

Central London Samaritans

**Annual Report and
Financial Statements**

31 March 2023

Charity number 1171330

**Central London Samaritans
Annual Report and
Financial Statements**

Year ended 31 March 2023

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Central London Samaritans

Legal Information

Year Ended 31 March 2023

LEGAL INFORMATION

Founder

The late Prebendary Dr Chad Varah CH, CBE.

Chair and Branch Director ('Single Branch Leader')

Amy Kohealtee, Trustee until 9th April 2023, Jane Little from 10th April 2023 as acting Chair and Branch Director.

The Trustees

Amy Kohealtee, Chair and Branch Director – maternity leave from 1st April 2022 to 1st August 2022, stepped down from post in April 2023.

Jonathan Grunewald, Trustee and Secretary – co-opted November 2021, re-elected October 2022

Simon Denyer, Trustee, Treasurer - re-elected October 2022.

Catherine Bourne, Trustee – re-elected October 2022.

Alice Langley, Trustee – re-elected October 2022, stepped down 30 June 2023

Lily Kitchen, Trustee – re-elected October 2022.

Jeremy Marcus, Trustee – re-elected October 2022

Hannah Scott, Trustee – elected October 2022.

Jane Little, Trustee and Deputy Branch Director, retired October 2022, co-opted March 2023

Heather Barker, Trustee and Interim Branch Director – appointed 10th July 2023

Trustees who retired at our AGM on 19 October 2022

Heather Barker

Samuel Harrison

Jessica Gane

Jane Little, Deputy Branch Director – Co-opted March 2023

Advisor to the Board of Trustees

Cynthia Pearce, special Advisor.

Registered Charity Number: 1171330.

Constitution dated: Charitable Incorporated Organisation (CIO) registered 26 January 2017 - effective from 1 April 2017.

Registered Address and Telephone Number: 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 2023

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 1 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. CLS fulfils its charitable aims under an Operating Agreement with the Samaritans Central Charity ('SCC') the purpose of which is to make sure that all services provided are of a consistently high quality and that we work effectively together to support our callers. In addition, the SCC are responsible for determining the overall strategy of the wider organisation and providing direction and support to all branches across the broad aspects of service, access, influence and evidence.

CLS has been fully self-funding since 1 April 2018. The majority of CLS's income during the year ended 31 March 2023 was generated through voluntary donations and grants which were raised independently by the branch. CLS does not receive grants or donations from the wider Samaritans organisation.

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, the Secretary, the Treasurer and up to eight elected members 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 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, training material is made available to newly appointed trustees on their roles and responsibilities to supplement an online training program created by Samaritans. Further ongoing training is arranged, for trustees individually or the Board of Trustees as a whole, when deemed necessary.

During the year ended 31 March 2023 the Board of Trustees formally met eleven times and together with specific working parties, discussed and planned in detail the strategic direction of CLS and oversaw the charity's effective and efficient operation.

The Branch Director

The Branch Director of the charity is selected through a consultative process involving all branch volunteers and representatives of the SCC. A 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 and may also select a Deputy Branch Director. The posts of Branch Director, Deputy Branch Director and Deputy Directors are voluntary and unpaid.

In accordance with our constitution, the role of Branch Director is ordinarily restricted to a three year term. The Branch Director during the year was Amy Koheeeallee, except during a period of maternity leave (1st April 2022 to 1st August 2022) during which time Jane Little, Deputy Branch Director, performed the role.

Central London Samaritans Annual Report of the Trustees Year Ended 31 March 2023

A key 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 position of Branch Director was assisted by a small team of paid full-time staff who are responsible for the day-to-day operations of the branch. The staff team provide support for the volunteer rota, outreach in the community, recruitment, training and support of volunteers, fundraising, administrative functions and management of branch facilities and premises which are open and utilised 24 hours a day.

Deputy Director Team

The Branch Director is supported by a team of deputy directors, all of whom are themselves volunteers. Each deputy director acts as a lead volunteer in their particular area of expertise covering the following operational areas: Webchat, Email, Communications, Transferees, Volunteer Support, New Volunteers, Homeless Outreach, Core Training, Recruitment & Selection, Onsite Support, Peer Support, Prisons, Continuous Development, Onsite Support and Quality Hub. The Branch Director, Deputy Branch Director and deputy director team meet monthly during the year (or more frequently as required) to monitor and discuss the operational performance of the branch. This team together with the Trustees form the Branch Leadership Team who meet every quarter.

OBJECTIVES AND VALUES

Samaritans' Vision, Mission and Values (which the charity fully supports) are set out in its document *Samaritans' Strategy 2022-2027*.

Our Vision

Samaritans' Vision is that fewer people die by suicide.

Our 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 behavior.

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.

Our 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

Our volunteers are available to provide support by telephone and written word 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 (although the pandemic restricted our ability to do this for a period) and offer emotional support outside of the branch by way of numerous outreach projects within the local community. We have provided this support to our callers and visitors since establishing in 1953. Hence, we are now in our 70th year of providing emotional support to those in need, no appointment required and all free of charge.

Central London Samaritans Annual Report of the Trustees Year Ended 31 March 2023

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REVIEW OF OUR ACTIVITIES

Our Work

Our primary aim has always been that our volunteers are available at any time of the day or night to provide non-judgmental, confidential emotional support for callers who experience a range of feelings including loneliness, isolation, anxiety, despair, fears about financial problems or relationship breakdowns and just need someone to talk to. We respond not only to phone calls, but contact by email, webchat and face-to-face callers at our branch in the City of Westminster as well as taking our services to vulnerable individuals and marginalised communities at highest risk of suicide. We remain one of the few truly 24/7 support services, available free of charge to anyone, with no appointment or waiting lists. We know that the element of human interaction is important to callers: research has shown that our callers value having someone real to communicate with, listen to and be there for them at any time of the day or night.

The work we do is undertaken by around 400 volunteers - listening and support volunteers - who are recruited and trained in their specific roles. We are, and always have been, a volunteer-led charity with all our support mechanisms being provided by highly trained volunteers. In addition, many volunteers take on extra responsibilities by taking the lead on, and helping with, recruitment, training, outreach programs, 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.

We maintain close contact with and attend meetings of a number of suicide prevention groups within the boroughs that we serve. Through our attendance we can offer help and support to the initiatives being driven by these groups and, where relevant, offer our views on how best to achieve our shared goals. We also partner with other organisations and charities to provide our service in a coordinated, meaningful way which caters for their specific needs – eg Network Rail, City of London Police, Cruse Bereavement Care, HM Prison Service, London Ambulance Service.

Listening to London – Building on Past Successes

In many ways the year under review may be characterised as a continuation of societies ‘re-emergence’ from the various impacts of the COVID-19 pandemic coupled with the significant difficulties associated with the well documented cost-of-living crisis. However, in addition to these external stresses, we also suffered a serious water leak in the roof of our branch premises in November 2022. The challenges posed by these factors are summarised below:

Challenges

Pandemic - Although we have been successful in rebuilding our volunteer numbers back up to pre-pandemic levels, we have found the impact of the pandemic on certain fundraising activities to be more enduring than envisaged.

Fundraising events of a community nature (eg theatre collections, participation in marathons and similar sporting events and our annual Advent Celebration) resumed as planned and were well attended. Other income generation opportunities such as awareness and fundraising events, particularly during the festive period, at the major railway stations in London did not fare so well. Reduced footfall across many parts of London, and in particular the main commuter railway stations remains and resulted in lower numbers at these events. However, it was fantastic to be able to engage with the public and listen to live choirs entertain those who were travelling into the capital.

The opportunities for meeting room hire to external organisations remained severely curtailed for the majority of the year. We are beginning to see a pick-up in demand despite changes in peoples working habits and use of technology so are hopeful that this might return as a reliable, ongoing, income stream.

Cost-of Living Crisis - suicide is complex and is rarely caused by one thing. However, there is strong evidence of associations between financial difficulties, mental health and suicide. Struggling to make ends meet can lead to feelings of anxiety and shame. These feelings can themselves impact our motivation and ability to manage our money, and some people may experience a sense of entrapment or loss of control. All these feelings are associated with suicide. These stress factors will not be experienced by everyone equally, with those already in lower income households or with pre-existing mental health conditions likely to be among those worst impacted.

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High levels of inflation impact everyone, as the prices of household necessities like energy and food increase. But, this impact will not be equal – people with the lowest levels of income will be hardest hit, and we know that people in this group are already at higher risk of suicide. People among the poorest 10% of society are more than twice as likely to die from suicide compared to the wealthiest 10% of society. The reasons for this go beyond the current crisis, covering a wide range of issues. However, the cost-of-living crisis will put further pressure on people who are already at greater risk of suicide. As prices rise, people may be more likely to find themselves in debt simply to pay for essentials. Unmanageable debt is a risk factor of suicide, with a 2018 study finding that 23% of people who attempted suicide in the year prior were in problem debt.

The pandemic served to magnify risk factors associated with suicidal feelings and self-harm, creating a backdrop of heightened insecurity as well as significant emotional stresses. The addition of acute financial difficulties associated with the cost-of-living crisis only serve to increase the risk factors associated with poor mental health and, ultimately, feelings of despair and desperation. Unfortunately, these factors are likely to hit vulnerable groups hardest. It is essential that vulnerable people are given the support they need before they reach crisis point. That is why we are here to listen. Whatever you're going through, whether that be worried about the cost of living or anything else, a Samaritan is there to help. We are here 24 hours a day, 365 days a year to provide non-judgmental support – we are here for anyone who needs someone.

Roof leak in November 2022 - Our volunteers are known for their compassion but are also highly resilient. This resilience was tested in early November 2022 when we suffered a serious water leak in the roof of our branch building. This occurred during a period of persistent rain and, due to safety concerns, we took the very difficult decision to temporarily close the building to volunteers - this being the first time in the branch's history that we were not open to callers.

This episode presented a significant challenge for our branch and also meant we had to find a temporary location to continue our services. Through the incredible efforts of our team and the amazing generosity of a local business (Arup UK), we were able to temporarily relocate our duty room within two weeks of the initial leak occurring and return to 24/7 support not long after. This was very important as it enabled us to continue taking calls from people while allowing us the time and space necessary to rectify our premises. Following completion of the rectification work to our premises, we moved back to our Marshall Street base in mid-February and resumed a 'normal service'.

It took an immense effort from our staff team and volunteers to deal with the many and varied challenges. Communication, relocation of equipment and managing volunteer shift rotas during the initial move to Arup's premises were perhaps the most challenging and achieved largely due to the efforts of our staff team. Equally, managing the actions required to rectify the leak damage and prepare our premises for re-opening was a major task which our staff team handled with energy and dedication. We are enormously grateful to Arup UK and our own team who worked tirelessly to ensure the disruption to our service was minimized.

Specific Areas of Focus

In terms of the support we provide to vulnerable and higher risk groups outside of our branch we were able to make progress in the following areas:

Time to Talk, Time to Listen – many organisations have become increasingly concerned about the mental wellbeing of their staff. In response to various requests for our help from external organisations, we developed materials suitable for on-line sessions hosted by our highly trained volunteers to support emotional and mental wellbeing in the workplace. Broadly, these sessions are led by one of our trained volunteers and look at the many and complex issues faced by staff (tailored to the specific needs of the organisation) and how effective listening can make a difference. Importantly it looks at ways in which we can take care of ourselves and our own wellbeing while having the confidence and skills to open up conversations with, and provide support to, others. More recently these sessions have been reverting to in-person groups and through our ability to offer both on-line or in-person sessions we have dramatically expanded the reach of this program (see Output paragraphs below).

Facing The Future – The impact of suicide can be devastating. It can cause intense feelings of grief for loved ones, communities and workplaces. One in ten people who are bereaved by suicide go on to have suicidal feelings. Here at CLS we have worked in conjunction with CRUSE Bereavement Care for many years, running group sessions for those bereaved by suicide to ensure that they are properly supported. We took on the nationwide development and expansion of the program during 2022 through the use of on-line technology. During the period under review, we successfully applied for and received funding to support a part-time administration role to ensure the significant logistical challenges of administering this program can be properly resourced.

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This should enable our highly trained and experienced volunteers to focus their time on supporting the individual groups thereby increasing the number of people to whom we are able to offer support.

Prisoner Listener Scheme – people in prison are significantly more likely to die by suicide than people in the general population. As part of our commitment to reducing suicide, we train selected prisoners to provide emotional support to their peers, by becoming 'Listeners'. Our volunteers work with prison staff to select and train people in prison who have shown an interest in becoming a Listener. Listeners are prisoners who provide confidential emotional support to their peers who are struggling to cope or feeling suicidal. On completion of their training, Listeners receive a certificate and agree to follow our policies and values. Listeners receive regular support and meet with our team of volunteers on a weekly or fortnightly basis. We support two London prisons in this way (HMP ISIS and HMP Brixton) and continue to build our team of volunteers who provide this vital support.

Custody Suites – having launched this outreach activity last year, we continue to provide support to people held within police custody suites. Our volunteers attend Bishopsgate Police station twice a week to provide support where needed. In addition, we have provided training to some of the attending police officers themselves to try and help them manage some of the situations they face.

Two further areas of focus regarding activities within our branch were:

Drop-in Callers at our Branch – we re-opened this element of our support service in June 2022. It enables us to see face-to-face visitors, no appointment necessary, no waiting lists at our branch in Westminster, 12 hours a day, every day of the week. Pre-pandemic, we would typically see c. 4,000 people a year through this support route. Our aim remains to build this up to previous levels so we can provide life-saving support to all those that wish to visit us in-person. Sadly, the flood referred to above resulted in a temporary suspension of this service, but it has now fully resumed following our move back to our premises in February 2023.

Training of new and existing volunteers – The training that our volunteers undertake is renowned in the sector and well respected nationally with our volunteering systems and procedures embedded across the organisation for 69 years and now examples of best practice. Alongside the ongoing recruitment and training effort which typically results in around 100 new listening volunteers a year, there were three specific areas of focus. Firstly, training classes specifically aimed at volunteers interested in night watch shifts as this is when demand tends to be highest. Secondly, training of additional mentor, on-site support and outreach team volunteers which is a key part of our volunteer support model and ability to serve local community groups. Thirdly, preparing volunteers for the re-opening of our drop-in service as many (around 130) had never experienced this face-to-face support contact before.

Inside the Branch – Output

In terms of output, during the year ended 31 March 2023, CLS volunteers responded to 41,674 calls for help through calls to our helpline (33,459) and written word (8,215). The overall numbers of in-branch support through these services reduced by 20% year-on-year largely due to an enforced temporary relocation during the period which impacted us for almost 3 months and required a scaling back of the number of volunteers available on shift.

Under 'normal circumstances' our Face-to-Face service, where people can simply knock on our doors between 9am to 9pm every day without appointment accounts for up to 40% of the face-to-face visits across the Samaritans organisation. Being centrally located in London offers a convenient and accessible position for Londoners struggling to cope. Typically, pre-pandemic, we would expect to support c.4,000 callers annually via this service. This year has seen further disruptions to this service as, having reopened fully in June 2022, Four months later, the temporary relocation noted above resulted in further difficulties.

However, we did manage to support 670 people during the period and, as at 31 March 2023, the service was fully up and running again being available 12 hours a day, every day between the hours of 9am and 9pm.

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Outside the Branch – Output

Certain groups of people have heightened vulnerability to suicide which require a tailored range of interventions.

We proactively reach out to these high-risk communities, including the homeless, men in custody and people bereaved by suicide.

Homeless - our Homeless Team attend homeless food drops in Westminster each week providing support which gives individuals a unique opportunity to be heard and explore their feelings, often at a point of personal crisis. Having resumed this program in August 2021, this year we have been able to provide emotional support to 504 individuals in this environment. We also have materials and virtual sessions that can be used to support the staff in homeless centres as we look to engage with those involved in their care.

Men in Custody - as part of this work, our volunteers train selected prisoners to become 'Listeners' in a prison setting. Our volunteers support these 'Listeners' who themselves provide support to the inmates at Brixton and Isis Prison. Having returned to face-to-face visits to the two prisons we were able to progress the selection and training of new Listeners. This service enabled Listeners to support 408 calls for help (in a prison setting) from prisoners in Brixton and Isis.

People bereaved by suicide – our pioneering partnership with CRUSE Bereavement Care (Kensington & Chelsea) provided emotional support to 235 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 program called Facing the Future. We are also proud to report that this initiative has been expanded across the UK and Ireland via the use of online technology through which we aim to run c. 50 separate groups across a 12 month period.

Time to Talk, Time to Listen – the development and take-up of this 'awareness training' for external organisations has been extremely important as mental health and wellbeing in the workplace suffered during the pandemic. This year, we completed 58 separate sessions which directly reached 1,580 attendees across a variety of organisations in both the private and public sector (see section below). Some of these sessions were recorded for further transmission within the particular organisation, thereby increasing the reach to significantly more people.

Working to Reduce Suicide Across London

Our work in London is vital. Thrive LDN has previously reported that 2 million Londoners experience poor mental health every year. Half of the people living in London report feeling anxious and Londoners report lower levels of life satisfaction and feelings of self-worth than the national average. Sadly, on average, 12 people a week die by suicide in London and for every suicide death another 6 to 60 people at least are thought to be directly affected. Along with the loss of life, the psychological impact on family, friends, colleagues, witnesses, emergency services staff and unwilling participants (eg train drivers) is immeasurable.

We continued to develop listening skills and emotional and suicide awareness training suitable for delivery via virtual or in-person sessions. Employers see an increasing need for a greater understanding of mental health and suicidal behaviour. Many recognise the importance of understanding the warning signs of suicide and ways to approach colleagues in distress and are keen to ensure their staff have appropriate skills and confidence to do so.

During the year under review our volunteers have delivered this type of training to many types of organization including Conway, St Georges Hospital, Westfields, the Ministry of Justice, Haysmcintyre, Capital Group, Bond Group, Alvarium, City of London Police, Royal Masonic Benevolent Fund, Equifax, the Bank of England, City Mental Health Alliance, Department of Transport, Tao Group, Oliver Wyman, Centrepoint Supervisors, Financial Conduct Authority, Balfour Beatty and Arup UK.

We work with and offer support to other Westminster based charities, including Under One Sky, Night Stars, Nightline (Fitzrovia) and Westminster Advice Forum (run by the Westminster Citizens Advice Bureau). And we work with other London-wide organisations such as the Met Police.

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We are also key members of suicide prevention teams which incorporate Westminster within their remit such as Rethink Mental Illness (we sit on their Steering Group and Suicide Prevention Group), Kensington, Chelsea and Westminster Suicide Prevention Group and the Security Consortium for the Prevention of Suicide (This group is newly formed and looks at suicide prevention in the security industry, eg the police, and we are in discussions about delivering sessions to all of the consortiums members).

Through the above initiatives we aim to 'live' key Thrive objectives. Simply, we aim to spread knowledge, skills and support so that people can better look after themselves and their neighbours.

Our Impact

By virtue of 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 difficult area for precise analysis on an ongoing basis. However, we do carry out point-in-time surveys of both our own listening volunteers and our callers where they are willing to participate.

The most recent survey of our callers took place in 2020. In summary, the findings were:

Why Samaritans

- callers said the immediate availability of our support sets it apart from other services. The helpline gives them the chance to talk to someone straight away when they need it, even in the middle of the night. There are no waiting lists and they don't have to wait to be called back;
- callers also appreciate that there is no set time limit, so they can take the time they need to talk things through and they know they can call again if they need to; and
- callers value our services because it is available 24/7, anonymous, confidential, non-judgemental and provides an opportunity for human contact.

Our impact on distress and suicidality

- for all callers, on average, there was a significant reduction in levels of distress from the start to end of a call, and from the start of a call to one week later;
- most callers felt their call helped them to manage their own level of distress and suicidal thoughts or feeling;
- a week after calling us, seven out of ten callers said they were feeling better, and that their call had contributed to this; and
- 70% of respondents who felt suicidal stated that contacting us influenced their decision not to end their life at that time.

Our impact by talking and listening

- most callers said calling us helped them feel listened to and understood. Calling helped them see that they had options and they felt more able to make choices. It also gave people more hope for the future and made them feel like they could cope with everyday life. Some said it made them feel calmer and less lonely.

The most recent survey of our caller concerns was carried out in June 2022 and highlighted that the top three concerns mentioned by callers that reached out for emotional support were mental health, family and isolation.

These pieces of research provide us with evidence about the positive impact of our emotional support services but also identify areas of concern which are acknowledged to have been exacerbated by the impact of the pandemic and cost-of-living crisis on suicide risk. Both have been used to inform the strategy of the wider organisation as well as specific areas of focus around service development, training materials and information provided to callers.

Awareness Raising

Our awareness raising activities are a key feature of our work whereby we focus our efforts on settings known to experience high numbers of suicide, such as main line rail stations, alongside a targeted talks program reaching out to vulnerable communities across central London. Equally we target large scale events such as the Pride and Black Pride in London to raise awareness of our service and offer emotional support where necessary. There are also organisation-wide events every year that we take part in such as 'Brew Monday' in January and The 'Big Listen' in July.

Central London Samaritans Annual Report of the Trustees Year Ended 31 March 2023

We hold fundraising events which also serve to raise awareness in the form of *Sing for Samaritans* at main line railway stations which, this year, included Charing Cross, Kings Cross, London Bridge, Fenchurch Street and Paddington stations.

Further awareness raising via social media and on-line platforms took place around established events like Mental Health Awareness Week, World Suicide Prevention Day and World Mental Health Day to reach out to different audiences and give talks about the service we provide as well as offering emotional support in general. In this way we reach 1,000's of people through our talks but many times more through the awareness raising that the larger events provide.

This year we were fortunate to receive support from Sarah Millican and Alfie Boe which enabled us to have a presence at one or more of their shows at which they raise awareness of what we do and we have volunteers present with leaflets and, of course, the ability to take donations. Other events our volunteers attended in order to raise awareness during the year included the Women of The World Festival at the Royal Festival Hall, University freshers fairs at the Fashion Retail Academy and Kings College, Time to Talk Service at St Martin in the Fields, Black Mental Health campaign event by Bella Rareworld, Inspiring Communities – reaching men at Ebury Edge community hall, Veterans Outreach at the Royal Hospital Chelsea, NSPA Conference and Vigil for Brianna Ghey in Soho Square.

Our People

Our Volunteers

We are a volunteer-led organisation so our core strength lies in our volunteers. During the year under review, we received 1,673 enquires from people who wished to be considered for our volunteer training program. Having transitioned our training processes, materials and classes to an on-line environment during 2020-21, we currently run a hybrid model whereby some elements of in-person group training have been re-introduced which we believe is hugely beneficial to the attendees. Using this approach, we ran 8 selection days which resulted in the commencement of 9 separate CORE Training classes and 90 newly trained listening volunteers.

Each of these classes typically consists a number of 'classroom' modules totaling 21 hours of training plus a further 5 hours of self-learning time. Additional training time and mentoring requirements result in each new listening volunteer undertaking a total of 62 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 help in a variety of areas such as administration, fundraising and consultancy also receive that same first stage training to help them understand the roles of the listeners.

We run a 24/7 shift pattern to ensure that there is always someone here to support our callers, day or night. There have been many reasons following the pandemic which will have contributed to volunteers taking a leave of absence – health, family changes, leaving London as work-from-home became available, changes of circumstances, reduced free time etc. Despite this, in terms of active listening volunteers, the average number of active listening volunteers during the year remained largely unchanged at 346 (prior year average 348). However, the period end number of 329 as at 31 March 2023 compares to 366 active listening volunteers as at 31 March 2022. Hence, one of our key goals over the near term is training of new volunteers.

Our Staff Team

Our staff team of six full time equivalents provide support services to the Branch Director, board of Trustees and volunteers covering areas such as IT, building and facilities management, office administration, financial management and co-ordination of volunteer recruitment, training and rota management. In addition, the staff team are responsible for the digital footprint of our branch, some of the branch's fundraising activities and many of our relationships with external partners which, among other things, helps to promote our services and raise awareness. As described elsewhere in this report, the staff team played a major role in dealing with the impact of temporarily locating our services elsewhere, rectification of our own premises following the water ingress and subsequent re-location back to Marshall Street. They did this with drive and determination.

Central London Samaritans Annual Report of the Trustees Year Ended 31 March 2023

We are immensely grateful to all our volunteers and staff for their unwavering support and dedication during another challenging year.

Our Building

46 Marshall Street has been our home since 1987. Our location in the heart of Soho is accessible to callers and volunteers alike. The accessible location and facilities allow us to recruit, train and support volunteers from across London; volunteers who enable us to continue to fulfil our charitable aims and mission.

We have reported previously on the protracted hiatus in activity which the COVID-19 pandemic caused and that, after extensive consultation with the branch, a detailed planning application and listed building consent application for a comprehensive refurbishment and a small extension to Marshall Street was drawn up, submitted and approved by March 2022. Post-Covid and following the onset of the well documented cost-of-living crisis, it became apparent that fund raising to cover these refurbishment plans was not achievable, as over time the costs had grown to over £3.5m due to global issues affecting the supply chain, labour shortages and rising material costs. The philanthropic landscape had also changed along with the macro-economic outlook and there was little appetite identified to fund such a project.

Although hugely disappointing, the trustees proceeded to examine two alternative options. Firstly, a partial refurbishment to protect the fabric of the building and its working parts and to ensure safety of the building and services for a 5 to 10 year period and/or until such time that a substantial capital fund raising campaign could be undertaken and, secondly, to explore a potential move to a suitable new premises funded by the sale of Marshall Street. After much consideration and debate the trustees resolved to further explore the second option and are currently progressing this.

Risk Management

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

- Governance - health and safety, management, staffing and organisation structure, reputational factors and compliance with legal requirements;
- Finances - funding, financial policies and practices, cost performance versus budget, external financial climate and the utilisation of reserves;
- Operations - service delivery, caller and volunteer support, confidentiality and sensitive information; and
- Volunteer training, staff development and employment policies.

Whilst it is acknowledged that most fundraising activities have shown signs of recovery, there remains a degree of uncertainty over the potential impact that the wider cost-of-living issues may have on future fundraising opportunities in general. The Board of Trustees has reviewed forecast cash flows and budgets for the coming year taking into account the likely impact on fundraising activity as well as the prevailing level of free reserves. We are satisfied that the charity has sufficient resources to remain financially sustainable for the foreseeable future.

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;
- Purchasing 'green' catering and stationery supplies where possible;
- Purchasing bamboo toilet paper, tissues and hand towels; and
- Using a 'green' energy supplier.

The charity's approach to the environment is reviewed periodically by the Board of Trustees and the Director Team. In addition, the Centre Manager completes an annual review of matters relating to Health & Safety.

Central London Samaritans Annual Report of the Trustees Year Ended 31 March 2023

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.

FINANCIAL REVIEW

Funding

Central London Samaritans is affiliated to but financially independent from the wider Samaritans organisation. We receive no income from the wider organisation and, indeed, have been fully financially independent for the last 5 years over which time we have raised £1.94m, an average of £387,000 per year. This has been achieved through the efforts of our own staff and volunteers and of course the amazing support from our varied donor base.

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 changing needs of Londoners. We endeavor to introduce and maintain diversity within our mix of funding across various sources. Typically, we might expect one third of our funding to come via trusts & foundations, up to 25% through individual giving and community events, 20% through legacies, 10% through corporate relationships and a further 10% through commercial activities such as room hire and workplace training. The fundraising target in any one particular year is influenced not only by our service plans but also by the level of free reserves we hold as these may fund our running costs in accordance with our stated reserves policy.

During the year under review, certain fundraising opportunities continued to re-emerge following the hiatus of the pandemic. Notably, community events and individual giving opportunities grew as public confidence around participation activities returned. Room hire and billable 'training events' also improved as peoples appetite for in-person sessions relating to these areas gradually returned. The only categories of income to fall below that achieved in the prior year were corporate and legacies. Legacies (ie gifts in Wills) are naturally unpredictable so this is not necessarily significant or concerning. Our ability to generate donations from corporate partnerships is somewhat limited by our size and the opportunities we can offer the corporate. This is an area we plan to focus on and make improvements where possible.

In summary, our overall income performance for the year resulted in total income of £375,450, an increase of 7.4% on the prior year. This reflects a stronger performance across most categories which more than offset reductions in income from corporates and legacies.

The general fundraising environment is difficult to predict. Significant cost pressures remain due to the on-going cost-of-living increases which may impact potential donors of all kinds (individuals, corporates and trusts). Volatility in asset returns and investment income may also affect the funds available to grant making organisations.

We will continue to examine opportunities to enhance the charity's financial sustainability as we focus on our partnerships and Outreach work across the seven boroughs we cover. This should ensure our services continue to be available to vulnerable and marginalised groups within the communities we serve and enable us to respond to the needs of our callers and visitors.

Expenditure

To ensure the charity's finances are being properly monitored and managed, the Board of Trustees receives monthly financial reports from the Treasurer. These reports include details of the charity's income and expenditure compared with a pre-approved annual budget, monthly Management Accounts covering the operation of the branch, cash and reserve balances compared with pre-approved policy requirements and other financial analysis. The total expenditure incurred excluding expenditure on the building project and the value of pro-bono services provided increased by 5.0% year-on-year evenly split between staff and non-staff costs. Given the magnitude of external cost pressures during the period, this is considered to be an acceptable outcome. Overall, excluding building project costs, out of every £1 spent, 82p went directly to supporting our charitable services.

The Financial Statements

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

During the year ended 31 March 2023, the charity made an overall deficit of £54,692 (2022: deficit £171,912).

Central London Samaritans Annual Report of the Trustees Year Ended 31 March 2023

This comprises a deficit of £74,463 on Unrestricted funds and a surplus of £19,771 on Restricted funds.

Total income for the year was £375,450 (2022: £349,669). £48,646 of this income was Restricted and £326,804 was Unrestricted. The Unrestricted income includes £12,939 relating to services and goods generously provided free of charge (pro bono) to the charity during the year.

Expenditure for the year amounted to £430,142 (2022: £521,581), including depreciation of £39,640; an amount of £12,939 to balance the 'pro bono' income and £15,307 in respect of spend on our building project funded separately through the utilisation of designated funds.

At 31 March 2023 the charity had cash balances totaling £525,403 (2022: £573,761). £295,090 of this balance was placed in a 32 day notice deposit account, the remainder being in instant access bank accounts.

At 31 March 2023, available Unrestricted Funds totaled £442,043 (excluding fixed assets and investments) and Restricted Funds totaled £55,826.

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 and any funds which have been designated by the trustees for a specific use. Current assets held within unrestricted funds are available for the ordinary purposes of the charity.

Reserves Policy

The Trustees may determine, from time to time, whether there are foreseeable non-recurring expenditures or loss of income specific to a certain event or circumstance and may establish designated reserves to cover these. A designated reserve will therefore be intended for a specific defined purpose over a specific defined period of time and be separate from the Charity's general free reserve.

Over and above such designated reserves, the Charity will hold a general 'free' reserve to cover items of expenditure or shortfalls in income arising from the general operation of the Charity's activities. 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 reserve is intended to ensure that contractual obligations to staff and other third parties can be met in an orderly fashion. In addition to meeting contractual obligations, the general free reserve also serves to provide near-term financial resilience to assist in the planning of and support for the delivery of our charitable activities.

During the policy's annual review, the Trustees' considered various challenges which lie ahead in relation to the fundraising environment in general, the on-going impact of the cost of living crisis, reliance on funding cycles which prevent reapplication within 12 months and future service needs.

The challenges introduced by the pandemic and, more recently, the cost of living crisis, have not abated but equally have not yet shown a significant deterioration in our ability to raise funds from the various and diverse sources which have supported us over recent years. In view of these considerations, the Trustees resolved that there was no need to change the policy. Hence, the general 'free' reserve should be maintained within the range six to twelve months operating costs. For this purpose, operating costs are the highest audited annual total expenditure figure over the most recent three years of operation.

For the avoidance of doubt, the general free reserve comprises the total unrestricted funds less the sum of tangible fixed assets, illiquid investments and any designated funds set aside by the Trustees.

As at 31 March 2023 the unrestricted free reserve totaled £442,043. The audited total expenditure for the year totaled £430,142. The highest audited annual expenditure over the three years ended 31 March 2023 arose in the year ended 31 March 2022 and totaled £521,581. Hence, the general free reserve position represents 10.2 months of expenditure and is therefore within our stated policy. We anticipate that our free reserve balance will reduce further as it contributes towards our operating costs during 2023-24.

The Board of Trustees reviews the reserves policy at least annually or whenever required. The trustees monitor compliance with this policy as part of the monthly Management Accounts reporting.

Central London Samaritans Annual Report of the Trustees Year Ended 31 March 2023

Investment Powers and Policy

The charity's Constitution allows the trustees to invest in any way they consider appropriate. The charity's investment policy is a conservative one which prioritises capital preservation, reduced counterparty risk and liquidity ahead of yield. All cash balances must be placed with reputable UK banks, which are regulated by the PRA/FCA and members of the FSCS (Financial Services Compensation Scheme).

The charity's policy is that it will hold all its liquidity as cash in instant access accounts with reputable UK banks sufficient to cover at least 5 months of operating expenditure. Cash balances in excess of this may be held on fixed term deposit or rolling term deposit (again with reputable UK banks) such that amounts in excess of 5 months but equal to or below 8 months of operating expenditure may be placed on no more than 3 months deposit. Balances in excess of the 8 months requirement may be placed on no more than 6 month deposit.

As at 31 March 2023, total cash balances amounted to £525,403 of which £230,313 was held in instant access accounts and £295,090 was held in a 32 day notice deposit account. Cash held on instant access was £5,982 over and above our minimum policy requirement.

The deployment of cash is kept under review by the trustees in conjunction with advice from the Treasurer and professional advisors where relevant. The Board of Trustees reviews its investment policy at least annually or whenever required. The trustees monitor compliance with this policy as part of the monthly Management Accounts reporting.

THANK YOU

The charity has established a diverse program of fundraising activity which has resulted in generous support from new and existing supporters and donors. The response from donors, supporters and volunteers we receive is truly remarkable and has been particularly so in light of the many and varied challenges posed by the post-pandemic environment and subsequent cost-of-living crisis. So many individuals and organisations offered their help and were incredibly generous in their support.

The charity would like to take this opportunity to especially thank: The Adrian Swire Charitable Trust, The Aird Charitable Trust, Arnold Clark Community Fund, Capital Group, The City of Westminster, CGB Trust, The Co-Op, Elizabeth Frankland Trust, Garfield Weston Foundation, The Gilbert Edgar Trust, Golders Green Foundation, Great Western Railways, LNER, Mrs Smith and Mount Trust, The National Lottery Award for All, Rethink Mental Illness, Shaftesbury PLC, St James's Piccadilly Charity, The Tudor Foundation, The Worshipful Company of Coopers.

The charity is also extremely grateful to: Artemis Services, Arup UK, Breakin Form Films, Burmatex, Camden Carpetright, Cordiale, Dean Kaden, Elsevier Foundation, GIK Acoustics, Gower Consultants, Hotel Café Royal, Hotel Chocolat, Metro Bank, MJF Interiors, Moore Kingston Smith LLP, My Soho Times, Network Rail, Rockspring, Sainsbury PLC, Simmons & Simmons LLP, Tao Group and The Dorchester for their support and to all those who have helped us so generously during the year.

Thank you also to all 'The Friends of CLS' who give so much of their time and support to us whenever we are in need and The Rolling Tones, Gwalia Choir, Royal Opera Chorus and SHE Choir who helped us raise awareness and funds. And of course, thank you to all those who took part in fundraising events for CLS throughout the year – in particular sporting events such as the London Landmarks Half Marathon, the Hackney Half Marathon, the Lake District Challenge and our own Samarathon.

Finally, a big thank you to those who promoted us, ran events with us in mind or invited us to attend their events such as Alfie Boe, Sarah Millican, Bella Rareworld, Neha Jain, Raphaela Papadakis and Vanessa Pilkington.

The year ahead will undoubtedly present its own challenges. We are determined to continue to work together with our funders to meet these challenges and build upon all the amazing support that they have shown us. This, coupled with our unrestricted 'free' reserves balance, gives us confidence that the charity will remain financially stable for the foreseeable future and that we will continue to be there for anyone who needs us, every hour of every day.

**Central London Samaritans
Annual Report of the Trustees
Year Ended 31 March 2023**

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 Events

There were no adjusting or non-adjusting events.

Due to unforeseen personal circumstances, Amy Kohealtee stepped down from the role of Chair and Branch Director with effect from 10th April 2023. Jane Little, Deputy Branch Director, took on the role from that date and, following the initiation of our formal branch director selection process, an Interim Branch Director was appointed on 10th July 2023, namely Heather Barker. Heather will fulfil the role of Chair and Interim Branch Director for 12 months.

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

Jane Little 15.07.2023

Jane Little – Deputy Branch Director

Central London Samaritans
Independent Examiner's Report
Year ended 31 March 2023

Independent Examiner's Report

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31 March 2023.

Respective Responsibilities of Trustees and Examiner

As the charity's trustees, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent Examiner's Statement

The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of ICAEW, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination which gives me cause to believe that in, any material respect:

- (1) the accounting records were not kept in accordance with section 130 of the Charities Act; or
- (2) the accounts did not accord with the accounting records; or
- (3) the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report 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: 19.07.2023

Central London Samaritans
Statement of Financial Activities

Year ended 31 March 2023

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Income and endowments from:							
Donations and legacies	2	301,499	46,550	348,049	300,967	28,250	329,217
Investments		2,117	-	2,117	97	-	97
Other trading activities	3	23,188	2,096	25,284	19,253	646	19,899
Other	3a	-	-	-	456	-	456
Total		<u>326,804</u>	<u>48,646</u>	<u>375,450</u>	<u>320,773</u>	<u>28,896</u>	<u>349,669</u>
Expenditure on:							
Raising funds	4	(60,588)	(419)	(61,007)	(39,361)	(518)	(39,879)
Charitable activities	5	(327,627)	(27,846)	(355,473)	(416,818)	(47,673)	(464,491)
Other	6	<u>(13,052)</u>	<u>(610)</u>	<u>(13,662)</u>	<u>(15,303)</u>	<u>(1,908)</u>	<u>(17,211)</u>
Total		<u>(401,267)</u>	<u>(28,875)</u>	<u>(430,142)</u>	<u>(471,482)</u>	<u>(50,099)</u>	<u>(521,581)</u>
Net income/(expenditure)		<u>(74,463)</u>	<u>19,771</u>	<u>(54,692)</u>	<u>(150,709)</u>	<u>(21,203)</u>	<u>(171,912)</u>
Net movement in funds		<u>(74,463)</u>	<u>19,771</u>	<u>(54,692)</u>	<u>(150,709)</u>	<u>(21,203)</u>	<u>(171,912)</u>
Reconciliation of funds:							
Total funds brought forward	15	<u>1,519,673</u>	<u>36,055</u>	<u>1,555,728</u>	<u>1,670,382</u>	<u>57,258</u>	<u>1,727,640</u>
Total funds carried forward	15	<u>1,445,210</u>	<u>55,826</u>	<u>1,501,036</u>	<u>1,519,673</u>	<u>36,055</u>	<u>1,555,728</u>

All of the above amounts relate to continuing activities

The notes on pages 18 to 24 form part of these financial statements.

Central London Samaritans

Balance Sheet

31 March 2023

	Note	2023 £	2022 £
Fixed assets:			
Tangible assets	10	1,002,167	1,011,741
Investments	11	<u>1,000</u>	<u>1,000</u>
Total fixed assets		<u>1,003,167</u>	<u>1,012,741</u>
Current assets:			
Debtors	12	6,229	6,298
Cash at bank and in hand		<u>525,403</u>	<u>573,761</u>
Total current assets		<u>531,632</u>	<u>580,059</u>
Liabilities:			
Creditors: Amounts falling due within one year	13	(33,763)	(37,072)
Net current assets		<u>497,869</u>	<u>542,987</u>
Total assets less current liabilities		<u>1,501,036</u>	<u>1,555,728</u>
Total net assets		<u>1,501,036</u>	<u>1,555,728</u>
The funds of the charity:			
Restricted income funds	15	55,826	36,055
Unrestricted funds	15	<u>1,445,210</u>	<u>1,519,673</u>
		<u>1,501,036</u>	<u>1,555,728</u>

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

15.07.2023

.....
Date

Jane Little

.....
Jane Little
Deputy Branch Director

S Denyer

.....
Simon Denyer
Treasurer

CIO Number 1171330

Central London Samaritans

Notes to the Financial Statements

Year ended 31 March 2023

1 Accounting policies

1.1 Basis of accounting

The financial statements have been prepared in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102), the Charities SORP FRS 102 (second edition - October 2019) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable

Assets and liabilities are initially recognised at cost or transaction value unless otherwise stated in the relevant accounting policy notes.

Central London Samaritans meets the definition of a public benefit entity under FRS 102.

1.2 Going concern

The Trustees have, at the time of approving the financial statements, a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus they continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 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.

1.4 Incoming resources

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

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.

1.5 Resources expended

Expenditure is recognised on an accruals 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 excludes 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.

Central London Samaritans

Notes to the Financial Statements

Year ended 31 March 2023

1.6 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.

1.7 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.

1.8 Investments

Investments are stated at valuation. Valuation is based on market value where securities are quoted or other valuation techniques approved by the Board of Trustees. Gains or losses are taken to the Statement of Financial Activities.

1.9 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 income on a straight line basis over the period of the lease.

2 Donations and legacies

	2023			2022		
	Unrestricted £	Restricted £	Total £	Unrestricted £	Restricted £	Total £
Trust and foundation funding	83,500	42,550	126,050	76,880	28,250	105,130
Corporate and major donor funding	38,775	-	38,775	53,161	-	53,161
Community and individual fundraising	74,770	4,000	78,770	65,165	-	65,165
Legacies	85,388	-	85,388	96,941	-	96,941
Gift Aid	6,127	-	6,127	5,000	-	5,000
Donated services	12,939	-	12,939	3,820	-	3,820
	<u>301,499</u>	<u>46,550</u>	<u>348,049</u>	<u>300,967</u>	<u>28,250</u>	<u>329,217</u>

Central London Samaritans

Notes to the Financial Statements

Year ended 31 March 2023

3 Other trading activities

	2023			2022		
	Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
	£	£	£	£	£	£
Other income	20,067	1,456	21,523	19,253	646	19,899
Central Charity Funding	3,121	640	3,761	-	-	-
	23,188	2,096	25,284	19,253	646	19,899

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Other income

	2023			2022		
	Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
	£	£	£	£	£	£
HMRC Job Retention Scheme	-	-	-	456	-	456
	-	-	-	456	-	456

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Expenditure on raising funds

	2023			2022		
	Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
	£	£	£	£	£	£
Fundraising staff costs	53,030	-	53,030	33,188	-	33,188
Other fundraising costs	7,558	419	7,977	6,173	518	6,691
	60,588	419	61,007	39,361	518	39,879

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Expenditure on charitable activities

	2023			2022		
	Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
	£	£	£	£	£	£
Staff costs	141,456	21,101	162,557	141,274	31,639	172,913
Telephones	5,323	277	5,600	4,753	1,346	6,099
Conference and training	1,426	1,887	3,313	-	-	-
Catering costs	1,388	36	1,424	1,100	61	1,161
Volunteer expenses	11,391	540	11,931	8,779	5,779	14,558
Printing postage stationery	1,415	79	1,494	1,109	206	1,315
Computer Costs	13,251	684	13,935	18,729	1,770	20,499
Maintenance	22,681	610	23,291	13,546	1,454	15,000
Bank charges	1,352	49	1,401	1,316	116	1,432
Utilities	11,026	405	11,431	7,099	690	7,789
Business Rate	4,117	216	4,333	4,421	367	4,788
Cleaning	16,120	894	17,014	20,416	1,521	21,937
Business Insurance	5,863	264	6,127	4,891	449	5,340
Professional fees and costs	51,178	804	51,982	150,048	2,275	152,323
Depreciation	39,640	-	39,640	39,337	-	39,337
	327,627	27,846	355,473	416,818	47,673	464,491

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Other expenditure

	2023			2022		
	Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
	£	£	£	£	£	£
Governance costs:						
Independent examination fee	4,000	-	4,000	3,960	-	3,960
Committee meeting costs	(50)	113	63	1,251	-	1,251
Branch contribution	9,102	497	9,599	10,092	1,908	12,000
	13,052	610	13,662	15,303	1,908	17,211

Central London Samaritans

Notes to the Financial Statements

Year ended 31 March 2023

7 Staff costs	2023	2022
	£	£
Total staff costs were as follows:		
Wages and salaries	174,601	170,372
Social security costs	12,598	12,893
Pension costs	3,698	3,568
Temporary agency staff	24,076	17,114
Other staff costs	614	2,154
	<u>215,587</u>	<u>206,101</u>

No employee received emoluments of more than £60,000 (2022: none)

Particulars of employees:

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

	2023		2022	
	Full Time	Part Time	Full Time	Part Time
Employees	5.5	-	5.9	-

8 Management Committee Members' Remuneration and Expenses

No member of the Board of Trustees was remunerated for services as a Trustee (2022: nil)

Trustees, the Branch Director and the Advisory Directors only receive reimbursement of agreed expenses in accordance with the charity's expenses policy.

9 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 recharged to the Branch.

Central London Samaritans

Notes to the Financial Statements

Year ended 31 March 2023

10 Fixed assets

	Freehold Property	Fixtures & Fittings	Freehold improvements	Total
Cost or valuation	£	£	£	£
At 1 April 2022	1,050,000	175,748	692,232	1,917,980
Additions	-	6,584	23,482	30,066
Disposals	-	(159,018)	-	(159,018)
At 31 March 2023	1,050,000	23,314	715,714	1,789,028
Depreciation				
At 1 April 2022	504,000	170,192	232,047	906,239
Charge for the year	21,000	4,327	14,313	39,640
Depreciation on dispos	-	(159,018)	-	(159,018)
At 31 March 2023	525,000	15,501	246,360	786,861
Net book value				
At 31 March 2023	525,000	7,813	469,354	1,002,167
At 1 April 2022	546,000	5,556	460,185	1,011,741

The charity's freehold premises at 46 Marshall Street, London W1F 9BF were revalued as at 21st September 2018 by Messrs Gerald Eve LLP, 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 subsequently received an informal indication in September 2018 that the value of the premises based on a rental yield was in the region of £6.1 million.

The historic cost of the freehold property (shown above at £1,050,000) and excluding improvements is £715,714.

11 Investments

	2023	2022
	£	£
Valuation at 1 April 2022 & 31 March 2023	1,000	1,000
Historical cost at 1 April 2022 & 31 March 2023	1,000	1,000

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

Central London Samaritans

Notes to the Financial Statements

Year ended 31 March 2023

12 Debtors

	2023 £	2022 £
Prepayments	6,229	6,298
	6,229	6,298

13 Creditors: Amounts falling due within one year

	2023 £	2022 £
Trade creditors	13,157	14,676
Tax and social security	5,008	3,346
Accruals and other creditors	15,598	19,050
	33,763	37,072

14 Commitments under operating leases

At 31 March 2023 the charity had annual commitments under non-cancellable operating leases as set out below.

	2023 £	2022 £
Operating leases which expire:		
Within 1 year	-	316
Within 2 to 5 years	-	-
	-	316

15 Funds

	Balance at 1 Apr 2022	Incoming resources	Outgoing resources	Transfers, gains and losses	Balance at 31 Mar 2023
	£	£	£	£	£
Restricted funds:					
Ongoing activities	11,055	48,646	(28,875)	-	30,826
Building project	25,000	-	-	-	25,000
	36,055	48,646	(28,875)	-	55,826
Unrestricted funds:					
Fixed assets	1,012,741	-	(39,640)	30,066	1,003,167
Free reserves	489,125	326,804	(346,320)	(27,566)	442,043
Designated funds	17,807	-	(15,307)	(2,500)	-
	1,519,673	326,804	(401,267)	-	1,445,210
Total funds	1,555,728	375,450	(430,142)	-	1,501,036

Restricted funds comprise 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 certain estimated costs associated with building refurbishment work.

Central London Samaritans

Notes to the Financial Statements

Year ended 31 March 2023

15 Funds (continued)

	Balance at 1 Apr 2021	Incoming resources	Outgoing resources	Transfers, gains and losses	Balance at 31 Mar 2022
	£	£	£	£	£
Restricted funds:					
Ongoing activities	32,258	28,896	(50,099)	-	11,055
Building project	25,000	-	-	-	25,000
	<u>57,258</u>	<u>28,896</u>	<u>(50,099)</u>	<u>-</u>	<u>36,055</u>
Unrestricted funds:					
Fixed assets	1,048,360	-	(39,337)	3,718	1,012,741
Free reserves	573,300	320,773	(297,230)	(107,718)	489,125
Designated funds	48,722	-	(134,915)	104,000	17,807
	<u>1,670,382</u>	<u>320,773</u>	<u>(471,482)</u>	<u>-</u>	<u>1,519,673</u>
Total funds	<u>1,727,640</u>	<u>349,669</u>	<u>(521,581)</u>	<u>-</u>	<u>1,555,728</u>

16 Analysis of net assets between funds

	Unrestricted Funds	Restricted Funds	Total
	£	£	£
Tangible fixed assets	1,002,167	-	1,002,167
Investments	1,000	-	1,000
Current assets	475,806	55,826	531,632
Current liabilities	(33,763)	-	(33,763)
Total Funds	<u>1,445,210</u>	<u>55,826</u>	<u>1,501,036</u>

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