Annual Report and Financial Statements

31 March 2021

CIO Number 1171330

Central London Samaritans Annual Report and Financial Statements

Year ended 31 March 2021

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Legal Information

Year Ended 31 March 2021

LEGAL INFORMATION

Founder

The late Prebendary Dr Chad Varah CH, CBE.

Chair and Branch Director

Emma Randle, Trustee, Branch Director and Chair of the Board of Trustees ('Single Branch Leader').

The Trustees

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

Chris Graham-Bell, Trustee and Treasurer - deceased August 2020.

Catherine Bourne, Trustee and Secretary - re-elected May 2021.

Heather Barker, Trustee and Vice Branch Director - re-elected May 2021.

Simon Denyer, Trustee, Acting Treasurer since August 2020 - re-elected May 2021.

Jessica Gane, Trustee - re-elected May 2021.

Samuel Harrison, Trustee - re-elected May 2021.

Caroline Fahy, Trustee - co-opted February 2020, elected May 2021.

Robert Lightfoot (previously Clarke), Trustee - co-opted February 2020, elected May 2021.

Alice Langley, Trustee - elected May 2021.

Cynthia Pearce, special Advisor to the Board of Trustees.

Trustees who retired at our AGM on 19 May 2021

Peter Gibson Charlotte Cook

Peter Ratcliffe

Joshua Hepple

Centre Management

Geoff Harrison from April 2019.

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.

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 as one organisation 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 2021 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 Single Branch Leader, 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 2021 the Board of Trustees formally met eight 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 SAMARITANS CENTRAL CHARITY (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 Vice Branch Director. The posts of Branch Director, Vice Branch Director and Deputy Directors are voluntary and unpaid. The Branch Director during the year was Emma Randle, who is also the Chair of the CLS Board of Trustees.

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 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.

In accordance with our constitution, the role of Branch Director is ordinarily restricted to a three year term. Emma Randle's three year term ran until April 2021. Consequently, the process of selecting a new Branch Director began in January 2021 and concluded in April 2021. The transfer of responsibility to the new Branch Director will take effect on 15 July 2021.

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: Caller Support, Communications, Emotional Support Outside the Branch (ESOB), Leaders, Mentoring, Ongoing Training, Peer Support, Prison Listener Scheme, Recruitment & Selection, Training and Volunteer Support. The Branch Director, Vice 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 2015-2021.

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 and offer emotional support outside of the branch by way of numerous outreach projects within the local community. We have provided uninterrupted support every hour of every day to our callers since establishing in 1953 never having closed our service.

REVIEW OF OUR ACTIVITIES

Our Work

We are available every hour of the day to provide non-judgmental, confidential emotional support for our callers who experience a range of feelings including loneliness, isolation, anxiety, fears about financial problems and relationship breakdowns. 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

during the day or night.

The work of the charity 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. 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.

COVID-19 Pandemic and its Impact on Our Work During the Year

On the 11 March 2020, the World Health Organisation officially announced COVID-19 to be a pandemic and on 24 March 2020 the British Government announced enforcement of lock-down measures. Shortly after, Matt Hancock, Secretary of State for Health and Care, confirmed directly to Parliament that Samaritans was to be viewed as an essential service. Because of this designation as an essential service and the enormous efforts of our volunteers and staff, we were able to remain open every hour of every day throughout the unprecedented impact of the pandemic.

We had spent much of the year ended 31 March 2020 working on our key strategic goals - how we operate as a branch, planning for our long-term sustainability, the recruitment and training of new volunteers whilst supporting our existing ones, expanding our services and ensuring our finances were sufficient to underpin these objectives. Plans were at an advanced stage to open an awareness raising space in Hackney, build new partnerships and increase our presence in education with schools and university talks. We had also spent time developing new training and awareness materials for businesses to help them support their employees' wellbeing.

Then the Covid-19 pandemic arrived and everything changed, but it many ways for Samaritans, nothing changed. We continued to respond with uninterrupted support by phone and written word to those in need.

The work of Samaritans was as important during the pandemic as it has ever been. We are always here to listen throughout the toughest of times and are acutely aware of the needs of our callers, by phone, in writing and in person. We responded and we continue to respond with uninterrupted support for those in need.

It says much of the work done in the year to March 2020 that we were able to continue running a seamless service, never having to close throughout, not for one minute of one day. Being there for our callers has always been at the heart of what we do and we wanted to reassure them all that we would still be here for them whenever they

We successfully created a COVID secure environment so that we could continue to offer support on the phone and by email while ensuring the safety of our volunteers and staff. We transitioned our training of new volunteers online, and in fact managed to increase the number of training classes held despite the many challenges. Equally, talks and presentations that we would usually give in-person were re-developed and transitioned to an online offering. The stresses of peoples' lives are exacerbated in times of uncertainty and anxiety. Therefore, the help we offer is needed now more than ever. In the most complex and challenging of times, Central London Samaritans proved resilient, both operationally and financially.

Regrettably, in light of Government advice, we had to suspend our face-to-face support at the branch. This was met, on the whole, with understanding from our callers and we successfully managed to re-direct many of them to our phone and email service. Similarly, we had to suspend the majority of our Outreach programs. Both these activities form an integral part of our service and we are looking forward to starting them up again just as soon as it is safe to do so.

In conjunction with the wider Samaritans organisation, we introduced remote email capability so that our email support service could be performed from outside of the branch. This enabled volunteers who were self-isolating at home to continue to contribute their time and experience to those in need.

We also partnered with NHS England to create a dedicated phoneline for NHS frontline callers who are in need of emotional support. Through the use of dedicated confidential phone lines, our Prisons Team was able to continue their support of the Listeners who themselves provide support to the inmates of Brixton Prison. Finally, we piloted and implemented the addition of a Webchat response service that provides a different channel of support to those in need of help who prefer to use this form of communication.

Inside the Branch

In terms of output, during the year ended 31 March 2021, CLS volunteers responded to 60,193 calls for help through calls to our helpline (40,618) and written word (19,575). This represents a 15% decrease in calls for help answered across these services from the previous year which broadly reflects the reduction in total shift hours achieved by our volunteers. This reduction in shift hours was largely a result of the reduced number of volunteers allowed on-shift at any one time to achieve the required social distancing within our duty room.

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 around 20% of the face-to-face visits across the Samaritans organisation. Being centrally located in London offers a convenient and accessible position both geographically and for Londoners struggling to cope. Typically, we would expect to support c. 4,000 callers annually via this service, but it had to be put on pause following the initial pandemic lockdown and remains so at the current time.

Outside the Branch

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

We would usually run specific programs to reach out to these high-risk communities, including the homeless, men in custody, people bereaved by suicide and the Lesbian, Gay and Transgender community (LGBTQ+) as well as reaching out to many thousands more through targeted awareness raising initiatives. Many of these programs were put on pause at the outset of the pandemic and remained so for the duration of the year ended 31 March 2021.

However, with the use of dedicated confidential phone lines, our Prisons Team was able to maintain a somewhat reduced level of support to the Listeners who themselves provide support to the inmates of Brixton Prison. As part of this work, our volunteers train prisoners to become 'Listeners' in a prison setting. The continuation of this service enabled Listeners to support 130 calls for help (in a prison setting) from prisoners in Brixton.

During the year we started a remote email response service that was largely manned by our volunteers who were self-isolating at home. This has helped to keep those volunteers engaged while providing additional capacity to respond to callers who prefer to contact us this way. Consequently, an additional 256 shifts were achieved outside of the branch.

Three areas of our outreach work that remained on pause throughout the year but which have been recently relaunched through the use of virtual sessions and recorded materials are:

- our partnership with CRUSE Bereavement Care (Kensington & Chelsea) which provides emotional support to individuals bereaved by suicide. We are particularly proud that this partnership has developed from its inception in May 2012 at CLS to become an organisation-wide Samaritans program called Facing the Future;
- our schools outreach team that reaches many 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; and
- our homeless outreach team who 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. We have developed materials and virtual sessions that are being used to support the staff in homeless centers as we expand the extent of what we can offer these communities and those involved in their care.

Our People

Our key strength, of course, lies in our volunteers. During the year under review, we received 2,725 enquires from those who wished to be considered for our volunteer training program. We worked hard to transition our training processes, materials and classes to an on-line environment and are extremely pleased to report that this worked better than we could have anticipated. Using a virtual classroom, we ran 2 general information sessions and 6 selection days which resulted in the commencement of 9 separate Samaritans Initial Training (SIT) classes – in the previous year we managed 7 SIT classes.

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. At the beginning of the year about one third of our volunteers went into some form of self-isolation and we reduced the numbers of volunteers on-shift at any one time to achieve the required social distancing within our duty room. These conditions were largely in force throughout the year and resulted in a 13% reduction in the total number of shift hours that our volunteers were able to give. We believe this is a truly amazing achievement and one which enabled our service to remain open every minute of every day throughout the year.

In terms of active listening volunteers, the number available for shifts steadily improved throughout the year as individuals felt comfortable returning to the branch and new trainees came onboard. This resulted in an increase from 239 as at 31 March 2020 to 326 active listening volunteers as at 31 March 2021.

Our staff team of five 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 and some of the branch's fundraising activities. Much of their year involved working from home and it is a credit to the team that the operational running of the branch remained smooth and without incident.

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

Awareness Raising

Our awareness raising activities are usually 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 would target large scale events such as the Pride in London parade and the Notting Hill Carnival to raise awareness of our service and offer emotional support where necessary. Clearly none of these events were possible during the year under review and naturally our efforts in this area were somewhat lighter than we would usually expect.

However, a number of on-line events and campaigns were able to take place which helped us maintain some degree of awareness raising throughout the year. For example, two organisation-wide events held every year are 'Brew Monday' in January and The 'Big Listen' on 24 July (24/7). Both these were fully on-line this year which in many ways generated the potential to reach far more people than our traditional in-person events would do, albeit that the interaction with our volunteers which the in-person approach enables was lost.

We also used our on-line presence to run a fully virtual *Sing for Samaritans* event which both generates awareness and raises funds at the same time.

Further awareness raising via social media and on-line platforms took place around established events such as Mental Health Awareness Week, Suicide Prevention Day and World Mental Health Day.

Finally, in response to interest from various corporate organisations, we continued to develop listening skills and emotional and suicide awareness training suitable for delivery via a virtual session. Such employers see an increasing need for a greater understanding of mental health and suicide and suicidal behaviour. Many now 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 training.

Our Building

46 Marshall Street has been our home for nearly 36 years. 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. It is vital that we ensure that the building is fit for purpose for the next generation.

We reported last year on our plans for a major refurbishment to our freehold building situated in the heart of Soho, London. These plans were paused in-light of the pandemic as we made adjustments to the branch's internal layout in order to ensure it was compliant with relevant COVID-19 guidance. Maintaining a safe environment for our volunteers and staff was paramount.

However, it remains our intention to undertake a major refurbishment of our existing building as we believe this is necessary to ensure we can continue to offer our vital service for generations to come. In view of this, in January 2021 we began to re-look at the plans and designs. We made various amendments to ensure the on-going flexibility of the internal design and layout. The impact of these changes was factored into a revised costing and we are now, once more, nearing the position where we are able to submit pre-planning documentation.

Expenditure

To ensure the charity's finances are being properly monitored and managed, the Board of Trustees receives regular 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 has reduced by 7.3% year-on-year.

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 volunteer training, staff development and employment policies.

At the outset of the COVID-19 pandemic, a detailed risk assessment was completed to ensure that specific risks and guidance associated with it were being addressed. Where guidance was subsequently re-issued or changed, the risk assessment was amended accordingly. The trustees remain confident that the operation of the charity together with the safety of its volunteers, staff and callers have been addressed in accordance with best practice and government guidance and will keep compliance with such guidance under close review.

The COVID-19 pandemic also posed risks regarding the viability of certain fundraising activities, in particular those based around public events and collections which all ceased for the duration of the period under review. Similarly, income from room hire to external counterparties and certain external training events was not feasible. Whilst it is acknowledged that such fundraising activities may be able to return during the course of the coming year, there remains a degree of uncertainty around the timing of this and indeed the wider impact on fundraising 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. We will keep the financial risks associated with the ongoing COVID-19 pandemic under review.

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 provides the Board of Trustees with periodic reviews of all matters relating to Health & Safety. It has also informed part of the remit on the prospective building refurbishment.

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 difficult area for precise analysis.

The SCC continue to examine more structured caller feedback mechanisms and during 2020 completed a nationwide Caller Outcomes study to measure the impact of our helpline on callers' primary (distress and suicidality) and secondary (emotional wellbeing) outcomes. The study also explored callers' experiences of using our service and the difference it made to their lives. The main findings can be summarised as follows:

- 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 feelings;
- A week after calling us, seven out of ten callers said they were feeling better, and that their call had contributed to this;
- 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;
- Almost all callers said they had the volunteer's undivided attention and were treated with respect, dignity, care
 and compassion. They were confident conversations would remain confidential and felt able to talk openly to
 the volunteers about their feelings;
- The majority of those who call us have also turned to other sources for support, such as their GP, mental health services or other charities. So, for most callers, we are one of several services they use to help them cope. But for more than one in ten callers, we are their only source of support;
- Callers said the immediate availability of Samaritans' service 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
- Most callers found our approach to active listening helpful, especially the way our volunteers encourage callers
 to talk by asking open questions, without judging them or telling them what to do. This allows the caller to
 reflect and move forward with their own decisions and solutions.

The study provided us with a wealth of new evidence about the positive impact of our helpline and the experience of callers. The findings of the study will be used to inform service development, our training program for volunteers, including volunteer recruitment, and inform the content of information for callers.

FINANCIAL REVIEW

Funding

The year began with a very uncertain outlook for funding. As the COVID-19 pandemic struck, we entered the new financial year with a high degree of uncertainty, particularly around fundraising as it was clear that many of our usual fundraising activities would not be available to us. Our community fundraising events, the hiring out of meeting space in our building and face-to-face training and awareness talks to corporates were all placed on hold. Similarly, our Outreach programs we also placed on hold which, to some degree, impacted the availability of funds from those supporters whose interest is specifically aligned with the provision of these services.

However, the response of corporates and grant making institutions alike across the charity sector in general was remarkable. COVID-19 response funding was made available both on a national and local level by many across the sector and we were fortunate enough to benefit from some of this support as well as the generosity of our

existing corporate and other supporters. Equally, donations and support from the general public exceeded our expectations for which we are immensely grateful.

As a result, our overall income performance for the year resulted in total income of £467,089, an increase of 4.7% on the prior year, while tight control was maintained over our on-going operational cost base placing us in a strong position going forwards.

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. We endeavor to introduce and maintain diversity within our mix of funding sources across various streams including Trusts & Foundations, Corporate Fundraising, Community Fundraising, Individual Donations and Commercial Operations such as room hire and workplace training. Legacy gifts have also formed part of our income over recent years.

We will continue to examine further opportunities to enhance the charity's financial sustainability as we believe it is essential that we grow the presence of our partnership and Outreach work across the seven boroughs for which we are responsible to ensure our services are available to the marginalised communities that are harder to reach. Being able to achieve our funding targets will enable us to respond to the increasing needs of our callers and visitors more effectively.

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 2021, the charity made an overall surplus of £48,475 (2020: deficit £92,099). This comprises a surplus of £111,986 on Unrestricted funds and a deficit of £63,511 on Restricted funds. Total income for the year was £467,089 (2020: £446,296). £33,526 of this income was Restricted and £433,563 was Unrestricted. The Unrestricted income includes £40,045 relating to services and goods generously provided free of charge (pro bono) to the charity during the year.

Expenditure for the year amounted to £418,614 (2020: £538,395), including depreciation of £40,420; an amount of £40,045 to balance the 'pro bono' income and £22,520 in respect of spend on our building refurbishment project funded separately through the utilisation of designated funds.

At 31 March 2021 the charity had cash balances totaling £702,527 (2020: £637,061). £317,879 of this balance was placed in a 32 day notice deposit account, the remainder being in instant access bank accounts except for £195 held in petty cash.

At 31 March 2021, available Unrestricted Funds totaled £622,022 (excluding fixed assets and investments) and Restricted Funds totaled £57,258.

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.

CLS aims to retain sufficient unrestricted 'free' reserves to ensure our financial sustainability over the medium and long-term. Our unrestricted reserves position (excluding fixed assets and investments) as at 31 March 2021 was £622,022 up from £470,173 as at 31 March 2020. These unrestricted reserves include £48,722 of designated reserve created to cover estimated costs of consultants, surveyors and architects advising on our own building redevelopment and refurbishment. Hence, as at 31 March 2021 our unrestricted 'free' reserves (excluding this designated reserve) totaled £573,300. As the building refurbishment project progresses it is highly likely that some of this reserve will be designated across to that project.

As at 31 March 2021 the reserves set aside for the initial advisory costs associated with the refurbishment project amounted to £48,722 down from £71,242 as at 31 March 2020. It remains our intention to undertake a major refurbishment of our existing building which will require a separate capital fundraising effort in order to fund the construction phase of the project.

Reserves Policy

The charity's reserves 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. We aim to maintain the general reserve within the range of 4 to 8 months total costs. For this purpose, the level of total costs is taken as the highest audited annual expenditure figure over the previous three

years of operation.

As at 31 March 2021 the unrestricted free reserve totaled £573,300. The total expenditure for the year totaled £418,614. The highest audited annual expenditure over the three years ended 31 March 2021 arose in the year ended 31 March 2020 and totaled £538,395. Hence, the general free reserve position represents 12.8 months of expenditure and is therefore in excess of the stated policy. Given the continuing uncertainties surrounding the coming months and in particular the medium term impact on fundraising activity generally that the COVID-19 pandemic may have, the trustees are comfortable with the excess at this time. We anticipate that this excess will reduce as it contributes towards our operating costs during 2021-22 as well as part-funding future refurbishment costs.

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.

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 2021, total cash balances amounted to £702,527 of which £384,453 was held in instant access accounts and £317,879 was held in a 32 day notice deposit account. Cash held on instant access was £157,657 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 this year in light of the many and varied challenges which arose. 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, The Berni Charitable Trust, Byrne Dean Associates, Capital Group Company, The City of Westminster, The Co-Op, Edward Harvist Trust, Garfield Weston Foundation, The Gilbert Edgar Trust, Hyde Park Place Estate Charity, Julia and Hans Rausing, LNER, National Lottery Awards for All, Rothschild Foundation, Shaftesbury PLC, St James's Piccadilly Charity, Strand Parishes Trust, The Swire Trust, The Tudor Trust, Westminster Almshouses Foundation, The Worshipful Company of Coopers.

The charity is also extremely grateful to: Haysmacintyre LLP, Hotel Chocolat, Rockspring, Moore Kingston Smith LLP, Pizza Pilgrims, Pret a Manager, Simmons & Simmons LLP, Ric Torres, Mark Haddon and Sarah Millican 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 Dialing Tone chorus, the Rolling Tones, Carpe Harmonia, Hannah Brine Singers, Together Production and Soho Radio who helped us raise awareness and funds in some cases and of course all those who took part in fundraising events for CLS throughout the year.

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.

Statement of the Board of Trustees' Responsibilities

The Central London Samaritans Board of Trustees is responsible for keeping proper accounting records which disclose with reasonably 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.

We held our Annual General Meeting for the year ended 31 March 2020 on the 19 May 2021 following its postponement in 2020. The election / re-election of Trustees is noted in the Legal Information section on page 1.

The Branch Director selection process concluded in April 2021. A new Brach Director will formally step into the role on 15 July 2021.

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

Emma Randle - Chair and Branch Director

23 June 2021

Independent Examiner's Report

Year ended 31 March 2021

I report on the accounts of Central London Samaritans for the year ended 31 March 2021, 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

SVILL

For and on behalf of Moore Kingston Smith LLP Chartered Accountants

4 Victoria Square St Albans AL1 3TF

Date: 23 June 2021

Statement of Financial Activities

Year ended 31 March 2021

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £			
Income and endowments from:										
Donations and legacies	2	417,719	31,539	449,258	267,204	152,400	419,604			
Investments		280	-	280	2,865	-	2,865			
Other trading activities	3	1,061	1,987	3,048	22,531	1,296	23,827			
Other	3a	14,503		14,503						
Total		433,563	33,526	467,089	292,600	153,696	446,296			
Expenditure on:										
Raising funds	4	(32,752)	(388)	(33,140)	(39,443)	(2,046)	(41,489)			
Charitable activities	5	(283,002)	(96,649)	(379,651)	(406,233)	(79,859)	(486,092)			
Other	6	(5,823)		(5,823)	(10,814)		(10,814)			
Total		(321,577)	(97,037)	(418,614)	(456,490)	(81,905)	(538,395)			
Net income/(expenditure	:)	111,986	(63,511)	48,475	(163,890)	71,791	(92,099)			
Net movement in funds		111,986	(63,511)	48,475	(163,890)	71,791	(92,099)			
Reconciliation of funds:										
Total funds brought forward	15	1,558,396	120,769	1,679,165	1,722,286	48,978	1,771,264			
Total funds carried forward	15	1,670,382	57,258	1,727,640	1,558,396	120,769	1,679,165			

All of the above amounts relate to continuing activities

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

Balance Sheet

31 March 2021

	Note	2021 £	2020 £
Fixed assets: Tangible assets Investments Total fixed assets	10 11	1,047,360 1,000 1,048,360	1,087,223 1,000 1,088,223
Current assets: Debtors Cash at bank and in hand Total current assets	12	5,507 702,527 708,034	6,477 637,061 643,538
Liabilities: Creditors: Amounts falling due within one year	13	(28,754)	(52,596)
Net current assets		679,280	590,942
Total assets less current liabilities		1,727,640	1,679,165
Total net assets		1,727,640	1,679,165
The funds of the charity: Restricted income funds Unrestricted funds	15 15	57,258 1,670,382 1,727,640	120,769 1,558,396 1,679,165

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

Data

Emma Randle

Chair

Simon/Denyer Treasurer

CIO Number 1171330

Notes to the Financial Statements

Year ended 31 March 2021

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.

Notes to the Financial Statements

Year ended 31 March 2021

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

		2021			2020	
	Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
	£	£	£	£	£	£
Trust and foundation						
funding	106,800	18,500	125,300	93,500	96,900	190,400
Corporate and major						
donor funding	62,467	13,039	75,506	49,689	55,500	105,189
Community and						
individual fundraising	85,601		85,601	87,544	-	87,544
Legacies	113,333		113,333	9,274	-	9,274
Gift Aid	9,473		9,473	1,698	-	1,698
Donated services	40,045		40,045	25,499	-	25,499
	417,719	31,539	449,258	267,204	152,400	419,604

Notes to the Financial Statements

Year ended 31 March 2021

2	Other	4204100	activities
J	Other	traumu	activities

		2021			2020			
	Unrestricted	Restricted	Total	Unrestricted	Restricted	Total		
	£	£	£	£	£	£		
Other income	1,061	1,987	3,048	22,531	1,296	23,827		
	1,061	1,987	3,048	22,531	1,296	23,827		

3a Other income

	2021						
	Unrestricted	Restricted	Total	Unrestricted	Restricted	Total	
	£	£	£	£	£	£	
HMRC Job Retention Scheme	14,503	-	14,503	-	-	-	
	14,503	-	14,503	-	-	-	

4 Expenditure on raising funds

	2021				2020	
	Unrestricted	Inrestricted Restricted Total		Unrestricted	Restricted	Total
	£	£	£	£	£	£
Fundraising staff costs	29,497		29,497	36,726	-	36,726
Other fundraising costs	3,255	388	3,643	2,717	2,046	4,763
	32,752	388	33,140	39,443	2,046	41,489

5 Expenditure on charitable activities

	2021			2020			
	Unrestricted	Restricted	Total	Unrestricted	Restricted	Total	
	£	£	£	£	£	£	
Staff costs	95,750	64,912	160,662	115,228	57,540	172,768	
Telephones	5,996	416	6,412	5,088	1,083	6,171	
Conference and training	0,000	-110	-	1,974	1,000	1,974	
Catering costs	1,366	74	1,440	2,332	547	2,879	
•	•		10,545	4,909	_	,	
Volunteer expenses	1,257	9,288	•	,	5,109	10,018	
Printing postage stationery	1,305	158	1,463	2,778	451	3,229	
Computer Costs	21,132	2,701	23,833	15,974	3,189	19,163	
Maintenance	7,917	10,494	18,411	11,768	3,346	15,114	
Bank charges	1,084	67	1,151	1,255	46	1,301	
Utilities	9,332	493	9,825	9,837	1,335	11,172	
Business Rate	4,467	321	4,788	3,745	971	4,716	
Cleaning	15,125	6,165	21,290	14,263	3,037	17,300	
Business Insurance	5,474	393	5,867	3,537	946	4,483	
Professional fees and costs	72,377	1,167	73,544	164,719	2,259	166,978	
Depreciation	40,420		40,420	48,826	-	48,826	
	283,002	96,649	379,651	406,233	79,859	486,092	

6 Other expenditure

o and o approximate	2021			2020			
	Unrestricted	Restricted	Total	Unrestricted	Restricted	Total	
Governance costs:	£	£	£	£	£	£	
Independent examination fee	3,980	-	3,980	3,720	-	3,720	
Interim/Branch director costs			-	-	-	-	
Committee meeting costs	1,843	-	1,843	3,086	-	3,086	
Under provision of branch contribution	-	-	-	4,008	-	4,008	
	5,823	-	5,823	10,814	-	10,814	

Notes to the Financial Statements

Year ended 31 March 2021

7 Staff costs	2021 £	2020 £
Total staff costs were as follows:	Z	L
Wages and salaries	173,010	188,779
Social security costs	13,208	15,457
Pension costs	3,637	3,115
	189,855	207,351

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

Particulars of employees:

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

	2021	2021		
	Full Time Part	Full Time Part Time		
Employees	5.5	-	6	-

8 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 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.

Notes to the Financial Statements

Year ended 31 March 2021

10 Fixed assets

Cost or valuation	Freehold Property £	Fixtures & Fittings £	Freehold improvements	Total £
At 1 April 2020 Additions	1,050,000 -	171,473 557	692,232 -	1,913,705 557
At 31 March 2021	1,050,000	172,030	692,232	1,914,262
Depreciation At 1 April 2020 Charge for the year	462,000 21,000	160,121 5,577	204,361 13,843	826,482 40,420
At 31 March 2021	483,000	165,698	218,204	866,902
Net book value At 31 March 2021	567,000	6,332	474,028	1,047,360
At 1 April 2020	588,000	11,352	487,871	1,087,223

The charity's freehold premises at 46 Marshall Street, London W1F 9BF were revalued as at 30th March 1998 by Messrs David Manzies 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 subsequently 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.

11 Investments		2021 £	2020 £	
	Market value at 1 April 2020 & 31 March 2021	1,000	1,000	
	Historical cost at 1 April 2020 & 31 March 2021	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.

Notes to the Financial Statements

Year ended 31 March 2021

12 Debtors

12	Debtors	2021 £	2020 £
	Trade Debtors	-	447
	Prepayments	5,507	6,030
		5,507	6,477
13	Creditors: Amounts falling due within one year		
		2021	2020
		£	£
	Trade creditors	19,016	24,602
	Tax and social security	3,832	4,690
	Accruals and other creditors	5,906	23,304
		28,754	52,596

14 Commitments under operating leases

At 31 March 2021 the charity had annual commitments under non-cancellable operating leases as set out below.

	2021 £	2020 £	
Operating leases which expire:			
Within 1 year	379	936	
Within 2 to 5 years	284	-	
-	663	936	

15 Funds

	Balance at 1 Apr 2020 £	Incoming resources	Outgoing resources	Transf ers, gains and £	Balance at 31 Mar 2021 £
Restricted funds:					
Ongoing activities	95,769	33,526	(97,037)	-	32,258
Building project	25,000		-		25,000
	120,769	33,526	(97,037)	-	57,258
Unrestricted funds:					
Fixed assets	1,088,223	-	(40,420)	557	1,048,360
Free reserves	398,931	433,563	(258,637)	(557)	573,300
Designated funds	71,242	-	(22,520)	-	48,722
	1,558,396	433,563	(321,577)	-	1,670,382
Total funds	1,679,165	467,089	(418,614)	-	1,727,640

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 the estimated costs associated with the planned physical relocation of some of the charity's activities and building refurbishment work.

Notes to the Financial Statements

Year ended 31 March 2021

16 Analysis of net assets between funds

	Unrestricted Funds	Restricted Funds	Total	
	£	£	£	
Tangible fixed assets	1,047,360	-	1,047,360	
Investments	1,000	-	1,000	
Current assets	650,776	57,258	708,034	
Current liabilities	(28,754)	-	(28,754)	
Total Funds	1,670,382	57,258	1,727,640	