



Annual Reports  
2010 - 2011



# Chair's Report

This has been another good year for TLC. Our finances are in excellent shape thanks to the continued hard work of Edward Wates, our Treasurer; we have a steady flow of clients and the usual healthy turnover of counsellors.

This year has been unusual in that four trustees resigned. But we ended the year only two down due to the recruitment of Colin Wels and Hilary Lloyd, who we heartily welcome back to the organisation (they have both been TLC counsellors in the past).

The Away Day this year was particularly beneficial. It helped the group come to the clear realisation that TLC does not exist as an entity separate from the people involved in it. **We** are The Listening Centre. We also collectively woke up to the fact that TLC does not offer 'placements' to counsellors. We are a co-operative and we require counsellors not only to do their shift but also to be involved in running the organisation. The new contract for counsellors now stipulates a requirement to attend volunteers meetings and to join the Management Committee for at least six months, so if counsellors don't want to do this, then TLC is not for them!

Finally, Hilary Lloyd has volunteered to re-invigorate 'Friends of TLC' in the lead up to our 20th anniversary in 2013. If you would like to become a Friend, or know someone who would, please email her: [hilary.lloyd@talk21.com](mailto:hilary.lloyd@talk21.com)

**Julian Sharples**



Chair

*"Thank you so much for being a good listener, few people really listen. Thanks for your skill, patience and humour." TLC client*



TLC has continued to be financially sound through the fiscal year April 2010 to March 2011. Income was slightly under budget (£23,026.39 vs £24,260), while expenditure was well under budget (£14,080.66 vs £19,468), leaving a net balance of £28,939.62.

Total income for the year was lower than for 2009-2010 (£32,093) as a result of the need for reduced fund-raising activity. Total costs were also lower than the previous year's £19,994 as a result of the ongoing prudent management of the Trust.

Grants and donations combined yielded income of £14,818.96, while client contributions added a further £7535.92. TLC would like to express gratitude for the continuing support from the Wates Foundation, as well as contributions from Oxfordshire Community Foundation and a number of regular individual supporters.

Other fund-raising activity included £383.31 via Gift Aid and £206.32 as a result of Alexandra Rose Flag Day.

TLC's administration costs have been substantially reduced from previous years, due to the work of Dannah Gayle, our freelance administrator. Volunteer expenses, room hire and other costs were also lower than in previous years. A successful Volunteer's Day was held at the Oxford Quaker Meeting House at a lower cost than previous years at the Abbey, Sutton Courtenay.

TLC remains indebted to the careful work of our bookkeeper, Barbara Coombes, whose prompt attention to financial record-keeping ensures that our accounts can be processed with the minimum of effort.

The Trustees continue to take a prudent view of expenditure as our core funding from the Wates Foundation will come to an end in 2011. However, this provides a secure basis for the next 3 years from which to initiate a further round of fund-raising. Meanwhile, some funds have been made available to invest in training and supervision of counsellors as well as client assessment for the more serious types of mental health issues.

## **Edward Wates**

Treasurer

*"I am grateful to TLC for the opportunity to practise new skills in a supportive environment. It has greatly increased my confidence and this has had a positive knock-on effect on my client work."*

TLC counsellor

# Chair of the Management Committee

This year has seen the usual pattern of arrivals and departures in TLC. We welcomed 3 new counsellors - Shirley Heckles, Irim Sarwar and Sarah Heydon while Guy Harrison, Glynis Perry, Sharmila Kaduskar and Colin Wels have all left. We said good-bye to 4 trustees - Marigold Hutton, Sheila Harris, Naomi Evans and Jean-Luc Barbanneau and were pleased to welcome Hilary Lloyd and Colin Wels.

This year we found that we had settled well into our new system of co-operative management with a division of tasks among Management Committee members and Trustees. Things were running smoothly, much helped by the work of our admin assistant Dannah Gayle and the use of our documentation system. We were therefore able to return to matters which had temporarily been put on hold. Thus we have restored CRB checks for all counsellors, we have organised our own training workshops, we have explored and put into effect new forms of stats for funding purposes and Hilary Lloyd has taken the first steps into reviving the Friends of TLC. We have also firmed up on our agreements on the use of premises and clarified the respective roles of Trustees and MC in the terms of reference.

For the first time we had a period of 6 months with very few new clients. We realised that we needed to be more present in the community and so Ian Eastwood wrote to the local surgeries about our services, which has led to a welcome increase in the number of clients. We also wrote to local training institutes inviting trainees to apply who were interested in participating in a co-operatively run counselling organisation.

*Continued...*

*"I learned to be more positive and take things one day at a time"* TLC client

*"I still get support from being part of the organisation, which is a rarity in a profession otherwise known for the isolating nature of the work"* TLC counsellor



There have been new developments too. This year has seen the creation of two new supervision groups led by our Clinical Supervisor, Sheila Harris. They have been a great success and have provided an alternative to our traditional peer groups.

We enjoyed the very different venue of the Quaker Meeting House, St Giles, in Oxford for our Away Day and a delicious selection of vegetarian food, which was organised by Edward Wates. The subject of the Away Day was 'Maintaining the Momentum' and skilfully guided by Alan Buckley, we reflected on what TLC meant to us, and what each of us brought to TLC. We had a robust discussion on the need for greater participation from all members in the running of our organisation. No doubt next year's annual report will reflect on the outcome of that discussion.

**Anne Timpson**

Chair of the Management Committee

*"It is good to talk, and not a sign of weakness to tell or ask for help...that I can and will find happiness again"* TLC client

*"I have greatly appreciated the opportunity to work for TLC first as a trainee practitioner and then to continue for a while as a fully qualified psychotherapist..."* TLC counsellor

# Financial Support and People

## Financial Support:

The Listening Centre acknowledges financial support in the year 1 April 2010 - 31 March 2011 from:

Alexandra Rose Charities  
Oxfordshire Community Foundation  
Magdalen College School  
Friends of TLC  
Individual donors (including anonymous donations)

## Unrestricted

We gratefully acknowledge the receipt of an unrestricted grant from the Wates Foundation of £30,000 paid in three amounts of £10,000 over three years, commencing June 2009.

## TLC People:

### Trustees

Julian Sharples (Chair)  
Edward Wates (Treasurer)  
Sheila Harris (resigned October 2010)  
Jean-Luc Barbanneau (resigned February 2011)  
Naomi Evans (resigned October 2010)  
Marigold Hutton (resigned October 2010)  
Ian Eastwood  
Hilary Lloyd (appointed January 2011)  
Colin Wels (appointed February 2011)

## Counsellors

Rachel Lebus  
Anne Timpson  
Deborah Mclean-Thorne  
Sophie Khatib-Shahidi  
Sherene Charles  
Tamara Herrmann  
Maretta Stark  
William Bentley  
Tess Elliott  
Irim Sarwar  
Andrea Feucht  
Memory Nyumbu  
Melanie Jones (on leave)

## External Clinical Assessor

Randy Ulland

## Bookkeeper

Barbara Coombes

## Accountants

Mercer Lewin, Chartered Accountants,  
41 Cornmarket Street, Oxford OX1 3HA

## Bankers

CAF Bank Ltd, 25 Kings Hill Ave,  
West Malling, Kent ME19 4JQ

*"I think I owe you so much - it really helped to turn my life around"*

TLC client

*"The work is often hard, but to see someone's life begin to turn around, to know that they feel heard and seen, and that they matter, moves me more than words can say..."* TLC counsellor

# Aims and Values



The aim of The Listening Centre (TLC) is to provide a counselling service at low cost to people on limited incomes in Blackbird Leys and surrounding areas who are unable to afford private counselling fees.

TLC offers clients a supportive environment in which healing and personal growth can be nurtured.

TLC is committed to ensuring that no-one is discriminated against on grounds of age, ethnicity, gender, sexuality, religion or disability.

TLC runs as a co-operative, with Trustees and a Management Committee.

TLC is able to offer this service with voluntary counsellors and psychotherapists gaining practical experience as part of their training or working towards professional accreditation.

TLC welcomes counsellors training in a wide range of therapeutic approaches.

*"It felt like the beginning of me helping myself and not being so helpless...also helped put my pain into words"* TLC client

*"What is most fulfilling for me is the chance to be able to work with people who would not ordinarily be able to afford counselling"* TLC counsellor

*"I was so pleased that your organisation was the only one that bothered to reply or ring back."* TLC client

*"These years have been invaluable to me. During the past few years TLC has traversed some testing territory but continues to provide a secure base for both practitioners and clients..."* TLC counsellor



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