2. Build organisation to a capacity of 100 counsellors; min of 2 sessions/ week each:

a. Develop support to counsellors which makes retention attractive

b. Provide incrementally more earning opportunities

3. Develop closer community and church integration:

a. Pursue opportunities for counsellors embedded in community spaces

b. Take a multi-disciplinary approach to counselling by providing mutual support to community organisations

c. Develop closer links to churches through counselling and training opportunities

4. Robustly demonstrate the difference counselling makes to a client:

a. PHQ and GAD scores consistently applied and monitored (See p20)

b. Client qualitative feedback gathered throughout process

5. Offer clients:

a. Assessment within one week of first contact

b. 95% of clients offered support within 4 weeks of first contact

c. Develop psychoeducation and personal contact to waiting list clients

6. Create a welcoming and warm environment at all centres.

Listening Post counselling & training

Strategic Aim 2: To deliver training in counselling

1. **To continue to run Listening Post training courses to high professional standards with a fully resourced training team:**

   a. Promote Listening Skills course and deliver it twice per year

   b. Promote (Counselling and Psychotherapy Central Awarding Body (CPCAB) Level 2-3 course and deliver it annually

   c. Build towards running a sustainable L4 Diploma

2. **Provide dedicated administrative and leadership support to training team.**

3. **To deliver six short courses to Churches and Businesses per year.**

4. **To continue a CPD programme that is well advertised and attended.**

"Although my life was incredibly manic at times and I wasn't able to keep up with appointments, I can genuinely say that my sessions really had me reevaluate certain situations I was facing and trying to over come. Because of my mental health disabilities I wouldn't have gotten the correct help or I would have been waiting for years for a counsellor through the local let's talk teams. Listening Post evaluated me correctly and had my mental health and stability at the core of the services they offered me. They were super flexible and even though I am on benefits they made it accessible in my time of need. I would absolutely recommend them and want to thank them so much for helping me through a really tough time".
(Listening Post Client shared with permission)

Strategic Aim 3: To be a professional and caring organisation

1. Secure funding that enables the organisation to meet the current demands upon it well, to continue to develop professionally and interpersonally and to support:
  a. Appropriate staff hours
  b. Appropriate staff pay
  c. Increased paid counselling roles
  d. Subsidised Continuous Professional Development (CPD)
  e. Volunteer mileage for qualified counsellors holding a minimum of 3 clients/ week each
  f. Better access to services

2. Focus on successfully managing the move to St Mary de Lode with ambitious and modern designs.

3. Use the new space available at St Mary creatively and in a community spirit.

4. Gain level 1 accreditation with "Trusted Charity" (formerly PQASSO), a quality standards framework for the Charity sector.

5. Conduct annual staff and volunteer reviews.

6. Conduct an annual staff and volunteer survey with satisfactory indicators.

7. Have an on-going three-year strategic plan.

8. Implement the CRM with minimum friction and excellent training.

9. Redeploy admin hours freed by the CRM with a focus on clients and training.

10. Consider how best Trustees can support:
  a. High profile members and associates to help network
  b. Members and associates to more accurately reflect social representation of Gloucestershire
  c. Planning and implementation of best possible methods of oversight .

Strategic Aim 4: To enable the Church community to play a part in alleviating emotional and psychological suffering

1. To be known, acknowledged and respected professionally for counselling and training and as a Christian organisation within churches and the local community.

2. To have established partnership working:

a. With local churches and in the Diocese
b. With the NHS
c. With other teaching organisations
d. With local communities (Including Community Mental Health Transformation (CMHT) projects)

3. Equip church members to support members with mental health needs- correspondent with point 3 of 'Deliver training in Counselling'.

4. Through the fundraiser and church liaison roles, to develop and nurture contact with church members and churches through prayer-letters, financial support schemes, training courses and speaking engagements.

Want to be part of Strategic co-production? Are you a former client or volunteer who is passionate about the future of Listening Post and want to be part of its shaping? Get in touch with Linda@lpost.org.uk

www.listeningpost.org.uk

Progress on our Strategic Aims

1. To deliver counselling that is accessible, affordable, appropriate and available/timely

- Target of 100 counsellors reached and maintained in 2025.
- Regular client feedback available– 96% good or excellent.
- PHQ and GAD scores now consistently applied and monitored through new CRM.
- Annual client focus groups in place.
- Improved clinical management/support of counsellors in place, now with five team leaders.
- 38 hours of paid counselling per week now available for high severity clients.
- New counselling Centre opened in Lydney in September 2025.
- All waiting clients now receive check-in calls every four weeks.

2. To deliver training in counselling

- Two diploma courses currently running, and one foundation course, all with excellent CPCAB reports.
- One listening skills course given in 2025.

3. To be a professional and caring organisation

- Funding secured, including a generous grant from The Barnwood Trust, to fund a restructure of our organisation, work to diversify income streams, and a staff pay increase for 2025/2026.
- Increased free and subsidised CPD events for all LP counsellors.
- Administration hours reduced because of full implementation of CRM - computerised admin system.
- Effective Sub-Committee structure set up, involving trustees, paid staff and volunteers.

Alastair Sammon
Chair of Strategy Group

Report from the Strategy Group

This year has involved frequent meetings, particularly in last half of the year, as we have grappled with developing a new Strategic Plan for 2026-2029. The foundations have been laid and a fully developed plan will emerge in the coming months after full Stakeholder consultation.

The financial climate has been affected by an apparent move by Trust Funds to provide less funding to counselling organisations. We see the necessity of a diversification of income streams, and have been involved in the creation of "The Welfare Partnership", which is currently being trialled with one local business, and will see us offering local businesses counselling service contracts. Other avenues of fundraising and sustaining our income are being explored.

The new Customer Relations Management system, now operational and well embedded into the life of the organisation, gives scope for improved data provision for management, and prioritisation of data recovery and analysis is regularly considered.

Alastair Sammon
Chair of Trustees and Strategy Group

Report from the People Sub-Committee

The People Sub-Committee is responsible to the Council of Management of Listening Post. Our purpose is partly to ensure that we operate appropriate policies regarding our staff and volunteers' wellbeing. In addition, the Sub-Committee is responsible for assessing the current and future "people" requirements along with organisational areas of strength and potential weakness.

Over the years Listening Post has evolved, as growing organisations do, in an organic manner where different people adapt and contribute in various ways to make sure today's priorities and jobs get done. However, Listening Post is now a more complex organisation operating in a more demanding environment yet still seeking to offer affordable, professional counselling services to a client community facing ever more diverse challenges.

We owe a huge debt of gratitude to those people who have nurtured and developed Listening Post, enabling the organisation to deliver so well over the years.

However, we now face greater demands, from both potential funders and clients, for effectively implemented policies, streamlined processes and professional standards. It's against this background that the People Sub-Committee have been working over the past year and focusing on a number of areas:

- Clarifying job descriptions and organisation structure, identifying key roles and pinch points, plus resource limitations as workloads are increasing. Funders now require current organisation charts, consistently structured job descriptions and clear areas of accountability where funds will be invested so impact can be monitored.
- Updating appropriate policies and procedures is a necessary but time-consuming process. Not the most thrilling way of spending time but essential if we're to demonstrate our professionalism and create a consistent and safe working environment for all of our people.
- Introducing a Sub-Committee structure of which the People Sub-Committee was the first. The Networking Sub-Committee is now also established with the Resources and Service Delivery Sub-Committees to follow. This is enabling us as an organisation to get more done, coordinate efforts more effectively and to engage with more people across the organisation.
- Working towards Service Accreditation with the BACP, which would accredit the service we provide as an organisation rather than just single counsellors. Although the application process looks clear and relatively straightforward to complete, it does require policies, procedures and processes to be in place and demonstrably working so it is far more than a tick-box exercise.
- Implementing a Council of Management skills audit and a Staff and Volunteer Survey, both of which have been part of the strategic plan for years. Through the skills audit we can identify where there are strengths and limitations in the experiences and knowledge of Trustees and identify where we need to recruit new Trustees with a preferred skill set. The Staff and Volunteer Survey will shine a light on the skills available in the organisation so we can identify people who may become potential Sub-Committee members or Trustees.
- Developing the Welfare Partnership, an offering to organisations who want to give tailored online counselling support to their staff. This expansion away from our traditional face-to-face sessions with referred clients is to engage with new community clients and to build a sustainable income stream to replace traditional ones in decline. We have trialled this in one organisation, adapted the approach and refined the proposition. It has taken a lot of time and effort work by a number of people to bring it this far and it is now ready to launch in coming months across Gloucestershire and beyond.

I am extremely grateful to the members of the People Sub-Committee for their honest counsel, personal insight and experience of the organisation. The things we've achieved in the past year is due to their commitment to the organisation, its people and its future.

Ron Storey
Chair of the People Sub-Committee

Report from the Networking Sub-Committee

The Networking Subcommittee met every other month, concentrating on mapping out opportunities for improving awareness of the charity and income generation, primarily through relationship-based approaches. This involved collaboratively carrying out a review of our current fundraising strategy and engaging in audience mapping. The sub-committee looked at the pros and cons of investing in various fundraising methods, particularly in light of capacity constraints, with a view to focusing our future efforts. The Networking Subcommitee included Listening Post's CEO, Fundraising Manager and two trustees, and hopes to shortly recruit more internal and external participants.

Rachel Cross
Fundraising & Communications Manager

Risk Management

Risk management is embedded in the trustees' ongoing work, with risks reviewed and discussed at board meetings throughout the year. the trustees are currently preparing a RAIDD to provide a more structured view of risks, assumptions, issues, dependencies, and decisions. This enhanced framework will support strategic planning and ensure the charity remains resilient and well-governed as our activities evolve.

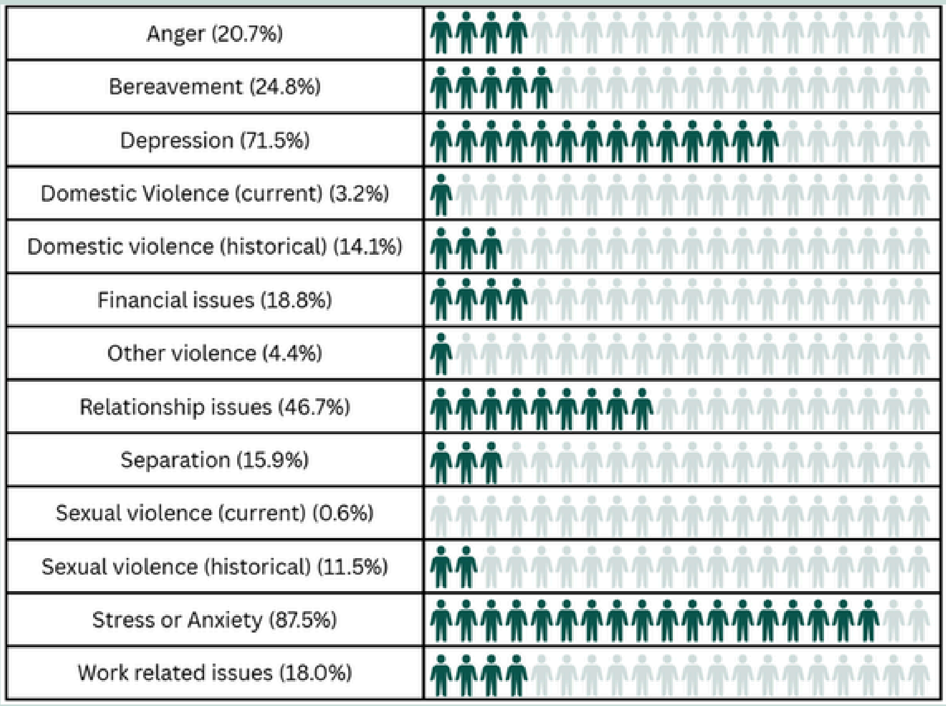
Alastair Sammon
Chair of Trustees

Organisational Reports

Clinical Report

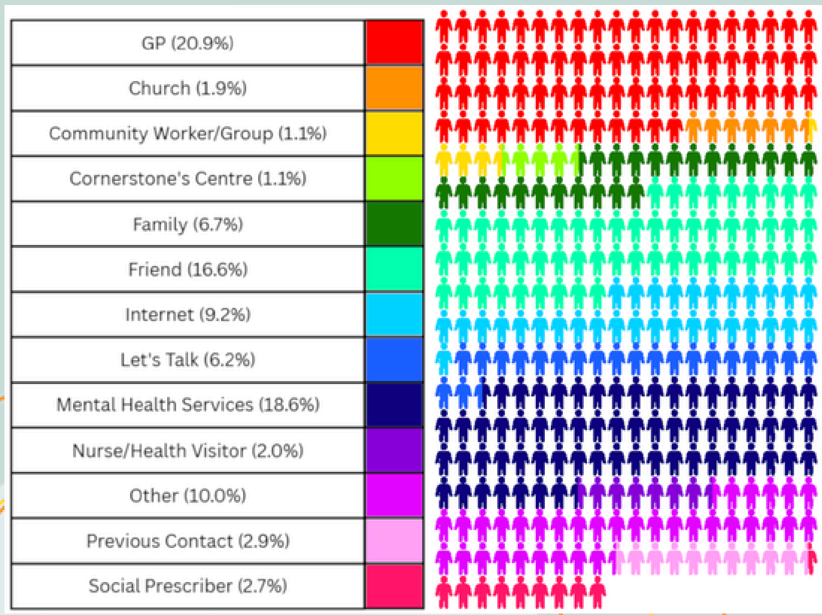
Our clinical team, comprised of counsellors and their managers, exists to meet the needs of adults in Gloucestershire experiencing emotional and psychological need who are priced out of the private counselling market with our donate-what-you-can-afford model. The graphic below demonstrates the kinds of issues affecting the clients who come to us.

Perfecentage of Clients Registering in 2025/26 with Various Issues



Listening Post continues to be heavily signposted by various NHS services: 52% of our clients have been prompted to register with us by NHS staff over the last year.

Referral Sources in 2025/26



10,985 people helped since 1991

114,785 sessions run since 1991

460 new people helped this year

643 people seen during the year

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Clinical Management

This year has seen a significant strengthening of our counselling capacity, with the service now supported by over 100 volunteer counsellors alongside our teams of staff and contract Counsellors. This growth in our counselling workforce has enabled us to respond more effectively to increasing demand and deliver a substantial rise in the number of counselling sessions provided. As a result, more clients than ever have been able to access regular, consistent support, including those with more complex needs. The expansion of both our counsellor base and session delivery reflects our continued commitment to improving accessibility while maintaining the quality and depth of our therapeutic provision.

This year in the Clinical Management team we said a sad goodbye to Alice Wheeler as she moved on from Listening Post to pursue other opportunities. Her support to Vicki Paterson as Clinical Manager over the past few years had been integral to the strengthening of clinical processes across the organisation and building the resilience of the clinical team. Annie Anderton and Rachel Eggleton took on the roles of Deputy Clinical Managers to support the Clinical Manager bringing their skill sets to the roles and ensuring that support to the counselling team continued in a seamless manner.

Team Leaders

Simone Horn continues to manage our busiest Centre in Cheltenham ensuring the smooth running of the Centre and managing a growing team of student and qualified counsellors. Rachel Eggleton stepped back from managing the Stroud Centre but continued to be Team Leader for our Gloucester Centre continuing to support our dedicated team of counsellors. Rhiannon Challoner took on the Stroud Team Leader role and over the year has strengthened the sense of team amongst the counsellors working there. As with all of our Centres, making sure our student counsellors have cover whilst seeing clients remains a challenge but Rhiannon has worked tirelessly to ensure all counsellors feel supported.

Miranda Baring continued to support the Forest Reach NHS contracted work and has worked hard to bring our new Centre in Lydney to life with a small team of committed counsellors working there. She also continued to support our counsellors working in the satellite Centre in Cornerstones in Cheltenham.

Clinical Report contd...

In order to support our expanding Welfare Partnership work and our Self-Employed Counsellor (Bank) initiative, Frankie Curtis joined as the Team Leader for those projects.

Counsellors

Our service wouldn't exist without our exceptional team of counsellors: our Volunteers, our Self-Employed Counsellor (Bank) initiative team, our small team of paid counsellors – seeing our most complex clients - our Counsellors on the Forest Reach initiative - seeing clients with Complex needs referred by the NHS - and finally our counsellors who provide counselling to Carers via the Gloucestershire Carers Hub under the PeoplePlus Contract. Because of the work of this dedicated counselling team we were able to offer a total of **9,967** counselling sessions last year *(this figure includes, Assessments, Core Service Sessions, Bank Sessions and Carer Sessions).*

We are particularly grateful to the large number of student counsellors who undertake their placement hours with us and then continue to volunteer with us after qualification.

7,023
Core Service "Regular" Sessions

£26.49
cost of a regular session

£13.39
Average client donation

78.1%
of sessions take place face to face

Partnering with Cornerstone Community Centre

Following a request from Cornerstones last year, Listening Post has continued to work from this Centre two days a week providing counselling for clients in the local community. Working in partnership with Alison Hutson, the Centre Manager, our counsellors have been able to provide counselling for clients who may not have accessed our service in the usual way. This service is continuing to build on the solid foundation it set during its first year and we wish to thank those counsellors working in Cornerstones for their commitment to this valuable service.

Self-Employed Counsellor (Bank) Counsellors

Our "Bank" initiative continues to increase the number of sessions we can hold year on year. These reduced cost sessions are run privately by some of our selected volunteer counsellors and available to clients who are able to pay £30 or more per session. As Team Leader for "Bank" work Frankie Curtis has worked hard to streamline and expand this element of our service.

1,515
Bank client sessions this year

£41.03
cost per bank session

£32.01
average bank client payment

Forest REACH

Since 2024, Listening Post have pioneered a community model of counselling through an NHS-funded project in the Forest of Dean. Under this model, the Local Community Partnership (LCP) refers clients with serious mental illness (SMI) to Listening Post. Each client is then supported not only through counselling but also by our Community Engagement Worker, who provides additional support and signposting. This service has been much needed in the Forest, where many people require long-term psychotherapeutic support and often lack access to transport or the financial means to seek help. It has been an effective and timely response to community need. Our partnership with the LCP will shortly be coming to an end, as no further NHS funding is available. However, thanks to the very generous provision of premises, Listening Post will be able to continue to offer a core service counselling provision to Forest based residents, through it's Centre in Lydney.

Our New Forest Centre
Althorpe Cottage

PeoplePlus

In September 2019 Listening Post were sub-contracted, by PeoplePlus, to provide counselling services to unpaid Carers within the county of Gloucestershire. Following negotiations, in 2023, the contract was extended for a further 2 years and has since been extended for a further 6 months, taking us to September 2026.

Between 1 February 2025 and 31 January 2026 174 carers were referred to us for counselling and we delivered 969 sessions to these carers. Current statistics show that 76% of the carers, who received counselling, saw a positive improvement in their GAD scores and 69% in their PHQ scores. During the year we also hit the impressive milestone of having received 1000 referrals since the contract began.

"I found my counsellor very easy to talk to and I have really appreciated her support and encouragement. It felt a very safe place to vent in the early sessions. Then later to find positive steps to better recognise and manage the ongoing anxieties, while dealing with the difficult transition of moving my mum into residential care. It has helped me immensely, and I am feeling mentally much stronger".

"My counsellor was exactly what I needed at what was a very tough time navigating my role as a carer to my Mum. I was incredibly anxious and unsure of my pathway when I started and grew in confidence in my approach over the 6 weeks. The counsellor was a listening ear who helped coach me through some difficult decisions I needed to make".

969 carer sessions this year

174 carers seen this year

76% decreased anxiety score

69% decreased depression score

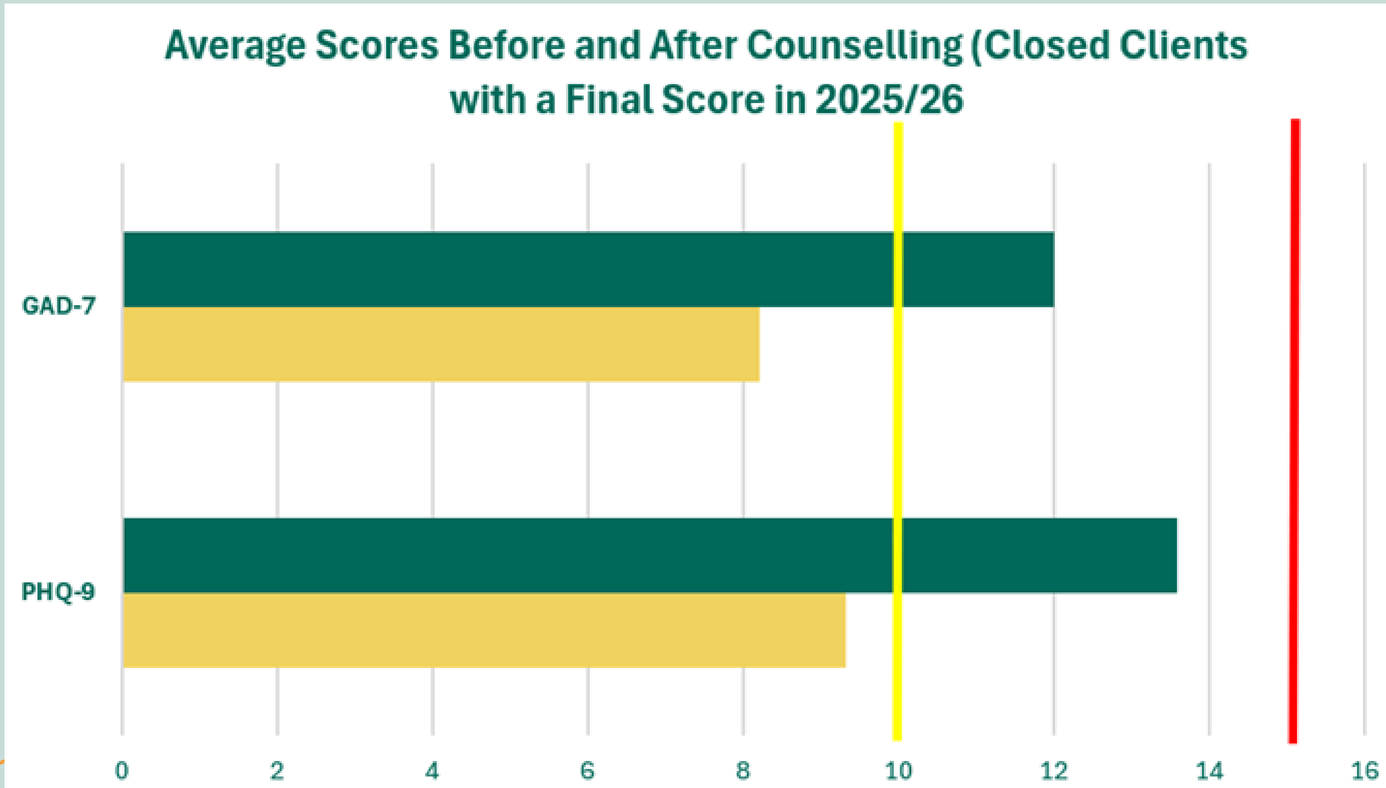
Clinical Report contd...

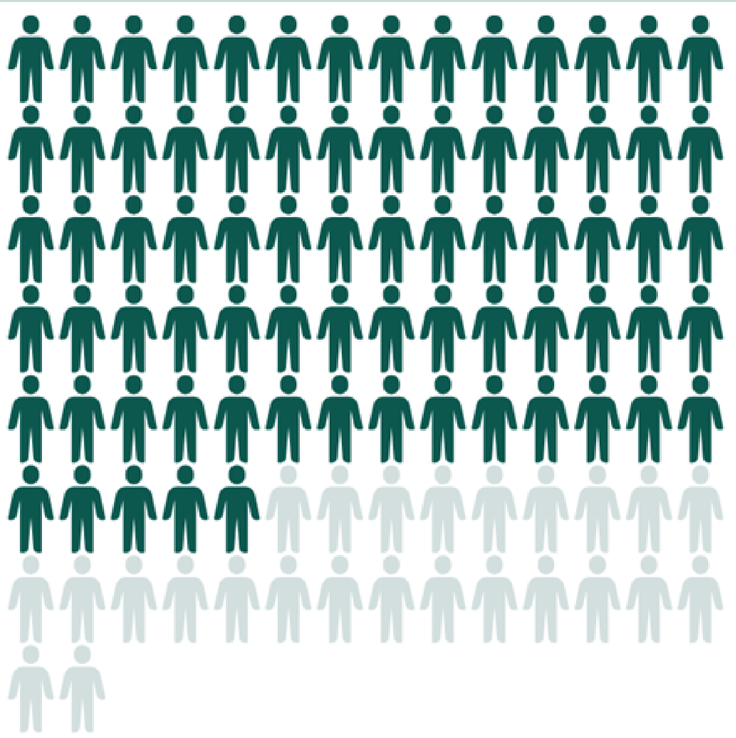
This statistical report features the key quantitative measures of our counselling output over the year February 2025 - January 2026. Clinical change is assessed using PHQ-9 and GAD-7, the NHS outcome measures for depression and anxiety, alongside qualitative feedback which are shown visually later in the report. Since the implementation of our new CRM system, we now ask additional wellbeing questions and conduct follow-ups.

PHQ and GAD

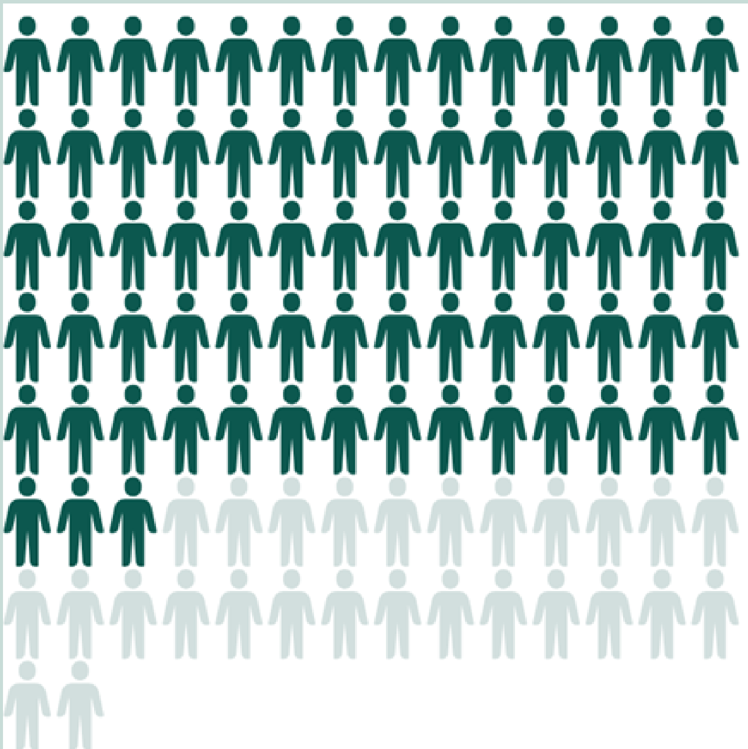
Outcome measures use the PHQ-9 and GAD-7. These are the reporting tools usually used by the NHS. The PHQ-9 is a measure for depression; it is scored out of 27 (0-3 in each of 9 questions), with cut off points for severity levels every 5 points. GAD-7 is a measure for anxiety disorders; it is scored out of 21 (0-3 in each of 7 questions). For both a lower score is preferable. The cut off point of 10 or greater is considered a “yellow flag” for both scores, whilst 15 or greater is a “red flag”, indicating that active treatment is probably warranted.

The following data has been gathered from clients who have closed with a final session in the year with at least two completed sets of data. In each case, their earliest set of data was compared with the most recent. In total, this produced **153** clients with GAD/PHQ data for the 2025-26 year.





115 out of 153* clients showed an improvement in their PHQ score.

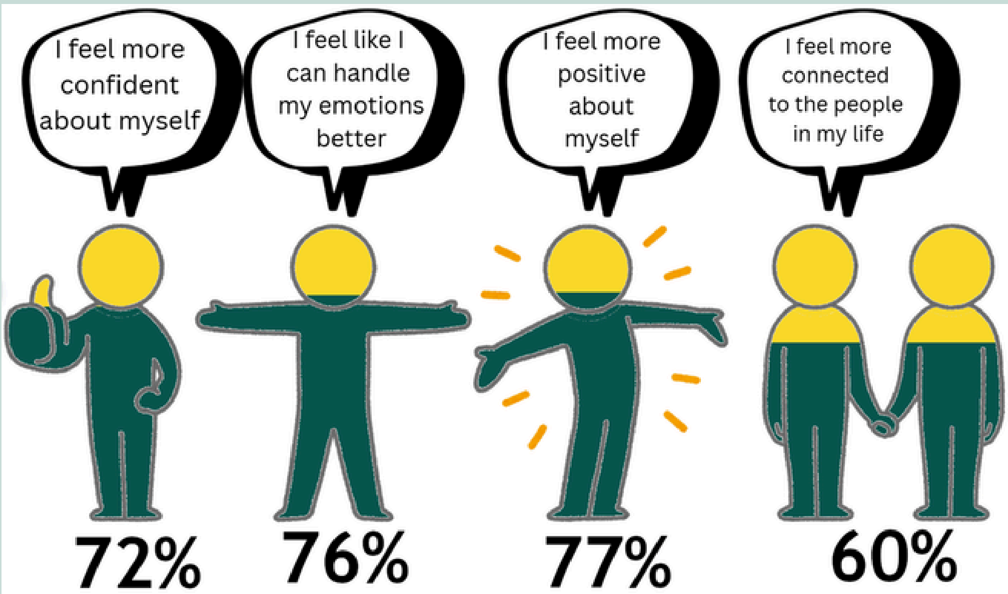


111 out of 153* clients showed an improvement in their GAD score.

**Graphs show results as a percentage of 100 people*

As promised in last year's annual report, we now have enough statistics from the welfare questions to report on. Each client was asked to what extent they agree with a series of statements, asked at registration, after 16 sessions and at the end of their counselling with us. For clients who had a final session in the 2025-26 year, 75 had replied to at least two of these sets of questions, and so we can compare their answers from before and after receiving counselling. For numerical purposes, we have converted the answers of "Strongly agree, Agree, In the middle, Disagree, Strongly disagree" to "1, 2, 3, 4, 5" so as to obtain an average score across all clients (with a lower score meaning they agree more strongly).

- For the question "I feel confident about myself" 54 people (72%) said they felt more confident after counselling. The average score for all clients improved from 3.64 to 2.55.
- For the question "I feel like I can handle my emotions" 57 people (76%) said they felt better able to handle their emotions after counselling. The average score for all clients improved from 3.88 to 2.63.
- For the question "I feel positive about myself" 58 people (77%) said they felt more positive after counselling. The average score for all clients improved from 3.87 to 2.60.
- For the question "I feel connected to the people in my life" 45 people (60%) said they felt more connected after counselling. The average score for all clients improved from 3.64 to 1.98.



Rachel Eggleton
Deputy Clinical Manager on behalf of the Clinical Management Team

Listening Post counselling & training

CPD

We have been delighted to be able to continue offering our popular Margaret Landale training this year focusing on working with trauma with counselling clients.

A great addition to our CPD programme has been "Working with Complex Needs" training offered by Annie Anderton. Feedback from attendees on this course has reported an increase in confidence in our counsellors in working with clients presenting with more complex issues. Other Counsellor CPD which has taken place over the last year includes:

*Reflective Practice & ADHD (Jessie Wilcox)
*Working with Risk (Professor Andrew Reeves)
*Shame (Margaret Landale)
*Mindfullness (Margaret Landale)
*Suicide & Self Harm (Janice Laverick)

Training Report

Total students being trained by the Team over all courses = 41 Students

Foundation Course, CPCAB Level 2 and Level 3 = 15 Students
(Tuesday Evening and monthly Sunday workshops)
Tutors: Natasha Dancy and Helen Fenton

Diploma Course, CPCAB Level 4
Year 1 – Thursday = 11 Students
Year 2 – Friday = 15 Students
Tutors: Fiona Hall, Jill Evans

All courses have been running very well, excellent feedback from students and placement / agency managers. CPCAB are continuing to offer solid support from an external verifier. Feedback received from CPCAB is that course continues to offer a high standard of training.

The courses run from mid September until July as per the academic calender.

Fiona Hall
Diploma Tutor on behalf of the Training Team

Fundraising Report

Despite rising costs, mounting pressures and competition for limited funds between charities, Listening Post has achieved some significant milestones in our fundraising and development this year. We are thankful to have been awarded various project grants from several new organisations, including the Schreier Foundation, the Honourable Company of Gloucestershire Charitable Trust, and Lydney Town Council.

Following the permanent launch of our new Centre in Lydney, we are deeply grateful to several new partners whose generosity has enabled this new initiative. We specifically thank the Friends of Lydney Hospital for their grant of £10,000 towards the core running of this centre, and to Watts Group Limited, for their in-kind gift of the use of Althorpe Cottage on Lydney High Street. The National Lottery Community Fund, Awards for All programme, also awarded us £18,718 to continue funding our Community Outreach in the Forest. We also remain hugely indebted to the many trusts, organisations, groups and individuals who have repeatedly provided their financial support towards our core service needs again this year.

Though much is still to be done to improve our impact measurement, this year we have begun to collate more meaningful outputs from our time-point wellbeing questions and PHQ-9 and GAD-7 surveys, allowing us to provide funder's with more detailed and specific reports on client outcomes across centres. This has been supported by a plethora of heartfelt quantitative feedback and case studies from outgoing clients, evidencing just how much counselling can – and does – transform lives.

Slowly but surely, this year saw us begin to develop our individual and community giving by improving opportunities for ex-clients to get involved once their counselling comes to an end. Our biannual newsletter 'Listen in', launched in February 2025, now provides the wider community on our mailing list with seasonal updates about our work and offers new ways to get involved though events and fundraising. Our 'Helping Hands' scheme allows former clients to continue making a regular donation once their counselling has ended, to 'pay it forward' and support someone else. We updated our general information posters and trailed some additional new fundraising resources, including a simple Christmas campaign.

Fundraising Report contd...

By simply posting consistently 1-2 times per week, during the period our Facebook audience grew by 130 new followers (160% increase compared to the previous annual period) and received 3,988 page views (115% increase). Our new company LinkedIn page also gained 154 followers.

Our voluntary income from individuals (not counselling contributions) saw a slight increase this year compared to 2024-25, which we attribute to these initiatives. We have now successfully registered Listening Post with the Fundraising Regulator, demonstrating our commitment to ethical fundraising practice and establishing ourselves as a trusted organisation in our community. Next year, we aim to improve our digital fundraising methods, making it easier and more accessible for supporters to make a donation online or at events.

Our landmark achievement this year, however, came in December 2025, as we learned that we had been successful in our unrestricted application to the Barnwood Trust's funded partner programme. We have been allocated a total of £148,850 over the next three years to strengthen our capacity and core operations. This transformational grant will enable us to become a Real Living Wage employer, restructure and grow our operations team, and invest in staff retention and wellbeing for the ultimate longevity of the service. We could not be more grateful and excited to have begun this three-year partnership with Barnwood Trust, which we know will be a time of much learning, growth and positive change for our small but mighty charity.

Nevertheless, we have all felt the considerable impact of the changing and turbulent waters of the current funding landscape. Funding the running of our core service has always been a challenge through grants, with many trusts preferring to invest in specific projects or new work. As charities face a surge of closures, criteria changes and restructures amongst UK trusts and foundations, we have recognised our growing need to decrease our reliance on finite sources of grant funding. A move towards strategic and sustainable income diversification has been – and will increasingly be – a priority for our operational staff and volunteers. Through Listening Post's Networking Sub-Committee and Strategy Groups, as well as at board level, we have begun to explore and trial opportunities for strategic new fund generation. The additional capacity provided by our organisational restructure and the help provided by Barnwood Trust will be integral to forming our approach.

Rachel Cross
Fundraising & Communications Manager

Fundraising Report contd...

As ever, our most grateful thanks go to the many charitable trusts, individuals, friends, members, churches and local organisations who have supported us so generously with their time, donations, and gifts in-kind during this financial year. Thank you to each and every person and group who has contributed to us to meet the incredible and increasing demand for accessible, evidence-based mental health services in Gloucestershire.

Charitable Trusts & Companies
£121,760

Barnwood Trust
Friends of Lydney Hospital
Hilaros Charitable Trust
Honourable Company of Gloucestershire
Langtree
Lydney Town Council
Midcounties Co-operative
National Lottery
NHS Gloucestershire
Renishaw
Rowlands Trust
Schreier Foundation
Souter Charitable Trust
Spirax Sarco
Summerfield Charitable Trust
Sylvanus Lysons
The Blakemore Foundation

Churches
£1,484

St Andrews, Churchdown
Cambray Baptist Ladies Fellowship
St Mark's Methodist, Cheltenham
St Mary's, Newent

Other Voluntary Income
General Donations £37,428

Friends and Members - £28,573
Legacies - £5,062*
Gift Aid - £3,793

Remembering Jacqui Green

We were saddened to learn of the passing of a former volunteer, Jacqui Green. For many years, Jacqui served us as both Counsellor and Supervisor, bringing compassion, wisdom and a gentle steadiness. When she left Listening Post to pursue other projects, she - together with husband Tony - continued supporting us, generously donating some of the proceeds from the sale of her beloved Park Street Mission. We are forever grateful for her dedication and she will be remembered with deep love and appreciation.

Remembering Rev. David Bick

We are saddened to share of the passing of David Bick, one of our original members and a steadfast supporter over many years. David's unwavering commitment to Listening Post helped to shape our mission and touched the lives of many in our community over the years. Linda, our CEO, was honoured to attend his funeral at St Mary the Virgin Church, Hartpury, in June. David will be greatly missed, but his spirit and contributions will remain a cherished part of our story.

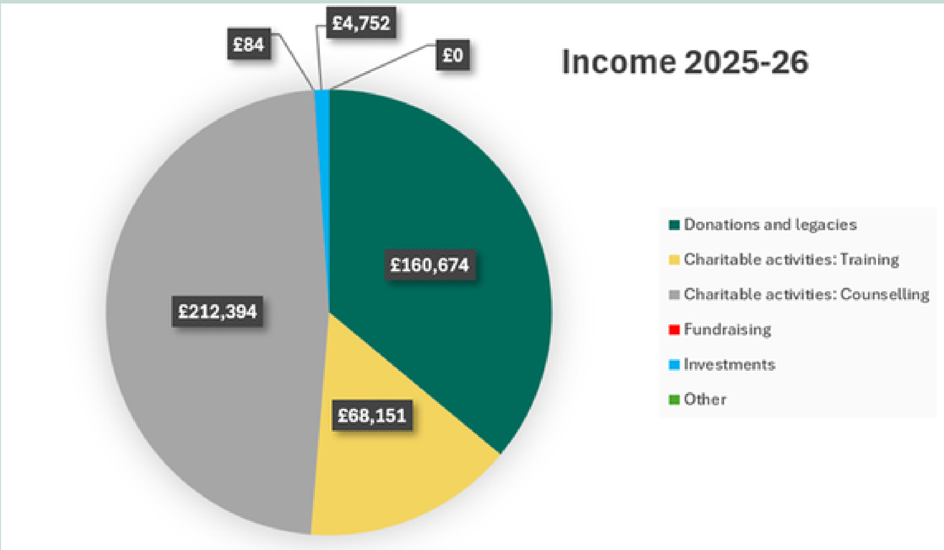
Finance Report

For the year ending 31 January 2026, we finished with a surplus of £26,539, compared to last year's deficit of £8,982. Income rose by 32.2% compared to last year, to £446,055. Fundraising and investment income saw small decreases compared to last year, but counselling related income, training income and donations all increased, by 8.6%, 104.7% and 56.5% respectively. Expenditure also rose, with a 21.1% increase for the year to £419,516.

Unrestricted Funds
In the Financial Year ending 31 January 2026 Unrestricted Funds amounted to £154,669.

Restricted Funds
In the Financial Year ending 31 January 2026 Restricted Funds amounted to £57,977.

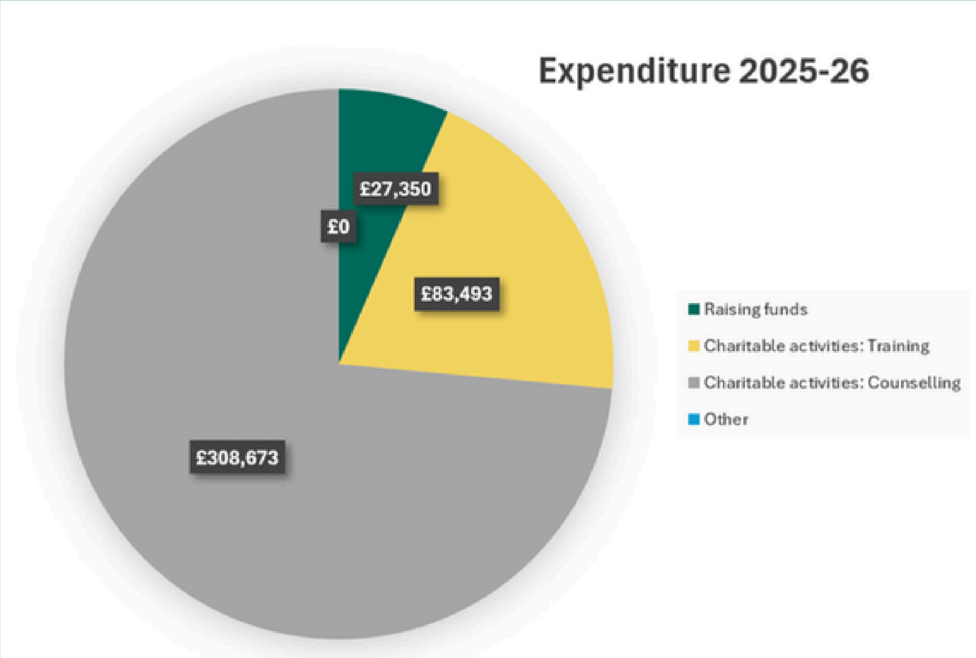
Monies Available
The year end unrestricted funds, less that represented by fixed assets of £12,703, leaves free unrestricted reserves of £141,966. Our Reserves Policy is that these free reserves should be between 4 and 6 months of planned operational expenditure. Budgeted operational expenditure for the year commencing 1 February 2026 is £471,354, though this includes projects for which restricted funds are held totalling £46,631, leaving the budgeted general expenditure for running costs of £424,723, and thus the free reserves stand at 4 months of this expenditure.



Daniel Whisson
Finance & IT Officer

www.listeningpost.org.uk

Finance Report cont...



You will see from the other reports that the number of counselling sessions provided and the number of people helped grew significantly again this year. Raising the money to fund the increasing demand for our counselling continues to be challenging. We are not alone in this as Government support for the sector has declined, and Charitable Trusts which are important channels of philanthropy have experienced increasing demand for grants. As a result some of those who have helped us in the past have decided to no longer fund adult counselling. Fortunately, in the latter part of the year we received a significant grant from the Barnwood Trust, without which the accounts would be showing a deficit. We continue to look at diversifying our income and maintaining an appropriate level of reserves as we seek to expand our services for those who need them.

Robert Kingston
Treasurer

Final Remarks from the CEO

Listening Post counselling & training

As we reflect on the past year, I am incredibly proud of what Listening Post has achieved together.

We have responded to growing demand with compassion and professionalism, expanding our counselling provision, strengthening our clinical leadership, and extending our reach into new communities such as Lydney.

This has only been possible through the dedication of our staff, volunteers, and counsellors, whose commitment continues to change lives every day. At the same time, we have faced a challenging and shifting financial landscape, prompting us to think creatively about our future. Securing the Barnwood Trust partnership was a pivotal moment, enabling us not only to stabilise but to invest in our people and our long-term sustainability.

As we look ahead, our focus is clear: to build a more resilient organisation through innovation, diversified income and partnership working while staying true to our core mission of providing accessible, high-quality counselling to those who need it most.

I remain deeply grateful to everyone who has supported us on this journey and excited for the next chapter of Listening Post's growth and impact, particularly as we enter our 35th year and celebrate our 35th birthday in July 2026!

Linda Bullock
Chief Executive Officer

"Thank you for your support. It has meant a lot to me, and has helped me immensely. I don't know what I'd have done without it. Having struggled with a lot of issues, anxiety, depression, c-PTSD, autism, abuse, familial issues... I feel like I worked hard to manage my problems with the help of my counsellor. It really felt like we were working as a team. I'm coming home to who I'm supposed to be with the help of Listening Post. I'm so glad to have had this available to me".
(*Listening Post Client shared with permission)*

Company Number: 02619615
Registered Charity: 1013442

LISTENING POST COUNSELLING SERVICE LIMITED
(Limited by Guarantee)

ANNUAL REPORT AND UNAUDITED ACCOUNTS
31 JANUARY 2026

LISTENING POST COUNSELLING SERVICE LIMITED

ANNUAL REPORT AND UNAUDITED ACCOUNTS
FOR THE YEAR ENDED 31 JANUARY 2026

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ANNUAL REPORT AND UNAUDITED ACCOUNTS
FOR THE YEAR ENDED 31 JANUARY 2026

CHARITY AND COMPANY INFORMATION

COMPANY NUMBER	02619615
CHARITY NUMBER	1013442
PATRONS	Mrs Nicola Bird Dr David Drew The Right Reverend Rachel Treweek
CHIEF EXECUTIVE	Mrs L Bullock
COUNCIL OF MANAGEMENT	Ms P Bayliss-Jones Mr R D Kingston Mr D Monument Dr A M Sammon (chairperson) Mr A F Solomon (appointed 17 February 2025, resigned 08 May 2026) Mr R G Storey Mary Barnes (appointed 18 May 2026)
TREASURER	Mr R D Kingston
COMPANY SECRETARY	
REGISTERED OFFICE	St Mary de Lode Church St Marys Square GLOUCESTER GL1 2QT
INDEPENDENT EXAMINER	Mr J Owens BSc FCA Xeinadin South Wales and West Ltd 701 Stonehouse Park Sperry Way STONEHOUSE Gloucestershire GL10 3UT
BANKERS	CAF Bank Ltd 25 Kings Hill Avenue West Malling Kent ME19 4JQ

LISTENING POST COUNSELLING SERVICE LIMITED

ANNUAL REPORT AND UNAUDITED ACCOUNTS
FOR THE YEAR ENDED 31 JANUARY 2026

THE REPORT OF THE COUNCIL OF MANAGEMENT

The Council of Management, who are the directors of the company and trustees of the charity, present their annual report with the unaudited accounts of the company for the year ended 31 January 2026. The trustees have adopted the provisions of Accounting and Reporting by Charities : Statement of Recommended Practice applicable to charities in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015).

CONSTITUTION AND OBJECTIVES OF THE CHARITY

Listening Post is a company limited by guarantee and governed by its Memorandum and Articles of Association and is a registered charity. The objects of the company, as stated in its Memorandum and Articles of Association (revised in 2016), is the relief of distress in Christian and non-Christian adults with emotional and psychological problems in such ways as the Council of Management may think fit and particularly by: Training and educating local Christians and non-Christians in counselling and related subject areas, providing counselling and related services within a Christian ethos and following Christian principles. This continues to be carried out within Gloucester, Cheltenham and Stroud.

ORGANISATION OF THE CHARITY

The charity is managed by the Council of Management and a Director of Service with a large team of volunteers without whom it would not be able to operate as effectively.

COUNCIL OF MANAGEMENT (DIRECTORS)

The directors who served the company during the year were as follows:

Ms P Bayliss-Jones	Dr A M Sammon
Mr R D Kingston	Mr A F Solomon (appointed 17 February 2025, resigned 08 May 2026)
Mr D Monument	Mr R G Storey

The directors are appointed in accordance with paragraphs 24 to 32 of the Articles of Association.

Signed on behalf of the Council of Management on.......................... Alastair Sammon

Dr A M Sammon
Chairperson

LISTENING POST COUNSELLING SERVICE LIMITED

STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 JANUARY 2026

	Unrestricted funds	Restricted funds	Total funds	*Prior period Total funds*	Further details See note:
Income from:					
Donations and legacies	**91,471**	**69,203**	**160,674**	*102,655*	2
Charitable activities:					
Training	**68,151**	-	**68,151**	*33,300*	3
Counselling	**212,394**	-	**212,394**	*195,598*	3
Other trading activities:					
Fundraising	**84**	-	**84**	*697*	
Investments	**4,752**	-	**4,752**	*4,942*	
Other	-	-	-	*221*	
Total	**376,852**	**69,203**	**446,055**	*337,413*	
Expenditure on:					
Raising funds	**24,405**	**2,945**	**27,350**	*30,546*	4
Charitable activities:					
Training	**82,866**	**627**	**83,493**	*50,803*	5
Counselling	**255,560**	**53,113**	**308,673**	*265,046*	5
Other	-	-	-	-	
Total	**362,831**	**56,685**	**419,516**	*346,395*	
Net income/(expenditure)	**14,021**	**12,518**	**26,539**	*(8,982)*	
Extraordinary items	-	-	-	-	
Transfers between funds	-	-	-	-	
Net movement in funds	**14,021**	**12,518**	**26,539**	*(8,982)*	
Reconciliation of funds:					
Total funds brought forward	**140,648**	**45,459**	**186,107**	*195,089*	
Total funds carried forward	**154,669**	**57,977**	**212,646**	*186,107*	

The notes on pages 7 to 10 form part of these accounts

LISTENING POST COUNSELLING SERVICE LIMITED

BALANCE SHEET AT 31 JANUARY 2026

	Note	Unrestricted Funds £	Restricted Funds £	2026 Total £	*2025 Total £*
Fixed Assets:					
Tangible fixed assets	8	12,703	-	12,703	*17,045*
Current Assets:					
Debtors	9	13,685	-	13,685	*10,822*
Cash at bank and in hand		159,459	57,978	217,437	*204,052*
		173,144	57,978	231,122	*214,874*
Liabilities:					
Creditors: Amounts falling due within one year	10	31,179	-	31,179	*45,812*
Net Current Assets		141,965	57,978	199,943	*169,062*
Total Assets Less Current Liabilities		154,668	57,978	212,646	*186,107*
Total Net Assets		154,668	57,978	212,646	*186,107*
Funds:					
General Funds				154,669	*140,648*
Restricted income fund	*11*			57,977	*45,459*
Total charity funds				212,646	*186,107*

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 January 2026.

The members have not required the charitable company to obtain an audit of its financial statements for the year ended 31 January 2026 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibility for ensuring that the company keeps proper accounting records which comply with Sections 386 and 387of the Act, and for preparing accounts which give a true and fair view of the state of affairs of the company as at the end of the financial year and of its surplus or deficit for the financial year in accordance with the requirements of Sections 394 and 395, and which otherwise comply with the requirements of the Companies Act 2006 relating to accounts, so far as applicable to the company.

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small charitable companies.

These accounts were approved by the Council of Management on .... and are signed on their behalf by:

Alastair Sammon

Dr A M Sammon
Chairperson

Mr R D Kingston
Treasurer

The notes on pages 7 to 10 form part of these accounts

LISTENING POST COUNSELLING SERVICE LIMITED

NOTES TO THE UNAUDITED ACCOUNTS
FOR THE YEAR ENDED 31 JANUARY 2026

1) ACCOUNTING AND RESERVES POLICIES

Basis of accounting
The financial statements of the charitable company 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 (FRS 102) (effective 1 January 2015) and Companies Act 2006. The financial statements have been prepared under historical cost convention.

Cash flow statement
The charity has taken advantage of the disclosure exemption, as permitted by FRS 102, the requirements of Section 7 Statement of Cash Flows.

Donations
Income from donations represents income receivable during the year including estimated amounts not yet received where these can be determined with reasonable accuracy.

Gifts in kind are recognised as incoming resources at a reasonable estimate of their value to the charity as required by the Statement of Recommended Practice - Accounting by Charities.

Tangible fixed assets
Tangible fixed assets are included at cost less an appropriate provision for depreciation.

Depreciation
Depreciation is calculated so as to write off the cost of each asset over its estimated life as follows:

Property improvements	20% straight line
Office furniture and equipment	20% straight line

Support costs
Support costs include central functions and have been allocated to activity costs categories on a basis consistent with the use of the resources, e.g. staff costs are allocated by time spent, property costs by floor space and other costs, such as telephone, by apportioned estimate.

Reserves
In setting the level of the reserves the Trustees take account of the guidance issued by the Charity Commission. Listening Post provides counselling to adults in emotional distress, and training for counsellors. Due to the time involved with these activities and the importance of continuity for its clients Listening Post holds uncommitted reserves at a level sufficient to maintain its services in the event of a reduction in income. The policy is that the unrestricted or general funds not committed or invested in tangible fixed assets held by the charity ('free reserves') should be between 4 and 6 months of the planned operational expenditure. The Trustees may hold further amounts in reserves as a general contingency or for designated capital or exceptional expenditure. At 31 January 2026 the free reserves stood at just 4 months and the trustees are actively monitoring the position.

2) Income From Donations, Grants and Legacies

	Unrestricted Funds £	Restricted Funds £	2026 Total £	*2025 Total £*
Donations	38,914	-	38,914	*32,794*
Trusts	52,557	69,203	121,760	*69,861*
	91,471	69,203	160,674	*102,655*

3) Income from Charitable Activities

	Unrestricted Funds £	Restricted Funds £	2026 Total £	*2025 Total £*
a) Training & Seminars:				
Training Courses	64,400	-	64,400	*30,700*
Training Seminars	3,751	-	3,751	*2,600*
	68,151	-	68,151	*33,300*
b) Counselling Services:				
Counselling Placement Administration Fees	1,812	-	1,812	*1,646*
Counselling Charged Clients	101,137	-	101,137	*102,457*
Counselling Client Donations	78,448	-	78,448	*63,306*
Counselling Client Assessment Booking Fees	7,123	-	7,123	*6,477*
Supervision Fees	23,874	-	23,874	*21,712*
	212,394	-	212,394	*195,598*

4) Expenditure on Raising Funds

	Unrestricted Funds £	Restricted Funds £	2026 Total £	*2025 Total £*
Direct costs	22,165	2,707	24,872	*28,215*
Support costs (see note 6)	2,240	238	2,478	*2,331*
	24,405	2,945	27,350	*30,546*

5) Expenditure on Charitable Activities

	Unrestricted Funds £	Restricted Funds £	2026 Total £	*2025 Total £*
a) Training & Seminars:				
Direct staff costs	53,820	-	53,820	*24,898*
Registration fees	10,949	-	10,949	*6,298*
Other Direct costs	12,053	-	12,053	*11,829*
Support costs (see note 6)	6,044	627	6,671	*7,778*
	82,866	627	83,493	*50,803*
b) Counselling Services:				
Direct staff costs	118,728	31,694	150,422	*136,882*
Professional indemnity insurance	1,164	36	1,200	*1,200*
Contracted Counsellors	27,345	8,070	35,415	*27,090*
Contracted Supervision	9,511	629	10,140	*12,400*
Supervision	35,953	718	36,671	*25,816*
Other Direct costs	24,332	4,495	28,827	*27,251*
Support costs (see note 6)	38,527	7,471	45,998	*34,407*
	255,560	53,113	308,673	*265,046*

6) Analysis of Support Costs

	Raising Funds £	Training £	Counselling £	Grand Total £	Basis of Allocation
Support staff costs	222	2,091	16,971	19,284	By time
Governance	1,121	3,423	12,655	17,199	In proportion with costs
Telephone	318	596	2,779	3,693	By estimated usage
Rent & rates	420	140	5,740	6,300	By estimated usage
Heat & light	55	91	1,646	1,792	By estimated usage
Insurance	76	25	305	406	By estimated usage
Depreciation	-	39	5,068	5,107	Per item by use
Photocopier	266	266	834	1,366	By estimated usage
Total Support Costs	2,478	6,671	45,998	55,147	

NOTES TO THE UNAUDITED ACCOUNTS
FOR THE YEAR ENDED 31 JANUARY 2026 (continued)

7) Staff Costs and Employee Benefits

	2026	*2025*
	£	*£*
Wages and salaries	240,953	*201,307*
Social security costs	6,121	*1,894*
Employer pension scheme contributions	2,155	*2,078*
	249,229	*205,279*

No employee (2025: nil) earned £60,000 or more. No director/trustee received any remuneration or payment of expenses in the year (2025: nil)

The average number of employees during the year was:

	2026	*2025*
	No.	*No.*
Average number of part time staff:	34.7	*30.8*
Average number of full time equivalents:	8.5	*7.1*

8) Tangible Fixed Assets

	Property Improvements	Office Furniture & Equipment	Total
COST	£	£	£
At 1 February 2025	33,130	19,636	52,766
Additions		764	764
Disposals			-
at 31 January 2026	33,130	20,400	53,530
DEPRECIATION			
At 1 February 2025	17,946	17,775	35,721
Disposals			-
Charge for year	4,239	867	5,106
At 31 January 2026	22,185	18,642	40,827
NET BOOK VALUE			
At 31 January 2026	10,945	1,758	12,703
At 31 January 2025	*15,184*	*1,861*	*17,045*

9) Debtors: Amounts due within one year

	2026	*2025*
	£	*£*
Other Debtors	2,589	*2,652*
Gift Aid Claim	1,666	*1,390*
Prepayments	9,430	*6,780*
Student Debtors	-	*-*
	13,685	*10,822*

LISTENING POST COUNSELLING SERVICE LIMITED

NOTES TO THE UNAUDITED ACCOUNTS
FOR THE YEAR ENDED 31 JANUARY 2026 (continued)

10) Creditors: Amounts falling due within one year

	2026	*2025*
	£	*£*
Trade Creditors	5,206	*5,653*
Advance Training Fees	8,994	*6,010*
Taxation, Pension and Social Security	4,061	*2,368*
NHS Creditor	5,083	*30,397*
Accruals	7,835	*1,384*
	31,179	*45,812*

11) Restricted Funds

	Balance at 31 January 2025	Incoming Resources	Outgoing Resources	Balance at 31 January 2026
	£	£	£	£
CRM System (Benefact)	13,029		12,852	177
CRM System (Barnwood Trust)	14,000		-	14,000
Family Therapy in the Forest (SLC - FODC)	10,000		-	10,000
Stroud Centre (SLOF)	5,811		5,811	-
Coffe & Chat & Check-Ins (Sylvanus Lysons)	2,619	6,000	4,984	3,635
Forest REACH (NHS)	-	23,138	23,138	-
Laptops (Rowlands Trust)	-	1,347	-	1,347
Cornerstones Centre (Summerfield)	-	5,000	5,000	-
Complex Needs (Midcounties Co-op)	-	500	500	-
Low Income Clients (Schreier Foundation)	-	2,500	2,500	-
Forest REACH (Lottery)	-	18,718	-	18,718
Cornerstones Centre (HCoG)	-	1,000	1,000	-
Forest REACH (FoLH)	-	10,000	-	10,000
Furniture for Lydney (Lydney Town Council)	-	900	800	100
Waiting List (Blakemore Foundation)	-	100	100	-
Total	45,459	69,203	56,685	57,977

CRM Grant
Grants were obtained to pay for a new CRM System
Family Therapy
A grant was obtained (09/08/2024) to provide family therapy in Coleford
Stroud Centre
A grant was obtained (02/08/2024) to cover costs for the Stroud Centre
Coffe & Chat & Check-Ins
A grant was obtained (01/05/2024) to pay for coffee & chat sessions, and telephone check-ins for waiting list clients
Forest REACH
A grant was obtained (28/03/2024) to provide counselling in the Forest of Dean. This is showing in the Balance Sheet, and being moved to the restricted income account as it is spent
Laptops
A grant was obtained (07/02/2025) to buy laptop computers
Cornerstones Centre
A grant was obtained (01/04/2025) to provide counselling at the Cornerstones Centre in Cheltenham
Complex Needs
A grant was obtained (10/04/2025) to provide counselling for clients with complex needs
Low Income Clients
A grant was obtained (14/05/2025) to provide counselling for clients unable to pay more than £5 per session
Forest REACH
A grant was obtained (05/09/2025) to provide counselling in the Forest of Dean via the Forest REACH scheme
Cornerstones Centre
A grant was obtained (02/09/2025) to provide counselling at the Cornerstones Centre in Cheltenham
Forest REACH
A grant was obtained (12/09/2025) to provide counselling at the Lydney Centre in the Forest of Dean
Furniture for Lydney
A grant was obtained (13/11/2025) to provide furniture for the Lydney centre
Waiting List
A grant was obtained (19/12/2025) towards people on the waiting list

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF LISTENING POST COUNSELLING SERVICE LIMITED FOR THE YEAR ENDED 31 JANUARY 2026

I report on the accounts of the charity for the year ended 31 January 2026, which are set out on pages 3 to 10

This report is made solely to the charity's trustees, as a body, in accordance with section 145 of the Charities Act 2011. My work has been undertaken so that I might state to the charity's trustees those matters I am required to state to them in this report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other that the charity and the charity's trustees and a body, for my work, for this report, or the opinions I have formed.

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for the preparation of financial statements. The charity's trustees consider that an audit is not required for the year under Section 144 of the Charities Act 2011 ('The Charities Act') and that an independent examination is needed.
It is my responsibility to:

- examine the financial statements under section 145 of the Charities Act;
- to follow the procedures laid down in the General Directions given by the Charity Commission under section 145(5)(b) of the Charities Act; and
- to state whether particular matters have come to my attention.

Basis of independent examiner's report

My examination was carried out in accordance with the General Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts with those records. It also includes consideration of any unusual items or disclosures in the financial statements, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the financial statements present a 'true and fair
(a) view' and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with my examination, no matter has come to my attention:

which would give me reasonable cause to believe that in any material respect the requirements:

(b)
- to keep accounting records in accordance with section 130 of the Charities Act; and
- to prepare financial statements which accord with the accounting records and comply with the accounting requirements of the Charities Act;

have not been met; or

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

Mr J Owens BSc FCA
Xeinadin South Wales and West Ltd
701 Stonehouse Park
Sperry Way
STONEHOUSE
Gloucestershire
GL10 3UT

Dated 22 June 2026