

**Central London Samaritans**

**Financial Statements**

**31 March 2019**

**CIO Number 1171330**

# **Central London Samaritans**

## **Financial Statements**

**Year ended 31 March 2019**

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# **Central London Samaritans**

## **Legal Information**

**Year ended 31 March 2019**

### **LEGAL INFORMATION**

#### **Founder**

The late Prebendary Dr Chad Varah CH, CBE

#### **Chair and Branch Director**

Emma Randle, Trustee and Single Branch Leader

#### **The Trustees**

Jin Chin, Trustee and Chair – (Jin was Chair of the Board of Trustees from 01 April 2018 until the AGM 18 April 2018 when Emma Randle was re-elected as a trustee and formally took over as Single Branch Leader (meaning Branch Director and Chair of the Board of Trustees)

Emma Randle, Trustee, Branch Director and Chair of the Board of Trustees

Chris Graham-Bell, Trustee and Treasurer

Rob Clarke, Trustee

Catherine Bourne, Trustee and Secretary - (elected April 2018)

Heather Barker, Trustee - (elected April 2018)

Peter Gibson, Trustee - (elected April 2018)

Gavin Beattie, Trustee - (elected April 2018 and resigned April 2019, co-opted back May 2019)

Melissa Lodd, Trustee - (elected April 2018)

Stephen Hoddell, Trustee and Vice Chair - (co-opted April 2018 – resigned December 2018)

Cynthia Pearce, Trustee - (co-opted April 2018 – resigned April 2019) Remains as a special Advisor to the Board of Trustees

Simon Denyer, Trustee - (co-opted January 2019 and elected April 2019)

Jessie Gane, Trustee – (elected April 2019)

Sam Harrison, Trustee – (elected April 2019)

Charlie Cook, Trustee – (elected April 2019)

Peter Ratcliffe – Trustee – (co-opted May 2019)

#### **Trustees who resigned at AGM on 18 April 2018**

Jill Norman

Morag Wire

Caroline Fahy

Hannah-Polly Williams

Jin Chin

#### **Centre Management**

Jenny Irish – Head of Branch Operations (resigned January 2019) - post unfilled until April 2019 when Geoff Harrison took over as Centre Manager.

**Registered Charity Number:** 1171330

**Constitution dated:** Charitable Incorporated Organisation (CIO) registered 26 January 2017 – effective from 01 April 2017

**Registered Address and Branch:** 46 Marshall Street, London, W1F 9BF – 020 7758 0660

### **PROFESSIONAL ADVISORS**

#### **Independent Financial Examiners**

Moore Kingston Smith LLP, 4 Victoria Square, St Albans, Herts, AL1 3TF

#### **Bankers**

Lloyds Banking Group plc, Cheapside Branch, 125 London Wall, London, EC2Y 5AS

# **Central London Samaritans Annual Report of the Trustees Year ended 31 March 2019**

## **The Charity**

The charity, CENTRAL LONDON SAMARITANS (CLS), was registered with the Charity Commission as a Charitable Incorporated Organisation (CIO) on 26 January 2017 with **Charity Number 1171330** and **Registered Office at 46 Marshall Street, London W1F 9BF**. The charity became operational on the full transition to CIO status on 01 April 2017. Prior to this the charity had operated and been registered with the Charity Commission as an unincorporated body known as "The Samaritans (London Branch)" with Charity Number 268293, at 46, Marshall Street, London, W1F 9BF.

CLS is a recognised **Affiliate Branch of Samaritans**, founded in 1953 by the late Prebendary Dr Chad Varah CH, CBE. Samaritans is a company limited by guarantee and a registered charity based at The Upper Mill, Kingston Road, Ewell, KT17 2AF. CLS is a part of the Samaritans London Region and covers the seven inner London Boroughs of: City of Westminster, the City of London, Kensington & Chelsea, Camden, Islington, Hackney and Tower Hamlets.

During the year ended 31 March 2019, CLS was fully self-funding having been previously part funded by Samaritans, under a three-year reducing funding agreement which ended in March 2018. The majority of CLS's income during the year ended 31 March 2019 was generated through voluntary donations and grants raised independently by the branch and legacies generously left.

## **STRUCTURE, GOVERNANCE AND MANAGEMENT**

### **The Board of Trustees**

Under the CIO constitution the charity is managed by the Board of Trustees comprising the Branch Director (Single Branch Leader), the Secretary, the Treasurer and up to eight elected members, required to be Samaritans volunteers, and with the power to co-opt up to two additional members. Elected members can serve a maximum of six consecutive years, with annual elections taking place at the charity's Annual General Meeting (AGM). All trustees offer their services on a voluntary and unpaid basis.

The first trustees of the new entity, CLS, were appointed on registration until the CLS's first AGM, which took place in April 2018 at which the new Board of Trustees was elected. The trustees are responsible for ensuring the charity delivers its charitable objectives; for the financial well-being of the charity; and for compliance with charity and relevant legal and statutory requirements.

In line with Charity Commission guidelines, customised training material is made available to newly appointed trustees on their roles and responsibilities to supplement an online training programme created by Samaritans. Further ongoing training is arranged, for trustees individually or the Board of Trustees as a whole, as necessary.

During the year ended 31 March 2019 the Board of Trustees met monthly and together with specific smaller working parties discussed and planned in detail the strategic direction of CLS and how the new Constitution, legal format and organisational structure of the charity could effectively and efficiently operate.

### **The Branch Director**

The Branch Director (now known as the Single Branch Leader) of the charity is selected through a consultative process involving all branch volunteers and representatives of the SAMARITANS CENTRAL CHARITY (SCC). The formal appointment is then made by the SCC Trustee Board on the recommendation of the Regional Director. The Branch Director then selects a number of Deputy Directors to support her or him during their three-year term of office. The posts of Branch Director and Deputy Directors are voluntary and unpaid. The Branch Director during the year was Emma Randle, who was ratified in post at the April 2018 AGM, when she was officially appointed Branch Director and also took on the role of Chair of the CLS Board of Trustees. Emma was assisted for part of the year by four Advisory Directors, being highly experienced senior Samaritans Volunteers from outside the branch.

## **Central London Samaritans Annual Report of the Trustees Year ended 31 March 2019**

The role of the Branch Director is to ensure the provision of high quality and consistent care to all callers contacting the charity by whatever means; and to support all the volunteers who provide this care, or who support the work of the charity in other ways.

During the year, the Branch Director was assisted by a small team of paid staff, full-time and part-time, who are responsible for the day-to-day operations of the branch. The staff team provides support for the volunteer rota, outreach in the community, recruitment, training and support of volunteers, fundraising, administrative functions and management of branch facilities.

### **OBJECTIVES AND ACTIVITIES**

Samaritans' Vision, Mission and Values (which the charity fully supports) are set out in its document *Samaritans' Strategy 2015-2021*.

#### **The Vision**

'Samaritans' Vision is that fewer people die by suicide.'

#### **The Mission**

Samaritans work to achieve this Vision by making it our Mission to alleviate emotional distress and reduce the incidence of suicidal feelings and suicidal behaviour.

Samaritans do this by:

- Being available 24 hours a day, 365 days a year to provide emotional support for people who are experiencing feelings of emotional distress or despair, including those which may lead to suicide;
- Reaching out to high-risk groups and communities to reduce the risk of suicide
- Working in partnership with other organisations, agencies and experts; and
- Influencing public policy and raising awareness of the challenges of reducing suicide

#### **The Values**

Samaritans are committed to the following values:

- **Listening**, because exploring feelings alleviates distress and helps people to reach a better understanding of their situation and the options open to them;
- **Confidentiality**, because if people feel safe, they are more likely to be open about their feelings;
- **People making their own decisions wherever possible**, because Samaritans believe that people have the right to find their own solution and telling people what to do takes responsibility away from them;
- **Being non-judgmental**, because Samaritans want people to be able to talk to us without fear of prejudice or rejection; and
- **Human contact**, because giving people time, undivided attention and empathy meets a fundamental emotional need and reduces distress and despair.

#### **Fulfilling the Mission**

CLS is responsible for fulfilling Samaritans' mission in the seven Central London boroughs: City of Westminster, The City of London, Camden, Hackney, Islington, Kensington & Chelsea and Tower Hamlets.

The volunteers and the staff together enable the work of the charity in offering emotional support to people experiencing emotional distress, despair or suicidal feelings. Volunteers are available to provide support by telephone, email and text 24 hours a day every day of the year, see callers wishing to visit the branch in person from 9am to 9pm every day of the year and offer emotional support outside of the branch by way of numerous outreach projects.

### **REVIEW OF ACTIVITIES OF THE PAST YEAR**

The work of the charity is undertaken by around 420 volunteers - listening and support volunteers - who are recruited and trained in their specific roles. Many volunteers take on extra responsibilities by helping with recruitment, selection, training, outreach, fundraising, awareness and publicity, administration and volunteer support. Being a Samaritans volunteer is time demanding and at times challenging yet can also be hugely rewarding.

## **Central London Samaritans Annual Report of the Trustees Year ended 31 March 2019**

Our callers experience a range of feelings including loneliness, isolation, anxiety, fears about financial problems and relationship breakdowns. We know that the element of human interaction that Samaritans services offer is important to callers: research has shown that Samaritans callers value having "someone real to communicate with, listen to and be there for them". A survey of Samaritans callers showed that around 70% of respondents felt better understood, and less alone or anxious, after contacting Samaritans. We help to reduce the feelings of distress that can lead to suicide.

There is a lack of 24/7 crisis care within public services and people who are suicidal tend to fall into gaps between primary, secondary care and emergency services. Many mental health services, including those provided by the NHS, refer service users to Samaritans out of hours, highlighting the critical need for our 24/7 support.

CLS increases access to support for people in distress and crisis. We are available 24 hours a day, 365 days of the year to provide non-judgmental, confidential emotional support for our callers. In the year ended 31 March 2019, CLS volunteers responded to 61,395 calls for help via our helpline, 8,202 through email, 10,149 via text and 4,104 face-to-face contacts via our drop-in service. In total this represents a 13% decrease in calls for help across these services from the previous year which broadly reflects the national trend in telephone contacts across the Samaritans organisation. However, it masks a significant increase in text and email contacts year-on-year (up 41% and 86% respectively) as the service broadens its channels of operation.

Callers continue to cite a wide range of issues that they are struggling to cope with such as bereavement and bereavement by suicide, drugs and alcohol; family issues, isolation, relationship worries and homelessness; sexuality/gender and violence and issues in the workplace; finance and loss of benefits; legal and mental health issues. Our drop-in service receives over 20% of the national face to face visits across the Samaritans organization and being centrally located in London offers a unique position both geographically and for a wide cross section of Londoners struggling to cope.

Certain groups of people have heightened vulnerability to suicide and certain settings contribute to increased suicide risk which requires a tailored range of interventions. Our teams of experienced Samaritans volunteers provide emotional support outside of our Branch across Central London to vulnerable individuals at highest risk of suicide.

We proactively reach out to these high-risk communities, including homeless people, men and women in custody, people bereaved by suicide and the Lesbian, Gay and Transgender community (LGBTQ+). In 2018-19, our Outreach projects provided emotional support to 2,510 people (the homeless, prisons and people bereaved by suicide) and via our Facing the Future partnership reached many thousands more through targeted awareness raising initiatives.

Our schools team reached many more young people to equip them with long-term emotional resilience, an ability to recognise mental health issues within themselves and others and raise awareness about the support service that is available from Samaritans. This year was our strongest school outreach year during which we reached 4,371 young people via 42 emotional wellbeing talks in schools across Central London. We worked hard to secure restricted funding across our annual programme of outreach work and we were able to leverage the core funding from some major Trusts to secure grants from other Trusts, and Grant Giving bodies.

Our Volunteers continue to train prisoners to become 'listeners' in a prison setting with listeners supporting 530 calls for help (in a prison setting) from prisoners in Brixton and our pioneering partnership with CRUSE Bereavement Care (Kensington & Chelsea) emotionally supported 54 individuals bereaved by suicide. We are incredibly proud that this partnership has developed from its inception at Central London Samaritans to become an organisation-wide Samaritans programme called Facing the Future.

Our key strength, of course, lies in our volunteers. Over the year under review, we received over 1,000 enquires from those who wished to be considered as volunteers and recruited and trained 50 new listening volunteers and some 8 new support volunteers, to help with the delivery of our service. We have run 7 general information sessions, 5 selection days and run 5 Samaritans Initial Training classes consisting of 9 x 3 hours modules each. Each new listening volunteer undertakes 72 hours of training to provide and equip them with the skills and support required to provide an empathic, listening ear for our highly vulnerable callers. The training is delivered by our experienced volunteer training team (all volunteers) and prepares new volunteers to manage every eventuality. Our non-listening volunteers (Support Volunteers) who provide support help in a variety of areas

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such as administration, fundraising and consultancy now also receive that same first stage training to help them understand the roles of the listeners.

Every single one of our 86,360 emotional support contacts in 2018-19 was delivered by a volunteer, who in turn was trained by, supported by and led by another group of volunteers. This year our volunteers gave around 85,000 hours of their time to support the organisation with the majority of hours given to listening and supporting the most vulnerable in society often at crisis point. Our small and passionate staff team provides the added expertise, continuity and resilience which allow our service to remain open around the clock every single day of the year.

Despite a small reduction in active listening volunteers during the year, we managed to increase the overall number of available contact hours by 2% on the prior year through a new shift rota which ensures that we continue to be available 24 hours a day, every day of the year. Having introduced a revised shift pattern in response to volunteer feedback, we are encouraged by the fact that we saw a 10% increase versus the previous year in the average number of shift hours each active listening volunteer gave.

Our awareness raising activities have gone from strength to strength in recent years. We focus our efforts in settings known to experience high numbers of suicide such as main line rail stations alongside a targeted talks programme reaching out to vulnerable communities in central London as well as at large scale events such as the Pride in London parade every summer. An approximate 1 million people line the streets for the Pride in London parade and see our walking group as part of the parade. Our Network Rail team visits mainline stations at least once a month during the evening rush hour to raise awareness of the service and offer emotional support where necessary. There are also three organization-wide events every year that we take part in; 'Brew Monday' in January. The 'Big Listen' on 24 July (24/7) and a major Christmas event in December. We set up a stall in a central London mainline station for the entire day for each of these events and will be seen by well over 100,000 people each time

During the year we had a presence at events in Camden, Kensington & Chelsea, the City of London, Hackney and the City of Westminster via fundraising events such as our Sing-for-Samaritans events at Charing Cross, Kings Cross and Victoria stations; awareness raising sessions including talks at Bloodwise in Camden, St Stephen's Walbrook in the City of London, the NHS South East regional conference in Westminster, the London 'Sadfest' pop up film in Hackney, the OCD Action Conference in Camden, the Reform Judaism - Mental Health and Wellbeing Conference in Westminster, talks for the Household Cavalry in Kensington & Chelsea and a talk for staff at the Coq D'Argent restaurant in the City of London.

We also use established events like Mental Health Awareness Week to reach out to different audiences and give talks about the service we provide and offering emotional support in general. This year we attended 12 different events, reaching over 600 people.

We promoted our FreeCall service across all boroughs and are strengthening our visibility in each to ensure barriers to people accessing our service are reduced. We often find that people are unaware of the breadth of services we offer in Central London, our local and organization wide reach as well as that we are accessible to all without an appointment, any time of day and offer a confidential service.

It is noticeable that faced with increasing levels of stress among members of staff and those with whom staff have contact, organisations are looking for more than listening skills. They see a need for a greater understanding of suicide and suicidal behaviour with many recognising the importance of understanding the warning signs of suicide and ways to approach colleagues in distress.

Our external training volunteer team has delivered training such as Listening Skills Supporting Individuals With Mental Health Concerns and Suicide Awareness Training and working with organisations such as CitiBank, PWC, UCL, Coq D'Argeant, Amplifi, Jones Lang LaSalle and Receipt Bank. In this way we have reached 302 frontline workers dealing with vulnerable individuals, helping them to better understand the risks of suicide and build active listening skills.

We have over 20 separate volunteering teams within the volunteer network spanning all aspects of recruitment, training, selection, working groups, branch deputy directors, community fundraisers volunteer support, social groups, outreach specific teams such as prisons, homeless, schools, LGBT+, Network Rail, emergency emotional support, external training teams, support volunteers and of course the largest group of all – our listening volunteers who keep our life saving service open around the clock.

## **Central London Samaritans Annual Report of the Trustees Year ended 31 March 2019**

A focus on strategic development and financial sustainability and resilience for the charity has enabled us to accomplish many organisational and operational changes in association with the SCC in order to continue to provide and improve our vital services.

We spent this period ensuring that our training is given in accordance with national Samaritans guidance through the execution of an action plan developed at the end of the previous period.

In order to improve the support framework that we provide for our listening volunteers and contribute to our on-going commitment to quality assurance and training, a peer mentoring process was introduced during the year. This involves an experienced volunteer listening in to the calls of another listening volunteer in real time in order to provide constructive feedback. The process is formally documented via a written summary of the assessment which is shared with the listening volunteer and our lead deputy director responsible for the peer mentoring programme. Currently we require all listening volunteers to undergo this process for one shift a year and we track the completion on our central rota tool so that overall compliance can be reported.

### **Director Team**

One of the key roles of the Board of Trustees is to support the Branch Director and her team. The trustees congratulate them on the wide range of initiatives undertaken during the year and the number of major changes that have been successfully achieved.

### **Expenditure**

Following an in-depth review of all expenditure items in the previous year, this year saw the benefits of a reduced cost base. We intend to continue to review the facility services and maintenance contracts as they come up for renewal in order to identify areas of further potential cost savings.

To ensure the charity's finances are being properly monitored and managed, the Board of Trustees receives regular financial reports from the Treasurer and lead of the Finance Working Group. These reports include details of the charity's income and expenditure compared to a pre-approved annual budget along with monthly Management Accounts covering the operation of the branch and statistical analysis.

### **Risk Management**

During the year, the Board of Trustees reviewed and updated the charity's Risk Register and regularly discussed matters relating to the following areas:

- Governance – health and safety, management, staffing and organisation structure, reputational factors and compliance with legal requirements including data protection;
- Finances – funding, financial policies and practices, cost control, external financial climate and the utilisation of reserves;
- Operations – service delivery, caller and volunteer support, confidentiality and sensitive information; and
- On-going Volunteers training, staff development and employment policies;

### **Environmental Policy**

The Branch continues its efforts to reduce its overall impact on the environment through the following initiatives:

- Using energy saving light bulbs where possible throughout the building;
- Recycling as much as possible, with recycling bins positioned around the building;
- Waste is recycled through the local authority;
- Paper is recycled and re-used within the branch wherever possible;
- Printer cartridges are recycled through the nationally organised collection; and
- Purchasing 'green' catering and stationery supplies where possible.



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The charity's approach to the environment is reviewed periodically by the Board of Trustees and the Director Team. In addition, the Centre Manager provides the Board of Trustees with periodic reviews of all matters relating to Health & Safety.

## **Public Benefit**

All our activities focus on the core work of offering emotional support to vulnerable people and are undertaken to further our charitable objectives for the public benefit. In planning and reviewing all the activities of the charity during the year the Trustees kept in mind the Charity Commission guidance on public benefit.

## **Our Impact**

In challenging circumstances and by virtue of both our very strict confidentiality service policy and the anonymity of our callers, it is difficult to quantify with great accuracy the impact of the services that we provide. We obtain feedback where possible in relation to certain aspects of our Outreach projects, but this remains a challenging area. The piloting of a more structural caller feedback mechanism has been started by SCC and we await the outcome of this. However, we know from feedback from our callers (relayed to our volunteers) that our service has a beneficial impact on our callers – who often have no other means of support.

## **FINANCIAL REVIEW & INFORMATION**

### **Funding**

The year under review has been our first full year of independence as the three-year phased income reduction plan (the Joint Revenue Development Plan) from a historic funding relationship with the Samaritans Central Charity (SCC) finally came to an end in March 2018. CLS will always be grateful for the financial support it has received from the SCC and for the advice and assistance we have received over the past years in further establishing our own fundraising capabilities with Trusts and Foundations, Corporates and Major Donors within the Central London area.

We successfully raised over £400,000 during 2018-19 whilst further reducing our cost base which places us in a strong position going forwards. We continue to seek opportunities to streamline our cost base to ensure we are using our finances most effectively and efficiently.

Various generous grants for core costs have enabled us to maintain broadly the same level of emotion support both in-branch and through our outreach program whilst focusing on the training, support and satisfaction levels of our existing volunteers who are so vital to the quality of support that we offer. We have also tried to introduce further diversity within our mix of funding sources across Trusts and Foundations, Legacies, Corporate Fundraising, Community Fundraising, Individual Donations and Commercial Operations such as room hire and workplace training.

The aim of the Board of Trustees is that the charity must be financially self-sustaining and resilient in order to develop our services in a way that best meets the ever-changing needs of Londoners. It is essential that we can grow our presence particularly our Outreach work, across our seven boroughs, for which we are responsible, and directly to the marginalised communities that are harder to reach. Being able to achieve our funding targets will enable CLS to respond to the increasing needs of our callers and visitors more effectively.

The Trustees and the Director Team committed a considerable amount of time and effort over the past year in planning and implementing the new operational structure under the Single Branch Leadership of the Branch Director and ensuring a successful first year with full financial independence from the SCC.

### **The Accounts**

The attached accounts are prepared in compliance with the Statement of Recommended Practice ("The Charity SORP").

During the year ended 31 March 2019, the charity made an overall deficit of £10,914 (2018: deficit £154,431). This comprises a deficit of £38,830 on Unrestricted funds and a surplus of £27,916 on Restricted funds.

Total income for the year was £419,260 (2018: £349,953). £109,546 of this income was Restricted and £309,714 was Unrestricted. The Unrestricted income includes £16,100 of 'Benefit In Kind Income' for services generously provided free of charge (pro bono) to the charity during the year.

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Expenditure for the year amounted to £430,174 (2018: £504,384), including depreciation of £48,888; an amount of £16,100 to balance the 'Benefit in Kind Income' and estimated provision of £10,000 to cover the Branch Contribution payable to the Samaritans Central Office (SCO) by 31 December 2019.

At 31 March 2019 the charity had cash balances totaling £660,297 (2018: £628,557). The No.1 account is the day-to-day operating account from which all current bills, salaries and taxes are paid. The No.2 'deposit' account is to provide for non-day-to-day needs such as non-routine maintenance and major refurbishment; the purchase of new fixtures, fittings and equipment assets; and special projects in accordance with the charity's objectives.

At 31 March 2019, the available Unrestricted Funds totaled £585,692 (excluding fixed assets and investments) and the Restricted Funds totaled £48,978.

Restricted funds comprise recognisable funds that can only be spent in accordance with the donor's intentions. Unrestricted funds comprise all other funds, including the value of the freehold property. Current assets held within unrestricted funds are available for the ordinary purposes of the charity.

Over the last few years, CLS has built free reserves to address the specific risks associated with our transition into funding independence from SCC.

We have been utilising our reserves within the last 18 months with a view to increasing our financial sustainability over the medium and long-term. This utilisation included the recruitment of a full-time fundraiser, additional fundraising consultancy support at various stages through the funding cycle, investments in IT support and the introduction of a national volunteer rota tool. Our free reserves position as at 31 March 2019 was £585,692 slightly up from £582,888 as at 31 March 2018. During the year, the Trustees created a designated reserve totalling £200,000 to cover estimated relocation costs whilst building works takes place in an adjacent building on Marshall Street and to cover the initial costs of consultants, surveyors and architects advising on our own possible building redevelopment and refurbishment later in the year. Hence, as at 31 March 2019 our free reserves (excluding this designated reserve) decreased further to circa £385,000 representing approximately 12 months of projected expenditure.

Over the last 5 years we have reduced our total expenditure from £510,000 to circa £430,000 whilst absorbing fundraising costs of £67,000 in 2018-19. Given that fundraising costs were non-existent in 2015 due to our funding being almost entirely provided by SCC, this implies a like-for-like save of £147,000 against a starting base of £510,000 which equates to a 29% cost save across the 5-year period.

During the year we embarked upon a workplace needs analysis taking into account the various groups of people who use the building, including where possible some of our face-to-face callers and room hire clients. The analysis was carried out by an independent firm whose brief was to ensure that the premises we own and operate out of in Soho, London will serve our needs for the next 20 years. This was undertaken in conjunction with an assessment of possible alternative property arrangements carried out by our property advisors. The results of these two pieces of work have been discussed by the Trustees and shared with our charity membership. We are currently completing additional building surveys which will inform our decision as to how to proceed along with the level of funding that will be required. This will be an extremely exciting undertaking for us and should ensure that our service to those in need of emotional support continues to grow.

### **Reserves Policy**

The charity's policy is that it will hold a general free reserve to cover unforeseen items of expenditure or shortfalls in income. As an employer of staff, the charity is concerned that the position of staff should be protected as far as possible and the level of reserves is intended to ensure, amongst other things, that contractual obligation to staff can be met. This general reserve will be maintained within the range of 4 to 8 months operating costs. For this purpose, the level of operating costs is taken as the highest audited annual expenditure figure over the previous three years of operation.

As at 31 March 2019 the general free reserve (excluding designated reserves of £200,000) totaled £385,692. The audited expenditure for the year totaled £430,174, however the highest audited total expenditure over the three years ended 31 March 2019 is £544,312. Hence, the general free reserve position represents 8.5 months of expenditure and is therefore marginally in excess of the stated policy. As we move into the second year of complete financial independence from SCC, we anticipate that our free reserves will contribute further towards our operating costs whilst maintaining a suitable level of reserves at between 4 to 8 months of

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operating costs.

Following the cessation of the funding arrangement with SCC, the Board of Trustees reviews its reserves policy on a six-month basis or whenever required. The trustees monitor compliance with this policy as part of the monthly Management Accounts reporting.

**Investment powers and policy**

The charity's Constitution allows the trustees to invest in any way they consider appropriate, having regard for the liquidity requirements of the charity and the stated Reserves Policy. Cash funds are currently held in instant access accounts, some of which are interest-bearing. In addition, the trustees may place cash on short term fixed deposit or notice accounts in accordance with an agreed policy. The deployment of cash is kept under review by the trustees in conjunction with advice from the Treasurer and professional advisors.

**Fixed assets**

Fixed assets (excluding investments) are stated at cost or valuation less accumulated depreciation. Assets with a value of more than £250 are capitalised.

**THANK YOU**

Under the funding agreement the charity began to establish a diverse programme of fundraising activity which has resulted in generous support from new and existing supporters and donors.

Given the general financial climate, we were mindful that the need to fundraise all our income ourselves was going to be a major new challenge. We were also conscious of the need to identify and impose significant and challenging cost saving initiatives. The response from donors, supporters and volunteers has been truly remarkable. The really significant and generous legacies in the year have been quite incredible and from individual giving through to our corporate partnerships and additional unexpected opportunities, our fundraising performance has been more successful than we could possibly have hoped for. So many individuals and organizations have offered their help and Trusts and Foundations have been incredibly generous in their support.

The charity would like to take this opportunity to especially thank: The Aird Charitable Trust, Aberdeen Asset Management, The April Trust, The Bank of England Sponsorship Fund, The Benjamin Barsby Fund, The Berni Charitable Trust, Byrne Dean Associates, Capital Group Company, The City of Westminster, The E L Harrison 200 Foundation, Delotte Corp, Dust Theatre Show, Expat Focus – Upstart Digital, FCA, Garfield Weston Foundation, The Gilbert Edgar Trust, The Headley Trust, Hyde Park Place Estate Charity, KEDA Consulting Ltd, The Lord Mayor of the City of London, PWC Foundation, The Sainsbury Family Trust, Shaftesbury PLC, St Anne's Soho Square, St James's Piccadilly Charity, Smith & Williamson LLP, The Tudor Trust, TORI Global Ltd, Wessex Youth Trust, The Westminster Foundation, Westminster Amalgamated Trusts, The Worshipful Company of Coopers, The Worship Company of Tylers & Bricklayer.

The charity is also extremely grateful to: Abel & Cole, Charles Russel Speechlys LLP, City of London School, Kings College-University of London, Kingston Smith LLP, M&S, Mindfulness Training, NBC, Pizza Pilgrims, Pret a Manager, RADA, Signature Litigation LLP, Simmons & Simmons LLP and Smart Survey, The Ministry, Tesco (Scott Wellard) and Sarah Milligan for their support and to all those others who have helped us so generously during the year by providing pro-bono or in-kind support and assistance.

Thank you also to all 'The Friends of CLS' (who by their Gala Dinner and Auction at the start of the year raised significant funds for the charity); the choirs who gave their time to our 'Sing-for-Samaritans' and all those who took part in fundraising collections and challenge events for CLS throughout the year.

As CLS enters yet another new and challenging year, we need to continue to work together with our funders, strengthen our fundraising team to meet the challenge and build upon what we have learnt in the previous 12

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months. To achieve CLS's overall goal we will, over the coming year, use the greater part of our surplus unrestricted funds to invest in our management; to make significant investments for the longer term in our infrastructure and systems to streamline our administration and to increase our effectiveness. We believe this will free up staff time to support the branch more effectively and improve the experience for our volunteers.

**OUR PRIORITIES FOR THE NEXT YEAR:**

The new Board of Trustees appointed at the AGM held in April 2019 is optimistic about the many opportunities which lie ahead for the charity whilst being aware of the challenges, in particular, continuing to achieve independent funding in an increasing difficult economic climate coupled and with ever new regulatory requirements affecting charity fundraising. By focusing on strategic development and financial resilience, the trustees aim to successfully accomplish many major changes in collaboration with the Central Samaritans Organisation and with other London branches.

**1. Improving Access to our Service**

- To increase awareness of our projects among CLS volunteers
- Increase awareness our service outside the branch

**2. Improving the Quality & Consistency of Our Service**

- Enhancing and refining selection, induction and training procedures
- Improve the support each volunteer receives as part of their volunteer journey within the branch
- To further align project standards and delivery models for outreach to Central Samaritans standards
- Promote a supportive environment for all volunteers, where there is trust, respect and co-operation among volunteers and in the leadership teams of CLS and the Central Charity
- Create an environment where volunteers are engaged and inspired to take leadership roles
- Create an environment where volunteers are supported to deliver the best possible service for our callers and be actively involved in our communities
- Develop a manageable plan of activities and have the resources to deliver it
- Learning from volunteers leaving CLS and creating a feedback loop of improvements

**3. Building Stronger Connections within our Sector**

- Strengthen existing partnerships and create new partnership opportunities across the seven boroughs which we serve
- Become known as an exemplar branch, being positive about Samaritans wider impact, identifying opportunities, service innovation and spearheading activity in London

**4. Improving our Impact Measurement and Monitoring**

- Gaining insight into the volunteer journey, including at exit point to contribute to understanding of how the volunteer experience can be improved

**5. Ensuring Financial Sustainability**

- Financially sustainable – a size that maximises our impact and allows for a sustainable delivery of our services
- Raise c. £360k per annum independently of historic funding relationship with the Samaritans Central Charity
- Improve our infrastructure to meet the demands on our service from both callers, volunteers and donors
- Consolidate our volunteer management systems to reduce inefficiencies and ensure smooth volunteering engagement with the branch

**Central London Samaritans  
Annual Report of the Trustees  
Year ended 31 March 2019**

- Embed the donor management system across relevant staff & volunteers to fully manage all fundraising initiatives at CLS
- Ensure the CLS building is fit for purpose, well maintained, warm and inviting for callers, volunteers and others using the space including external hirers of our meeting rooms

**Statement of the Board of Trustees' Responsibilities**

The Central London Samaritans Board of Trustees is responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and for the preparation of the financial statements for each financial year which give a true and fair view of the state of the charity and of the surplus (or deficit) of the charity for that period. In preparing those financial statements, the Trustees are required to:

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charities SORP;
- Make judgements and estimates that are reasonable and prudent;
- State whether applicable accounting standards have been followed subject to any material departures disclosed and explained in the financial statements; and
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in existence.

It is also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention of fraud and other irregularities. To the best of our ability The Board of Trustees believe that it has discharged its responsibilities during this past year.

**Post Balance Sheet event**

The second AGM of Central London Samaritans under its new CIO constitution took place on 24 April 2019 at which the new Board of Trustees was elected under the Active leadership of Emma Randle as Chair of Trustees in her role as Single Branch Leader.

This report was signed on behalf of the Board of Trustees by:



Emma Randle – Chair and Branch Director

Date: 18/09/2019

## Independent Examiner's Report

Year ended 31 March 2019

I report on the accounts of Central London Samaritans for the year ended 31 March 2019, which comprise the Statement of Financial Activities, Balance Sheet and related notes.

### Respective Responsibilities of Trustees and Examiner

The charity's trustees are responsible for the preparation of the accounts. The charity's 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 Report

My examination was carried out in accordance with the General Directions given by the Charity Commissioners. 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 explanation 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 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 accordance 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 130 of the 2011 Act; and
- to prepare accounts which accord with the accounting records and to comply with the accounting requirements of the 2011 Act

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.



**Silvia Vitiello**  
**For and on behalf of Moore Kingston Smith LLP**  
Chartered Accountants

4 Victoria Square  
St Albans  
AL1 3TF

Date: 30/9/19

**Central London Samaritans**  
**Statement of Financial Activities**  
**Year ended 31 March 2019**

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2019 £	Unrestricted Funds £	Restricted Funds £	Total Funds 2018 £
<b>Income and endowments from:</b>							
Donations and legacies	2	268,195	107,500	375,695	214,331	26,000	240,331
Charitable activities	3	-	-	-	86,250	-	86,250
Investments		275	-	275	-	319	319
Other trading activities	4	41,244	2,046	43,290	23,053	-	23,053
Total		309,714	109,546	419,260	323,634	26,319	349,953
<b>Expenditure on:</b>							
Raising Funds	5	(65,647)	(1,363)	(67,010)	(63,562)	(174)	(63,736)
Charitable activities	6	(268,809)	(78,483)	(347,292)	(382,292)	(45,496)	(427,788)
Other	7	(14,088)	(1,784)	(15,872)	(12,041)	(819)	(12,860)
Total		(348,544)	(81,630)	(430,174)	(457,895)	(46,489)	(504,384)
<b>Net income</b>		(38,830)	27,916	(10,914)	(134,261)	(20,170)	(154,431)
Transfers between funds		-	-	-	-	-	-
Other gains and (losses)		-	-	-	2,848	-	2,848
Net movement in funds		(38,830)	27,916	(10,914)	(131,413)	(20,170)	(151,583)
<b>Reconciliation of funds:</b>							
Total funds brought forward	16	1,761,116	21,062	1,782,178	1,892,529	41,232	1,933,761
Total funds carried forward	16	1,722,286	48,978	1,771,264	1,761,116	21,062	1,782,178

All of the above amounts relate to continuing activities

The notes on pages 15 to 21 form part of these financial statements.

# Central London Samaritans

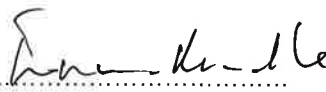
## Balance Sheet


31 March 2019

	Note	2019 £	2018 £
<b>Fixed assets:</b>			
Tangible assets	11	1,135,594	1,177,228
Investments	12	<u>1,000</u>	<u>1,000</u>
Total fixed assets		<u>1,136,594</u>	<u>1,178,228</u>
<b>Current assets:</b>			
Debtors	13	11,610	9,517
Cash at bank and in hand		<u>660,297</u>	<u>628,557</u>
Total current assets		<u>671,907</u>	<u>638,074</u>
<b>Liabilities:</b>			
Creditors: Amounts falling due within one year	14	(37,237)	(34,124)
<b>Net current assets</b>		634,670	603,950
<b>Total assets less current liabilities</b>		<u>1,771,264</u>	<u>1,782,178</u>
<b>Total net assets</b>		<u>1,771,264</u>	<u>1,782,178</u>
<b>The funds of the charity:</b>			
Restricted income funds	16	48,978	21,062
Unrestricted funds	16	<u>1,722,286</u>	<u>1,761,116</u>
		<u>1,771,264</u>	<u>1,782,178</u>

These financial statements were approved and signed by the members of the Board of Trustees on

18/09/2019  
Date

  
Emma Randle  
Chair

  
C Graham-Bell  
Treasurer

CIO Number 1171330



# Central London Samaritans

## Notes to the Financial Statements

Year ended 31 March 2019

### 1 Accounting policies

#### 1.1 Basis of accounting

The financial statements have been prepared in accordance with the Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (The FRS 102 Charities SORP), the Companies Act 2006 and Charities Act 2011.

#### 1.2 Fund accounting

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity. Unrestricted funds include the freehold property.

Restricted funds comprise funds which are subject to specific restrictions imposed by the donor and which are available for the better performance of the charity in accordance with those specific restrictions.

#### 1.3 Incoming resources

The Joint Funding Agreement ended on 31/03/2018. From 01/04/2018 no funding was received from Samaritans Central Charity.

Income received by way of donations and gifts is recognised in the Statement of Financial Activities ("the SOFA") when received.

Covenant, Gift Aid and other income received by the charity in respect of which a claim for repayment of tax has or will be made is grossed up for the tax recoverable and this gross amount recognised in the SOFA.

Legacies are recognised when all the criteria have been met; entitlement when the Board of Trustees has been notified of distribution. The legacy is only formally recorded in the accounts when received.

Investment income is included when received.

Other income is included when received.

#### 1.4 Resources expended

Expenditure is recognised on an accrual basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it related:

- Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes all costs excluding governance costs and costs incurred exclusively in the raising of funds.

- governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the audit fees and costs linked to governance and the strategic management of the charity.

#### 1.5 Fixed assets

Fixed assets (excluding investments) are stated at cost or valuation less accumulated depreciation.

Depreciation is provided on all tangible fixed assets held by the charity for its own use at the following rates

Buildings	-	2% on valuation
Improvements to buildings	-	2% on cost
Fixtures, fittings and equipment	-	12.5% - 25% on cost

Assets with a value of more than £250 are capitalised.

# Central London Samaritans

## Notes to the Financial Statements

Year ended 31 March 2019

### 1.6 Property revaluation

In accordance with the provisions of the SORP the Trustees have elected not to incorporate further revaluations of the property in the financial statements.

### 1.7 Investments

Investments are taken into account at valuation. Valuation is based on market value where securities are quoted and the Board of Trustees values otherwise. Gains or losses are taken to the Statement of Financial Activities.

### 1.8 Pension costs

Central London Samaritans has set up a defined contribution Personal Pension Scheme in respect of all its employees and contributes a fixed percentage of the employees' salaries to this scheme. The assets of the scheme are held separately from those of the charity.

### 1.10 Operating lease agreements

Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are charged as an expense against profits on a straight line basis over the period of the lease.

## 2 Donations and legacies

	2019			2018		
	Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
	£	£	£	£	£	£
Trust and foundation funding	31,000	107,500	138,500	70,650	26,000	96,650
Corporate and major donor funding	48,791	-	48,791	42,853	-	42,853
Community and individual fundraising	64,434	-	64,434	50,034	-	50,034
Legacies	105,250	-	105,250	23,839	-	23,839
Gift Aid	2,620	-	2,620	481	-	481
Donated services	16,100	-	16,100	26,474	-	26,474
	<u>268,195</u>	<u>107,500</u>	<u>375,695</u>	<u>214,331</u>	<u>26,000</u>	<u>240,331</u>

# Central London Samaritans

## Notes to the Financial Statements

Year ended 31 March 2019

### 3 Income from charitable activities

	2019			2018		
	Unrestricted £	Restricted £	Total £	Unrestricted £	Restricted £	Total £
Joint funding	-	-	-	86,250	-	86,250
	-	-	-	86,250	-	86,250

### 4 Other trading activities

	2019			2018		
	Unrestricted £	Restricted £	Total £	Unrestricted £	Restricted £	Total £
Other income	38,484	2,046	40,530	17,333	-	17,333
Lottery income	2,760	-	2,760	5,720	-	5,720
	41,244	2,046	43,290	23,053	-	23,053

### 5 Expenditure on raising funds

	2019			2018		
	Unrestricted £	Restricted £	Total £	Unrestricted £	Restricted £	Total £
Fundraising salaries	43,703	-	43,703	39,982	-	39,982
Other fundraising costs	21,944	1,363	23,307	23,580	174	23,754
	65,647	1,363	67,010	63,562	174	63,736

### 6 Expenditure on charitable activities

#### Operating, Caller Care and Outreach

	2019			2018		
	Unrestricted £	Restricted £	Total £	Unrestricted £	Restricted £	Total £
Staff costs	132,721	34,012	166,733	220,135	34,141	254,276
Telephones	4,855	1,110	5,965	5,498	494	5,992
Conference and training	1,560	-	1,560	52	191	243
Catering costs	333	2,267	2,600	3,110	348	3,458
Volunteer expenses	9,129	3,175	12,304	8,182	1,645	9,827
Printing postage stationery	2,847	463	3,310	2,538	247	2,785
Computer Costs	12,840	3,269	16,109	18,076	1,516	19,592
Maintenance	9,671	5,830	15,501	14,194	1,126	15,320
Bank charges	1,578	82	1,660	383	8	391
Utilities	1,799	5,536	7,335	5,171	604	5,775
Business Rate	592	4,025	4,617	3,423	1,068	4,491
Cleaning	4,391	12,597	16,988	16,449	1,578	18,027
Business Insurance	487	3,923	4,410	3,759	404	4,163
Senior Staff recruitment	-	-	-	6,720	-	6,720
Professional fees and costs	37,118	2,194	39,312	33,681	2,126	35,807
Depreciation	48,888	-	48,888	40,921	-	40,921
	268,809	78,483	347,292	382,292	45,496	427,788

### 7 Other expenditure

	2019			2018		
	Unrestricted £	Restricted £	Total £	Unrestricted £	Restricted £	Total £
Governance costs:						
Independent examination fee	3,640	-	3,640	3,500	-	3,500
Interim/Branch director costs	943	-	943	2,306	-	2,306
Committee meeting costs	3,702	-	3,702	1,384	819	2,203
Overprovision of branch contribution	(2,413)	-	(2,413)	(5,515)	-	(5,515)
New branch contribution	8,216	1,784	10,000	10,366	-	10,366
	14,088	1,784	15,872	12,041	819	12,860

# Central London Samaritans

## Notes to the Financial Statements

Year ended 31 March 2019

<b>8 Staff costs</b>	<b>2019</b>	<b>2018</b>
	<b>£</b>	<b>£</b>
Total staff costs were as follows:		
Wages and salaries	189,846	270,783
Social security costs	15,261	19,317
Pension costs	5,329	4,158
	<u>210,436</u>	<u>294,258</u>

No employees received emoluments of more than £60,000.

### Particulars of employees:

The average number of employees during the year by function was as follows:

	<b>2019</b>		<b>2018</b>	
	<b>Full Time</b>	<b>Part Time</b>	<b>Full Time</b>	<b>Part Time</b>
Employees	4	4	5	4

### 9 Management Committee Members' Remuneration and Expenses

No member of the Board of Trustees was remunerated for services as a Trustee.

Trustees, the Branch Director and the Advisory Directors only received reimbursement of agreed expenses (2018: £nil).

### 10 Indemnity Insurance

The Samaritans has centrally effected professional indemnity insurance to protect employees, Trustees, Directors and other volunteer members of all Samaritans Branches. This cost is not recharged to the Branch.

# Central London Samaritans

## Notes to the Financial Statements

### Year ended 31 March 2019

#### 11 Fixed assets

	Freehold Property	Fixtures & Fittings	Freehold improvements	Total
Cost or valuation	£	£	£	£
At 1 April 2018	1,050,000	163,764	692,232	1,905,996
Additions	-	7,254	-	7,254
Disposals	-	-	-	-
<b>At 31 March 2019</b>	<b>1,050,000</b>	<b>171,018</b>	<b>692,232</b>	<b>1,913,250</b>
<b>Depreciation</b>				
At 1 April 2018	420,000	132,097	176,671	728,768
Charge for the year	21,000	14,041	13,847	48,888
<b>At 31 March 2019</b>	<b>441,000</b>	<b>146,138</b>	<b>190,518</b>	<b>777,656</b>
<b>Net book value</b>				
<b>At 31 March 2019</b>	<b>609,000</b>	<b>24,880</b>	<b>501,714</b>	<b>1,135,594</b>
At 1 April 2018	630,000	31,667	515,561	1,177,228

The charity's freehold premises at 46 Marshall Street, London W1V 1LR were revalued as at 30th March 1998 by Messrs David Manzi's Associates, Consultant Surveyors and Valuers, on an open market value basis in accordance with the Guidelines issued by the Royal Institution of Chartered Surveyors. The Board of Trustees then received an informal indication that the current value of the premises based on a rental yield was in the region of £2.5million.

The historic cost of the freehold property (shown above at £1,050,000) and excluding improvements is £777,649.

#### 12 Investments

	2019 £	2018 £
Market value at 1 April 2018 & 31 March 2019	1,000	1,000
Historical cost at 1 April 2018 & 31 March 2019	1,000	1,000

This comprises 1,800 shares of 1p each in Helpcards Holdings Limited, which is 0.31% of the share holdings. It is a company incorporated in England.

# Central London Samaritans

## Notes to the Financial Statements

Year ended 31 March 2019

### 13 Debtors

	2019 £	2018 £
Other debtors	2,252	-
Prepayments	9,358	9,517
	<u>11,610</u>	<u>9,517</u>

### 14 Creditors: Amounts falling due within one year

	2019 £	2018 £
Trade creditors	18,456	12,061
Tax and social security	3,961	6,244
Accruals and other creditors	14,820	15,819
	<u>37,237</u>	<u>34,124</u>

### 15 Commitments under operating leases

At 31 March 2019 the charity had annual commitments under non-cancellable operating leases as set out below.

	2019 £	2018 £
<b>Operating leases which expire:</b>		
Within 1 year	1,248	1,248
Within 2 to 5 years	936	2,184
	<u>2,184</u>	<u>3,432</u>

### 16 Funds

	Balance at 1 Apr 2018 £	Incoming resources £	Outgoing resources £	Transfers, gains and losses £	Balance at 31 Mar 2019 £
Restricted funds	21,062	109,546	(81,630)	-	48,978
Unrestricted funds:					
General funds	1,761,116	309,714	(348,544)	(200,000)	1,522,286
Designated funds	-	-		200,000	200,000
Total funds	<u>1,782,178</u>	<u>419,260</u>	<u>(430,174)</u>	<u>-</u>	<u>1,771,264</u>

**Restricted funds** comprised funds that can only be spent in accordance with the donor's intentions.

**Unrestricted funds** comprise all other funds, including the value of the freehold property. Current asset held within these funds are available for the ordinary purposes of the charity.

**Designated funds** relate to the estimated costs associated with the temporary physical relocation of some of the charity's activities due to the building/refurbishment work being carried out in the property adjacent to the Branch.

# Central London Samaritans

## Notes to the Financial Statements

Year ended 31 March 2019

### 17 Analysis of net assets between funds

	Unrestricted Funds £	Restricted Funds £	Total £
Tangible fixed assets	1,135,594	-	1,135,594
Investments	1,000	-	1,000
Current assets	622,929	48,978	671,907
Current liabilities	(37,237)	-	(37,237)
			-
<b>Total Funds</b>	<b>1,722,286</b>	<b>48,978</b>	<b>1,771,264</b>