

LISTENING EAR
someone to talk to

LISTENING EAR (MERSEYSIDE)

ANNUAL REPORT & FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2015

Company No. 05999650

Charity Registration No. 1117324

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**LISTENING EAR (MERSEYSIDE)
ANNUAL REPORT & FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2015**

LEGAL AND ADMINISTRATIVE INFORMATION

Directors	Florence Owens Roy Dowling Kelly Hodgkinson Kathryn Jenkins	Appointed 9 June 14 Resigned 9 June 14 Resigned 9 June 14
Vice Chair	Reverend Alan Jewell	Resigned 17 November 14
Chair	Patricia Ann Farrell	
Secretary	Karl Connor	Appointed 9 June 14
Treasurer	Katharine Wylde	Appointed 9 June 14

Company Number 05999650

Charity Number 1117324

Registered Office St Nicholas Centre
70 Church Road,
Halewood,
Liverpool,
L26 6LB

Accountants Liverpool Charity and Voluntary Services,
151 Dale Street,
Liverpool
L2 2AH

Independent Examiner Graham Wright B A (Hons), F C A DChA,
Liverpool Charity and Voluntary Services,
151 Dale Street,
Liverpool
L2 2AH

Bankers HSBC,
99-101 Lord Street,
Liverpool
L2 6PG

**LISTENING EAR (MERSEYSIDE)
TRUSTEES' ANNUAL REPORT FOR THE YEAR ENDED 31ST MARCH 2015**

The trustees, (who are also the directors for the purposes of company law), present their report with the financial statements of the charitable company for the year ended 31 March 2015. The legal and administrative information set out on page 3 forms part of this report.

STRUCTURE, GOVERNANCE AND MANAGEMENT

The organisation is a charitable company limited by guarantee, incorporated on 15th November 2006 and registered as a charity on 20th December 2006. The Governing Instruments under which the charitable company operates comprise the Memorandum and Articles of Association together with the policies made from time to time by the trustees. In the event of the company being wound up members are required to contribute an amount not exceeding £1.

Listening Ear is run by an overall active team of directors and all have voting rights. This team form the Executive Committee of Listening Ear and we are delighted to have a cross section of backgrounds, experiences and skills that inform the strategic direction of all our services.

The Executive Committee meets on a quarterly basis, with any additional meetings as required. The directors are elected members and have a responsibility to act in the best interest of Listening Ear. They are responsible for the organisation's governance, sustainability and accountability.

We warmly welcome new members to the board of Listening Ear and look forward to their input and invaluable time in steering the future of the organisation.

The daily operations of the organisation are delegated from the board to a team of paid staff, which are full and part time. The paid staff team are complimented by a dedicated team of volunteers, who provide support to the clients of Listening Ear. During 2014/15, there were also three sub-committees (Human Resources, Marketing and Finance), to enable decision making and to add additional levels of scrutiny.

Staff appointments and promotions

Thomas Helsby	Housekeeping assistant – 16/05/2014
Liz Stewart	Counsellor – 01/06/2014
Jo Smith	Counsellor – 01/06/2014
Joan Rawcliffe	Housekeeping assistant – 04/10/2014
Andy Mahoney	Development Officer – 02/02/2015
David Robson	Bank Counsellor – 12/02/2015
Jennifer Kirkham	Adult Services Referral Co-ordinator – 23/02/2015

Resignations

Annie Hayes	Housekeeping assistant – 20/05/2015
Thomas Helsby	Housekeeping assistant – 20/10/2014
Joan Rawcliffe	CYP Admin Assistant – 02/10/2014 (role was made redundant)
Liz Stewart	Receptionist – 31/10/2014(role was made redundant)
Karen Hartley	Receptionist – 31/10/2014(role was made redundant)
Stephen Lloyd	Bank Counsellor – 20/03/2015
Debbie Helsby	Adult Services Referral Co-ordinator – 20/03/2015

OBJECTIVES AND ACTIVITIES

The relief of persons in England and Wales who are in conditions of poverty, sickness and distress, in particular by the provision of a professional, Christian, caring and confidential reflective listening and counselling service with the purpose of relieving such persons.

The Trustees have had regard to the Charity Commission guidance on Public Benefit requirements in setting the objectives.

ACHIEVEMENTS AND PERFORMANCE FOR THE YEAR

As previously reported the reorganisation and development across the organisation has continued during the financial year. This wouldn't be possible without the dedication and application of the entire staff and volunteer team, to which thanks is duly noted. Without this input, we wouldn't be able to offer the range and breadth of services across a rapidly expanding area, that we can.

Human Resources

During the financial year we implemented a staff restructure programme and implementation of a structured salary scaler, modelled on the National Joint Council (NJC) framework, whilst also lifting all minimum wage roles to living wage pay scales. All posts within the organisation were graded to NJC scales so as to ensure clarity and transparency with regard to remuneration packages. As with any staff restructure process, there is a potential for redundancy, and the situation within Listening Ear was no different, however all staff that faced the risk of redundancy were reallocated to different roles.

Following the successful tendering for statutory agency contracts, and the success in a number of grant applications the staff group increased from a total of 7.97 full time equivalent roles to 14.99 full time equivalent roles, equating to the creation of 7.01 full time equivalent roles or an increase in hours across the organisation equivalent to 47% of the original staffing group. Significantly the largest growth was across the external service delivery departments of Adult and CYP services.

Another area of investment with the team was the 'Continual Professional Development programme. A range of training themes were identified and offered to the staff group to ensure that the staff group's skill base was congruent with the development of the organisation and the enhancement of our service offer. Sessions delivered using industry specialists included:

- Solution-focussed Therapy for counsellors working on our occupational health contracts
- Suicide and men, delivered by Dr Andrew Reeves (chair of BACP)
- Working with suicidal clients and risk assessment for all staff however particularly appropriate for the Amparo team
- Trauma' from a Gestalt perspective

As can be seen from the new range of services and increase in the size of the staff team, we continued to develop processes within various departments that we can 'scale up' as the organisation grows. This was particularly relevant with the recruitment pathway enabling us allocate tasks and timescales to ensure an effective recruitment and selection process. We can now move from identification of a staffing requirement, to the offer of a job within a 30 day period. Another pathway that was developed was for therapeutic staff, whereby their progress from student placement to employment was formalised. This had numerous successes during the year, in particular with three student placements qualifying and becoming Associate counsellors and four Associate counsellors moving to fixed term contracts. Whilst these areas give an indication of scale, the continual increase in professional standards has also been a focus across both the therapeutic staff and external supervisors. Four staff have gained the

LISTENING EAR (MERSEYSIDE) TRUSTEES' ANNUAL REPORT FOR THE YEAR ENDED 31ST MARCH 2015

Certificate of Proficiency and are entered on the BACP Register and there is now an 'Approved Supervisor Rota' again enabling a robust and transparent process for Listening Ear and also increased diversity of supervisors for adults and CYP.

Corporate

As can be seen above, there have been further activities to ensure sustained growth can be delivered. The monitoring and evaluation of beneficiaries previously has been based on separate systems of basic spreadsheets and paper based databases. When we held a limited number of contracts this process was acceptable, but with the growth in the volume of contracts there has been an increase in the demand from commissioners and funders for monitoring and impact statistics. In March 2015, Listening Ear was awarded a Social Impact Readiness Grant of £25,000. This has enabled us to fund a whole systems change for client management and impact reporting purposes. The grant will deliver significant efficiencies within the organisation in terms of reporting and will be online September 2015. Coupled with monitoring and evaluation of beneficiary impact, a number of commissioning bodies are working towards a social value framework. We have developed a full social value impact reporting framework of our own, and within this we deliver against 17 of the 26 measures within the KMBC Framework.

The final activity has been the development of a new Memorandum and Articles of Association that fits with where Listening Ear is now. The original document was signed in November 2006, and Listening Ear has changed dramatically over the intervening years. Perhaps the biggest change was to the company objectives and in particular to our service area. Changes have also been made to meeting processes and procedures enabling a more efficient governance system. The new document has been approved by the Charity Commission, and will be put before the membership for approval.

Service delivery

Whilst we have continued to deliver on our core service offer of therapeutic interventions and talking therapies, the extension of Listening Ears services has been a significant diversification. We were commissioned by Knowsley MBC to develop and deliver a domestic abuse work book tool kit and training to school based staff – and this was also delivered across St Helens under a small grant from the Police Crime Commissioner for Merseyside. In addition to this training, under the Children Looked After contract we also delivered Foster Carer Training. The training focused on the children and young people they support, how separation and loss impacts and the behaviours displayed and also strategies they could use to support the children in their care. We also looked at how they could care for themselves when faced with difficult or challenging behaviours. Training was also attended by Social Workers and all feedback was excellent. In December 2014, Listening Ear secured a Santander Social Enterprise Development Award to enable Listening Ear to grow sales of its occupational mental health service VIDA. This funded the appointment of Andy Mahoney, Development Officer VIDA, for twelve months. Within this time, Andy is charged with delivering an additional £25,000 through VIDA sales. An additional area of development was the Pre-bereavement Service which is currently offering support to children and young people who are living with a parent or carer who has been diagnosed with a life limiting diagnosis. This service can be offered from the point of diagnosis throughout the North West with the model bespoke to Listening Ear. Another development was the successful tender application for a suicide liaison service Amparo (Cheshire and Merseyside) which will run through the course of the new financial year. This is a unique service nationally, and its anticipated will attract interest from a range of bodies, such as Public Health England. The delivery model will consist of suicide liaison workers being based within the local communities, thus enabling Listening Ear to replicate the service in other

LISTENING EAR (MERSEYSIDE)

TRUSTEES' ANNUAL REPORT FOR THE YEAR ENDED 31ST MARCH 2015

regions, if suitable funding can be identified. The final service extension has been via the National Lottery Headstart programme, whereby we have developed a new product 'Cognitive Behavioural Coaching' and delivered it to a cluster of mixed primary and secondary schools in Huyton.

Marketing

One area of development within the marketing function of Listening Ear was a CYP Mental Health mobile phone application which was launched following 6 months of co-creation activity with staff, existing CYP service users, past CYP clients, and a design company. The workshops we held enabled CYP to see how an app could be designed through every stage from wire frames through to completion. The co-creation process meant that CYP could be consulted through all developments and tested the 'Apps' content. The 'Apps' aim was to provide an additional support tool for CYP which would support emotional wellbeing through a different medium. The 'App' also supports other services being developed within the CYP department. During this process, one of the CYP brands namely Butterflies was also developed. The CYP Service held a number of branding exercises to look at the "Butterflies" name and logo. The aim was to develop a new logo, strap line and brand for the "Butterflies" service. We worked closely with existing CYP service users, past CYP clients, adults and a design company over a number of months looking at colours, names, design and words to develop the brand which would appeal to CYP of all ages whilst providing the service with a professional and recognisable brand.

Following this branding exercise, we also redeveloped the Listening Ear brand and logo, and created brands for Amparo (suicide liaison service) and Vida (Occupational mental health service).

Venue facilities

The previous business model for Listening Ear was to offer services from Halewood however this caused problems due to accessibility of the site from potential beneficiaries. During 2014- 2015 we have identified a number of outreach venues for both adult services and CYP services. We now provide an outreach service for CYP and their families in Wirral, Prescot and St. Helens in addition to our main service in Halewood. We also provide home appointments to CYP and their families through the pre bereavement service. The development of outreach work has increased our profile within these areas and also made us more accessible to CYP and their families who have transport issues. The increase profile of the service has also led to volunteer training opportunities within each locality which will further increase service delivery and benefit local CYP within each area. In terms of adult based counselling, this has been delivered in Kirkby and Huyton outposts.

A successful grant application was submitted indirectly to the department of communities and local government that will enable Listening Ear to purchase and refurbish a building in Whiston, to deliver Children and young people's services from. This will be a major development for Listening Ear and also an exciting time for the CYP service as it will increase service delivery through the increased number of therapy rooms, a multi-functional, training/ meeting room and therapy rooms which will be accessible to all due to a lift facility being installed. The location of the building also provides excellent access to public transport links through road and rail. Service users will be encouraged to co-design art work for the building and all rooms will be bespoke to provide a safe space for CYP of all ages to receive their therapy. Using our existing 10 years knowledge of providing an award winning service, we aim to take our service further into becoming a centre of excellence for CYP throughout Merseyside and beyond and feel the new building will take us into this arena.

**LISTENING EAR (MERSEYSIDE)
TRUSTEES' ANNUAL REPORT FOR THE YEAR ENDED 31ST MARCH 2015**

Donations and Grants received

We would like to thank all those who made donations and provided grants to Listening Ear within this reporting period. A comprehensive list of supporters is detailed at the back of the annual report. All contributions were gratefully received and as you can see from this report, were wisely invested in the services provided at Listening Ear, Thank you.

FINANCIAL REVIEW

Total income for the period was £349,652 (2014: £239,774) of which £115,765 (2014: £57,402), related to funding for projects upon which restrictions are placed. Total expenditure for the year was £333,347 (2014: £224,954), which gives an overall surplus of £16,305 (2014: £14,820).

At 31st March 2015 the charity's reserves stood at £130,379 (2014: £114,074) of which £25,730 (2014: £25,690) represented restricted funds. Details of each restricted fund are shown in Note 11 to the accounts.

RISK ASSESSMENT

The main risks, to which the charitable company is exposed, as identified by the Trustees, have been considered and systems have been established to mitigate those risks.

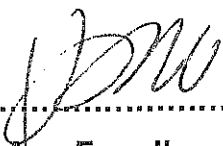
RESERVES POLICY

The trustees have agreed a reserves policy of 3 months' operating costs and, therefore, reserves at 31st March 2015 are considered to be sufficient to ensure continued provision of service throughout the forthcoming year.

PLANS FOR FUTURE PERIODS

Listening Ear continues to grow, and there are a number of metrics that illustrate this, the increase in turnover and profit, the volume of beneficiaries that access our services and the number of jobs created all indicate that Listening Ear continues to 'buck the trend' with regards to delivering services. We aim to continue on this growth trajectory whilst being mindful to staff. Listening Ear are not growing for growing sake, but want to be in a position to quickly help all people, of all ages, from all locations, who request our support, whilst we deliver excellent emotional therapies services to more people from more places and in new and innovative ways. We want our staff to continue to develop and our services to be recognised at the highest standard. We are currently going through the BACP reaccreditation process for adult services and want all our services to have the appropriate accreditation. We want to enhance a number of our new service developments and continue with our geographical growth.

Signed on behalf of the Board of Trustees



.....
Patricia Ann Farrell
Chairperson of the Executive Committee

Dated: 6/8/2015

LISTENING EAR (MERSEYSIDE)

TREASURER'S REPORT TO MEMBERS AT THE ANNUAL GENERAL MEETING JUNE 2015

The attached accounts cover the financial year from 1st April 2014 to 31st March 2015. The accounts for the year ending 31st March 2015 show a surplus of £16,305, compared to the previous year which showed a surplus of £14,820.

The main items which affect the accounts are –

Income

The majority of our income was drawn from commissioned services and grants and showed an increase on previous years in the region of £112,818.

Bank interest remains extremely low reflecting current market conditions although our decision previously to utilise a higher interest account for money not required to service immediate cash flow has helped.

Expenditure

Expenditure shows an increase of £108,393 which reflects the close monitoring of costs and overheads during the year.

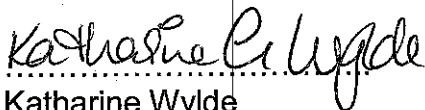
Other budget lines show various differences due to normal fluctuation of operational costs of the Charity.

General review/forecast

While our balances carried forward look relatively healthy and include sufficient funds to cover our reserves policy we must continue to closely monitor our cash flow and projections on a regular basis.

Although Listening Ear continues to enjoy strong relationships with service commissioners who recognise the excellent value for money we offer, we must ensure we explore all avenues of future funding to safeguard and secure the organisation's long term sustainability.

Once again on behalf of Listening Ear I would like to thank LCVS and our Independent Examiner for their excellent help and assistance in preparing the financial statement.



Katharine Wyld
Treasurer

**LISTENING EAR (MERSEYSIDE)
STATEMENT OF TRUSTEES' RESPONSIBILITIES**

The Trustees, who were also directors of the company, are responsible for preparing the financial statements in accordance with applicable law and United Kingdom Generally Accepted Accounting Practice.

Company law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the company and of its income and expenditure for that period. In preparing those financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue as a going concern;
- state whether applicable accounting standards have been followed, subject to any material departure disclosed and explained in the financial statements.

The Trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Signed on behalf of the Board of Trustees



**Karl Connor
Company Secretary**

St Nicholas Centre
70 Church Road, Halewood,
Liverpool, L26 6LB

Dated: ...7/8/15.....

**INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF
LISTENING EAR (MERSEYSIDE)**

I report on the accounts of the charitable company for the year ended 31st March 2015, which are set out on pages 12 to 19.

Respective
responsibilities of
trustees and examiner

The trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts. The trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed.

It is my responsibility to:

- examine the accounts under section 145 of the 2011 Act,
- to follow the procedures laid down in the general Directions given by the Charity Commission (under section 145(5)(b) of the 2011 Act, and
- to state whether particular matters have come to my attention.

Basis of independent
examiner's statement

My examination was carried out in accordance with 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 presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair' 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:

(1) which gives me reasonable cause to believe that in, any material respect, the requirements:

- to keep accounting records in accordance with section 386 of the Companies Act 2006; and
- to prepare accounts which accord with the accounting records and comply with the accounting requirements of section 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting Charities

have not been met; or

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



Name: **Mr. Graham Wright**
Relevant professional qualification or body: **FCA DChA**
Address: **c/o LCVS 151, Dale Street, Liverpool, L2 2AH**
Dated: **7 September 2015**

**LISTENING EAR (MERSEYSIDE)
STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME & EXPENDITURE)
FOR THE YEAR ENDED 31ST MARCH 2015**

Income and expenditure	Notes	Unrestricted Funds 2015 £	Restricted Funds 2015 £	Total Funds 2015 £	Total Funds 2014 £
Incoming resources/Income					
Incoming resources from generated funds:					
Voluntary income	3a	9,827	-	9,827	11,981
Activities for generating funds	3b	-	-	-	796
Investment income	3c	49	-	49	39
Incoming resources from charitable activities	4	224,011	115,765	339,776	226,958
Total incoming resources		233,887	115,765	349,652	239,774
Resources expended/Expenditure					
Costs of Generating Funds	5a	-	-	-	37,497
Charitable Activities	5b	217,397	115,725	333,122	186,757
Governance Costs	5c	225	-	225	700
Total resources expended		217,622	115,725	333,347	224,954
Net incoming resources / income for the year		16,265	40	16,305	14,820
Fund balances brought forward	9-11	88,384	25,690	114,074	99,254
Fund balances carried forward at 31st March 2015	9-11	104,649	25,730	130,379	114,074
		=====	=====	=====	=====

The notes on pages 14 to 19 form part of these accounts.

All the above amounts relate to continuing the activities of the charitable company.

**LISTENING EAR (MERSEYSIDE)
BALANCE SHEET AT 31ST MARCH 2015**

Company Number 05999650

	Notes	31 st March 2015		31 st March 2014	
		£	£	£	£
Fixed assets					
Tangible fixed assets	6		16,662		9,370
Current assets					
Debtors	7	31,181		21,846	
Cash at bank and in hand		86,240		85,458	
		<u>117,421</u>		<u>107,304</u>	
Current liabilities					
Creditors: amounts falling due within one year	8	(3,704)		(2,600)	
		<u>113,717</u>		<u>104,704</u>	
Net current assets			113,717		104,704
Total assets less current liabilities			130,379		114,074
Funds:					
Unrestricted funds	10		104,649		88,384
Restricted funds	11		25,730		25,690
			<u>130,379</u>		<u>114,074</u>

For the year ending 31st March 2015 the charitable company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

- the members have not required the company to obtain an audit of its accounts for the year in question in accordance with section 476
- the directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts
- These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

Approved by the Board on~~7TH SEPTEMBER~~...2015, and signed on their behalf by:

.....
Patricia Ann Farrell, Chair

.....
Katharine Wylde, Treasurer

**LISTENING EAR (MERSEYSIDE)
NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31ST MARCH 2015**

1. Limited Liability

The charity is a company limited by guarantee. Each member's liability is limited to £1.

2. Accounting Policies

Basis of accounting

The financial statements have been prepared under historical cost convention, as modified by the inclusion of instruments at market value, and in accordance with the Companies Act 2006 and the Statement of Recommended Practice: Accounting and reporting by Charities, issued in March 2005 and the Financial Reporting Standard for Smaller Entities (effective April 2008).

Going Concern

The Trustees have reasonable expectation that the charitable company will be able to continue in operational existence for the foreseeable future.

Incoming Resources

Voluntary income is recognised when receivable as, in the case of the third party donations, upon receipt by the organisation. Incoming resources from activities for generating funds are recognised at the earlier of notification or date of receipt. Grants receivable are recognised on the date on which the donor confirms their unconditional payment.

Incoming resources from Charitable Activities relate to grants in furtherance of the charity's objects and are recognised on an accruals basis.

Resources Expended

Charitable expenditure comprises services supplied and activities undertaken which are identifiable in support of the charity's objectives. Governance costs relate ensuring the charity is well governed, and run in accordance with constitutional and statutory requirements. Where appropriate, expenditure is apportioned on a reasonable and consistent basis.

Funds

General funds represent the funds of the charity that are not subject to any restrictions, regarding their use and are available for application on the general purposes of the charity. Funds designated for a particular purpose by the Trustees, are also unrestricted. Restricted funds are subject to specific conditions imposed by the donors.

Fixed Assets

Capital expenditure is treated as a fixed asset and depreciated on the following bases in order to write off each asset over its estimated useful life:

Equipment 20% per annum straight line method

No value has been placed in the accounts on volunteer labour provided.

Current Assets

Current assets are stated at the lower of cost and net realisable value.

Other Accruals & Prepayments

Amounts are stated at the amounts becoming due or receivable.

Operating Leases

Commitments under non-cancellable operating leases are charged to the Statement of Financial Activities when payable.

Taxation

The income and gains of the funds are exempt from taxation as they are applied for charitable purposes only.

LISTENING EAR (MERSEYSIDE)
NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31ST MARCH 2015

3. Incoming Resources from Generated Funds

	Unrestricted Funds 2015 £	Restricted Funds 2015 £	Total Funds 2015 £	Total Funds 2014 £
a. Voluntary Income:				
Donations	9,827	-	9,827	10,231
Home-Start Knowsley	-	-	-	1,750
	9,827	-	9,827	11,981
	9,827	-	9,827	11,981
b. Activities for Generating Funds:				
Fundraising Events	-	-	-	796
	-	-	-	796
	-	-	-	796
c. Investment Income:				
Bank interest	49	-	49	39
	49	-	49	39
	49	-	49	39

4. Incoming Resources from Charitable Activities

	Unrestricted Funds 2015 £	Restricted Funds 2015 £	Total Funds 2015 £	Total Funds 2014 £
Counselling Services Provided	224,011	-	224,011	169,556
Comic Relief	-	30,350	30,350	38,910
Santander	-	10,000	10,000	4,992
Community Foundation	-	-	-	12,500
Woodward Trust	-	-	-	1,000
Morgan Foundation	-	33,675	33,675	-
Social Investment Business	-	35,000	35,000	-
European Social Fund	-	6,740	6,740	-
	224,011	115,765	339,776	226,958
	224,011	115,765	339,776	226,958

LISTENING EAR (MERSEYSIDE)
NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31ST MARCH 2015

5. Total Resources Expended

	Staff Costs £	Depre- ciation £	Other Costs £	Total 2015 £	Total 2014 £
a. Costs of generating funds	-	-	-	-	37,497
b. Costs of charitable activities	216,830	9,429	106,863	333,122	186,757
c. Governance costs	-	-	225	225	700
	2015 £	2014 £			
d. Depreciation	9,429	2,532			
	2015 £	2014 £			
e. Staff Costs					
Gross wages and salaries	205,770	156,792			
Social security costs	11,060	10,105			
	216,830	166,897			

There were 21 employees for the year (2014: 21 employees).

The Trustees are not remunerated for their services and are not included in the above number of employees.

6. Tangible Fixed Assets

Equipment	Computer & Equipment £	Fixtures & Fittings £	Total £
Cost			
Balance at 1 st April 2014	68,273	-	68,273
Additions in the year	15,851	870	16,721
Balance at 31 st March 2015	84,124	870	84,994
Depreciation			
Balance at 1 st April 2014	58,903	-	58,903
Charge for the year	9,342	87	9,429
Balance at 31 st March 2015	68,245	87	68,332
Net book value at 31st March 2015	15,879	783	16,662
Net book value at 31st March 2014	9,370	-	9,370

LISTENING EAR (MERSEYSIDE)
NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31ST MARCH 2015

7. Debtors

	2015	2014
	£	£
Debtors	18,007	20,255
Prepayments	3,043	1,591
Accrued Income	10,117	-
Tax & Social Security	14	-
	-----	-----
	31,181	21,846
	=====	=====

8. Creditors: Amounts falling due within one year

	2015	2014
	£	£
Accruals	525	1,200
Creditor	-	1,400
Tax & Social Security	4	-
Deferred Income	3,175	-
	-----	-----
	3,704	2,600
	=====	=====

9. Analysis of Net Assets between Funds

	Tangible Fixed Assets	Net Current Assets	Total
	£	£	£
Unrestricted Funds			
General Fund	16,662	68,987	85,649
Reserve Fund	-	19,000	19,000
	-----	-----	-----
	16,662	87,987	104,649
	-----	-----	-----
Restricted Funds			
Comic Relief	-	22,778	22,778
Santander	-	2,952	2,952
	-----	-----	-----
	-	25,730	25,730
	-----	-----	-----
Totals	16,662	113,717	103,379
	=====	=====	=====

LISTENING EAR (MERSEYSIDE)
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10. Unrestricted Funds

	Resources at Beginning of year £	Movements in the Year		Resources at End of Year £
		Incoming Resources £	Resources Expended (£)	
General Fund	69,384	233,887	(217,622)	85,649
Designated Fund	19,000	-	-	19,000
	<u>88,384</u>	<u>233,887</u>	<u>(217,622)</u>	<u>104,649</u>

General Fund

This fund is used to finance the charitable company's general activities and core costs as outlined in the Trustees' Report.

Designated Fund

Amounts are specifically set aside to cover potential redundancy and the costs of restoring the condition of rented premises.

11. Restricted Funds

	Resources at Beginning of year £	Movements in the Year		Resources at End of Year £
		Incoming Resources £	Resources Expended (£)	
Comic Relief	20,593	30,350	(28,165)	22,778
European Social Fund	-	6,740	(6,740)	-
Morgan Foundation	-	33,675	(33,675)	-
Other restricted funds	1,039	-	(1,039)	-
Santander	4,058	10,000	(11,106)	2,952
Social Investment Business	-	35,000	(35,000)	-
	<u>25,690</u>	<u>115,765</u>	<u>(115,725)</u>	<u>25,730</u>

Description of Funds

These are monies given to the charitable company to be spent at the discretion of the Charity's Board of Trustees for specific charitable purposes:

Comic Relief - The grant from grant from Comic Relief enables Listening Ear to deliver bereavement, separation and loss support to children and young people within the North West area of England.

European Social Fund - The grant from European Social Fund enabled Listening Ear to provide counselling and employment based skills to unemployed people across Knowsley.

Other restricted funds – This represents various small grants received by Listening Ear.

Morgan Foundation - The grant enables Listening Ear to development of the pre-bereavement counselling service.

Santander - The opening balance from Santander was received to enable Listening Ear to purchase resources required in the delivery of bereavement support to children and young

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people. The grant received from Santander enables Listening Ear to recruit a member of staff to develop the VIDA (occupational mental health) offer and sell the product to local businesses

Social Investment Business - The £10,000 grant was to undertake a feasibility study with regards to purchasing and refurbishing a derelict building in Whiston. The £25,000 grant was to purchase and implement a new beneficiary database and client relationship management system.

12. Operating Lease Commitments

There were no financial commitments under non-cancellable operating leases (2014: none).

13. Related Party Transactions

There were no material related party transactions during the year which require disclosure (2014: none).

14. Guarantees

As at 31st March 2015, 5 members had given a guarantee of £1 each in the event of the charitable company winding-up. Total: £5 (2014:£6).

15. Post Balance Sheet Event

During the year the organisation was awarded a maximum of £463,001 from Social Invest Business to purchase and refurbish a derelict building in Whiston with the intention of using it to deliver Children and young people's services from. At 1st April 2015 £453,001 was available to spend.