

A LISTENING EAR

Annual Report & Financial Statements

For the Year Ended

31 March 2026

ANNUAL REPORT & FINANCIAL STATEMENTS

For the Year Ended 31 March 2026

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TRUSTEES ANNUAL REPORT

For the Year Ended 31 March 2026

The Trustees are pleased to present their report together with the financial statements and the independent examiner's report of the charity for the year ended 31 March 2026.

Reference & Administrative Information

Charity Name

A Listening Ear

Charity No

SC052167

Address

2 Sunnyside

Stoneykirk

Stranraer

DG9 9DJ

Current Trustees

Penny Halliday

Patrick McErlean

Julie Currie

Fiona Clayton – appointed 25th August 2025

Donna Adams – appointed 25th August 2025

Other trustees during the year

Gary Small – resigned 31st May 2025

Roger Holdroyd –resigned 31st May 2025

Website

www.a-listening-ear.org

Bankers

Bank of Scotland

PO Box 1000

BX2 1LB

Independent Examiner

Miss Louise McCulloch

LM Bookkeeping Services

8 Kings Road

Whithorn

Newton Stewart

DG8 8PP

Structure Governance & Management

Constitution

The Charity is a Scottish Charitable Incorporated Organisation (a SCIO). It was registered in its current legal form on 5th December 2022.

Appointment of Trustees

As set out in the constitution, the board of trustees shall hold regular meetings, and generally control the activities of the organisations. There shall be no less than three and no more than 10 trustees at any one time. No more than three non-members may be co-opted as trustees at any one time.

At the AGM, all the charity trustees shall retire from office – but shall then be eligible for re-election.

There shall be officers in position for Chair, Treasurer and Secretary and these positions will be voted by the trustees.

Objectives & Activities

Charitable purposes

Our charity, as recorded in our constitution, was formed to provide telephone check-in and chat services to people over 18 years of age who are lonely and socially isolated.

Our aims are to:

- Combat loneliness and isolation
- Foster community connections
- Ensure accessibility and support, and
- Promote well-being

We work towards these aims with the following activities:

- Provide a variety of befriending services
- Volunteer recruitment and training
- Community outreach
- Support and information, and
- Fundraising and development

Achievements & Performance

This year, A Listening Ear has continued to grow and strengthen its support for people experiencing loneliness across Dumfries & Galloway. Our befriending matches have increased, Friendly Cup sessions have flourished, and volunteer recruitment and training have become even more robust. There have been changes in our staff team with a new Project Manager, bringing fresh energy, improved coordination, and a strategic focus that has opened new funding opportunities.

TRUSTEES ANNUAL REPORT

For the Year Ended 31 March 2026

Achievements & Performance cont.

Her contribution has strengthened our resources and enhanced the way we work together. We've also welcomed a new Volunteer Coordinator in the west of the region who brings with him a wealth of knowledge in charitable organisations. This year, A Listening Ear volunteers dedicated significant hours to supporting people across the region, with staff and volunteers travelling more than 18,000 miles to deliver our service. These figures highlight the scale of commitment behind our work and the impact of our volunteer community. Thanks to our volunteers, staff, partners, and supporters, we remain committed to reducing isolation and improving mental wellbeing for everyone who turns to A Listening Ear.

Chair's Report

I am pleased to present this year's Chair's Report for A Listening Ear. It has been a year of significant progress, strengthened foundations, and renewed energy as we continue our mission to reduce loneliness and build meaningful connections across Dumfries & Galloway.

Funding and Sustainability

A major achievement this year was securing three years of core funding from The National Lottery Community Fund. This vital support gives us stability and allows us to plan confidently for the future. We also received valued contributions from the Co-op Local Community Fund and the Kilgallioch Wind Farm Community Benefit Fund, helping us to expand activities and strengthen volunteer support.

Growing our Team

We were delighted to welcome two new staff members:

- Morag Letson as Project Manager, bringing leadership and structure to our operations.
- Jim Brodie as Volunteer Coordinator West whose warmth and organisation have enhanced volunteer support and communication.

Their combined efforts have already made a positive impact on the quality and consistency of our service.

Strengthening Governance

Our Board welcomed two new Trustees this year, Fiona Clayton and Donna Adams, each bringing valuable skills and perspectives. Their contributions have strengthened our governance and supported the continued development of the charity.

Our Thanks

Our achievements this year have only been possible because of the people who give A Listening Ear its strength:

- To our Staff, thank you for your hard work and dedication. Your professionalism and team spirit have kept standards high and we appreciate every one of you.
- To our Volunteers: thank you for your time, compassion, and commitment. You are the heart of our charity, and every act of listening makes a difference.
- To our Trustees: thank you for your guidance, insight, and dedication to ensuring strong governance and a clear strategic direction.

Achievements & Performance

Chair's Report cont.

- To our Partner Organisations and Funders: thank you for your collaboration and belief in our work. Your support enables us to reach more people and deepen our impact.

Looking Ahead

We are anticipating another exciting year with new opportunities on the horizon to expand our service with new and existing partnerships.

We move into the coming year with confidence: a strengthened team, secure funding, committed Trustees, and a dedicated volunteer community. Together, we will continue to ensure that every person we support feels heard, valued, and less alone.

Penny Halliday
Chair, A Listening Ear

Financial Review

Total Income of the Organisation was £101,347 (2025: £132,636). Expenditure was £124,068, (2025: £109,584) resulting in a deficit of £22,721 (2025: £23,052).

Unrestricted Fund income of the organisation was £4,768 (2025: £1,356). Expenditure was £442 (2025: £720), resulting in a surplus of £4,326 (2025: £636).

Reserves Policy

The Board recognise that they do not have an operating reserves policy. However, the charity operates on a project-to-project basis and only initiate new projects once the full funding requirements are secured.

Approved by the trustees on 31st August 2026 and signed on their behalf by:

Trustee

INDEPENDENT EXAMINER'S REPORT

For the Year Ended 31 March 2026

Independent Examiner's Report to the Trustees of A Listening Ear

I report on the accounts of the charity for the year ended 31 March 2026 which are set out on pages 8 to 9.

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for the preparation of the accounts in accordance with the terms of the Charities and Trustee Investment (Scotland) Act 2005 and the Charities Accounts (Scotland) Regulations 2006 (as amended). The charity trustees consider that the audit requirement of Regulation 10(1) (d) of the 2006 Accounts Regulations does not apply. It is my responsibility to examine the accounts as required under section 44(1) (c) of the Act and to state whether particular matters have come to my attention.

Basis of independent examiner's statement

My examination is carried out in accordance with Regulation 11 of the 2006 Accounts Regulations. 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 seeks 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 I do not express an audit opinion on the view given by the accounts.

Independent examiner's statement

In the course of 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 44(1) (a) of the 2005 Act and Regulation 4 of the 2006 Accounts Regulations
 - to prepare accounts which accord with the accounting records and comply with Regulation 9 of the 2006 Accounts Regulations

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.

Louise McCulloch

LM Bookkeeping Services
8 Kings Road
Whithorn
DG8 8PP

1st September 2026

STATEMENT OF RECEIPTS AND PAYMENTS

For the Year Ended 31 March 2026

Receipts	Notes	Unrestricted Funds	Restricted Funds	2026 £	2025 £
Grants	3	1,593	95,579	97,172	131,780
Donations	4	1,265	1,000	2,265	856
Fundraising		1,875	-	1,875	-
Other Income		35	-	35	-
Total Receipts		4,768	96,579	101,347	132,636
Payments (relating to charitable activities)					
General Overheads					
Phones/Equipment		-	1,381	1,381	3,644
Insurance		-	636	636	565
P&P, Stationery		-	838	838	1,167
Promotions		-	882	882	2,379
Professional Services & Training		-	7,392	7,392	7,348
Subscriptions & Licences		4	85	89	1,520
Website		-	240	240	209
Bank Charges		-	12	12	-
Misc/Sundries		-	210	210	180
Service Provision – Direct Exp.					
Befriending: 4x Groups		-	554	554	-
Befriending: NODA		-	720	720	-
Befriending: Friendly Cup		-	3,082	3,082	1,730
Vouchers		300	50	350	750
Fundraising Costs		119	190	309	
Staff & Volunteers					
Staff Expenses		-	4,519	4,519	993
Administrator Fees		-	22,019	22,019	-
Volunteer Co-ordinator Fees		-	50,274	50,274	-
Project Manager		-	20,859	20,859	-
Staff Wages		-	-	-	81,505
Travel Expenses		-	-	-	3,905
Volunteer Expenses		19	7,063	7,082	2,499
Volunteer Meetings, Training & Celebrations etc		-	1,359	1,359	1,190
Trustee/Governance		-	1,261	1,261	-
Total Payments		442	123,626	124,068	109,584
Surplus/(Deficit) for the year		4,326	(27,047)	(22,721)	23,052

STATEMENT OF BALANCES

As at 31 March 2026

Funds Reconciliation	Note	2026	2025
		£	£
Cash at Bank & In Hand 01/04/2025		109,439	86,387
Surplus/(Deficit) for year		(22,721)	23,052
Cash at Bank & In Hand – 31/03/2026		86,718	109,439
Bank & Cash Balances			
Bank of Scotland Current Account		86,481	109,079
Cash in Hand		237	360
		86,718	109,439

NOTES TO THE ACCOUNTS

As at 31 March 2026

1. Basis of Accounting

These accounts have been prepared on the Receipts and Payments basis in accordance with the Charities and Trustees Investment (Scotland) Act 2005 and the Charities Accounts (Scotland) regulations 2006 (as amended).

2. Transactions with Trustees and Related Parties

- a) No remuneration was paid to the trustees during the year (2025: Nil)
- b) Expenses of £753 were paid to two trustees during the year (2025: £267)
- c) There were no transactions with related parties

3. Grants

	Unrestricted	Restricted	2026	2025
	£	£	£	£
Scottish Partnership for Palliative Care Awards	-	-	-	300
Wigtown Community Shop	-	-	-	600
National Lottery Improving Lives	-	89,226	89,226	121,480
TSDG Community Mental Health & Wellbeing Fund	-	-	-	8,900
Newton Stewart Initiative	-	250	250	-
Strannoch Wind Farm	-	1,003	1,003	-
Co-op Community Fund	1,593	-	1,593	-
Kilgallioch Wind Farm	-	5,100	5,100	-
	<u>1,593</u>	<u>95,579</u>	<u>97,172</u>	<u>131,280</u>

4. Donations

	2026	2025
	£	£
A Listening Ear – Donation (transfer of funds to charity inc.) *	-	-
General Donations	965	356
Cunninghame Housing	1,000	-
Wigtown Community Shop	300	500
	<u>2,265</u>	<u>856</u>

NOTES TO THE ACCOUNTS

As at 31 March 2026

5. Movement of Funds

	As at 01/04/25	Receipts	Payments	Transfers	As at 31/03/2026
<u>Unrestricted Funds</u>	£	£	£	£	£
General fund	6,642	4,768	442	-	10,968
<u>Restricted Funds</u>					
National Lottery					
Improving Lives	95,018	89,226	116,812	-	67,432
Third Sector D&G:					
Communities Mental					
Health & Wellbeing Fund	7,779	-	5,308	-	2,471
Newton Stewart Initiative	-	250	-	-	250
Strannoch Wind Farm	-	1,003	985	-	18
Kilgallioch Wind Farm	-	5,100	521	-	4,579
Cunninghame Housing	-	1,000	-	-	1,000
Total Restricted Funds	102,797	96,579	123,626	-	75,750
<u>Total Funds</u>	109,439	101,347	124,068	-	86,718

National Lottery Community Fund
Improving Lives

A major grant for staffing costs, professional services and overheads.

Third Sector D&G
Communities Mental Health & Wellbeing

towards including co-ordinator staff, equipment, travel, direct service provision, Volunteer training and celebration, mentoring support from Sleeping Giants, and overheads such as subscriptions, website development, insurance, and P+P.

Newton Stewart Initiative

to purchase ID badges for care home volunteers.

Strannoch Wind Farm

to purchase and print handbooks for volunteers and purchase a projector and screen.

Kilgallioch Wind Farm

to fund extra Friendly Cup sessions in Stranraer and Newton Stewart including volunteer travel to the events.

NOTES TO THE ACCOUNTS

As at 31 March 2026

Cunningham Housing

to cover volunteer travel and Friendly Cup events in Dumfries, Annan and Upper Nithsdale.

Approved by the trustees on 31st August 2026 and signed on their behalf by:

Trustee