GUILDFORD SAMARITANS

England & Wales · Charity number 1165037

Details

Status	Registered
Legal form	CIO
Registered	2016-01-05
Register	View on the Charity Commission register

Contact

Address	Guildford Samaritans 69 Woodbridge Road Guildford GU1 4RD
Phone	116123
Email	guildford@samaritans.org
Website	www.samaritans.org/guildford

Activities

Objects: 1) TO ENABLE PERSONS IN GUILDFORD AND THE SURROUNDING AREA AS WELL AS ELSEWHERE WHO ARE EXPERIENCING FEELINGS OF DISTRESS OR DESPAIR, INCLUDING THOSE WHO MAY BE AT RISK OF SUICIDE, TO RECEIVE CONFIDENTIAL EMOTIONAL SUPPORT AT ANY TIME OF THE DAY OR NIGHT IN ORDER TO IMPROVE THEIR EMOTIONAL HEALTH AND TO REDUCE THE INCIDENCE OF SUICIDE;2) TO PROMOTE A BETTER UNDERSTANDING IN SOCIETY OF SUICIDE, SUICIDAL BEHAVIOUR AND THE VALUE OF EXPRESSING FEELINGS WHICH MAY OTHERWISE LEAD TO SUICIDE OR IMPAIRED EMOTIONAL HEALTH; AND3) TO COLLABORATE WITH AND SUPPORT SAMARITANS CENTRAL CHARITY AND ITS AFFILIATED BRANCHES IN FULFILLING THESE OBJECTS.

Activities: We enable persons in the Guildford and surrounding area and elsewhere who are experiencing feelings of distress or despair, including those who may be at risk of suicide, to receive confidential emotional support at any time of the day or night in order to improve their emotional health and to reduce the incidence of suicide.

Classification

- **How:** Provides Services, Provides Advocacy/advice/information
- **What:** Education/training, The Advancement Of Health Or Saving Of Lives
- **Who:** The General Public/mankind

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Geography

- Surrey

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£112,948	£89,953	-	-
2024-03-31	£103,054	£148,466	-	-
2023-03-31	£134,602	£184,059	-	-
2022-03-31	£112,432	£251,216	-	-
2021-03-31	£97,708	£101,189	-	-

Trustees

Name	Role	Appointed
Allen Robert Ruddock		2022-10-27
Ann Elizabeth Hebden		2026-04-14
Chloe Alexia Metcalfe		2024-11-07
Laura Josephine Spoelstra		2022-10-27
Lynda Clarke Donaldson		2025-11-06
Rupi Zani		2021-12-15

Linked charities

- THE SAMARITANS OF GUILDFORD (1165037-1)

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GUILDFORD SAMARITANS

England & Wales - Charity number 1165037

Accounts

Guildford Samaritans
Annual Report & Financial Statements
For the year ended
31 March 2025

Guildford Samaritans
Annual Report & Financial Statements
For the year ended 31 March 2025

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Guildford Samaritans
Trustees' Annual Report
For the year ended 31 March 2025

The trustees are pleased to present their report and financial statements together with the independent examiner's report for the year ended 31 March 2025.

Objects and Activities

The objects of the charity are:

(a) to enable people in Guildford and the surrounding area, as well as elsewhere, who are experiencing feelings of distress or despair, including those who may be at risk of suicide, to receive confidential emotional support at any time of the day or night in order to improve their emotional health and to reduce the incidence of suicide;

(b) to promote a better understanding in society of suicide, suicidal behaviour and the value of expressing feelings which may otherwise lead to suicide or impaired emotional health; and

(c) to collaborate with and support the Samaritans Central Charity and its affiliated branches in fulfilling these objects.

Samaritans' vision is that fewer people die by suicide. We work to achieve this by making it our mission to alleviate emotional distress and reduce the incidence of suicidal feelings and suicidal behaviour.

Public Benefit

The trustees confirm that they have referred to the Charity Commission's guidance on public benefit when reviewing the charity's aims and objectives in planning future activities. The charity furthers its charitable purposes for the public benefit by:

(a) helping to provide a listening service over the telephone and web chat to members of the public throughout the UK;

(b) supporting the Samaritans' Listener scheme in HMP Coldingley and HMP Send;

(c) raising awareness of the Samaritans' service through regular outreach events at Guildford railway station;

(d) delivering talks about emotional health at local schools and colleges and other organisations;

(e) providing emotional support outside of the branch, including to students and staff at the University of Surrey;

(f) providing financial and other assistance to the Samaritans' Central Charity and other Samaritans' branches.

Contribution made by volunteers

The charity is run entirely by volunteers. We have over 150 active listening volunteers who typically spend three hours a week providing emotional support to those in distress. Many of these volunteers are also involved with other activities such as recruitment, training and outreach. We also have several support volunteers who help in areas such as finance and administration.

Achievements and Performance

The year to March 2025 has been another busy one for our Charity. We are a comparatively large branch that is funded by a well-managed shop and this means that, in addition to carrying out our listening shifts, we are able to focus on outreach activities. The aim is always to support those in our local community and to raise awareness of the work we do, to ensure fewer people die by suicide.

Statistics

We ended the year with 159 active listening volunteers. The average number for the period was 154, an increase on the average of 147 for the last two years. Volunteers spent a total of 8,950 hours on the phone, answering 26,011 calls.

During the year we also made 836 outbound calls. This number was up from 307 last year, partly due to the NHS Referrals project that our branch is involved with in collaboration with Surrey and Borders Partnership NHS Foundation Trust. This project allows mental health practitioners in a new local mental health service to offer patients the option of a call from Samaritans, so allowing us to support patients in our local community who are struggling with their mental health.

The Online Chat pilot continues, with Guildford one of 77 branches involved. The service was extended in April 2024 to include Friday evenings and Guildford is one of the branches covering that evening whenever possible. The team has remained stable at around 22 active chatters who continue to pick up shifts regularly. We answered 945 chats during the period (versus 788 last year).

Recruitment and Training

Our Recruitment and Training Teams continued to be busy. The Recruitment Team ran ten Information Evenings on Zoom. These are improving the understanding that potential volunteers have of the role of a listening volunteer (and so helps them to decide whether to apply or not), which has resulted in more being successful at interview (48 versus 40). During the year, we interviewed 56 potential volunteers and the Training Team ran three Core Development courses. This resulted in 39 new trainees going through to mentoring.

The Continuous Development Team ran twelve training sessions throughout the period, covering a wide variety of topics. Many of these sessions were also offered to other branches in our Southeast Region via Zoom. Sessions this year covered such topics as 'Anxiety, Fear and Panic', 'Supporting Military Callers and Veterans', 'Identifying and Managing Misuse of Service Calls' and 'Compulsive Helping and Eating Disorders'. The varied programme is a combination of training developed by the Continuous Development Team as well as guest speakers offering their insight. The aim of these sessions is always to help us to better understand our callers and the many issues they face.

Achievements and Performance (continued)

Outreach

The Outreach Team had another busy year, raising awareness of Samaritans in our local community and reaching out to high-risk groups. We had a presence at Guildford Railway Station for the national campaigns 'Brew Monday' and 'Small Talk Saves Lives' and supported staff there following an attempted suicide. At the University of Surrey, we now have a weekly or fortnightly presence at four different locations - The Hive, The School of Veterinary Medicine, Guildford School of Acting and the Kate Grainger Building (for NHS students), the latter two being new locations for us this year. We have also helped to train university students for Nightline, the listening service that provides emotional support for students, as well as raising awareness at the Freshers' Fairs. We have had a regular presence at various local colleges during their fairs and have done several Emotional Wellbeing talks at school assemblies. In addition, we have also delivered talks to local businesses and the Surrey Police Victim Support Unit.

Prisons

Our team of nine volunteers continue to support the Listener Schemes in both Send and Coldingley prisons, with two volunteers going into Send weekly and Coldingley fortnightly to support the teams of Listeners. We ran one training course in each prison during the period, which resulted in six new Listeners in Coldingley and two in Send. At the end of March 2025 there were sixteen Listeners in Coldingley and eleven in Send, all offering face-to-face emotional support to their fellow prisoners when needed. During the period, Coldingley Listeners took an average of 24 calls per month (versus 21 last year) and Send Listeners took an average of 36 calls per month (versus 31 last year).

Financial Review

At the year end the charity had unrestricted funds of £165,781 (2024 - £144,227) of which £4,091 (2024 - £5,494) related to a designated fund representing the tangible assets, and £100 (2024 - £100) related to a designated fund representing the charity's shareholding in its trading subsidiary, which operates a charity shop.

The principle source of income continues to be income from its charity shop, which is situated in Godalming. During the year we received income of £60,000 (2024 - £60,000) from the profits of the sale of donated goods in the shop. In addition, we received donations directly from the public.

Expenditure is focussed on service provision together with property maintenance and running costs. During the year the charity donated £30,210 (2024 - £91,144) to the Samaritans Central Charity as a contribution to its running costs. It also donated £1,000 (2024 - £nil) to Samaritans Festival Branch and £500 (2004 - £nil) to Samaritans South East Region to help with running costs.

The net surplus for the year was £21,554 (2024 - net deficit of £37,460) after a loss of £1,441 (2024 - gain of £7,952) on the value of investments.

Principal risks

The principal risks facing the charity are insufficient volunteers to keep the service open, insufficient funds to run the charity, the possibility of breach of confidentiality and potential safeguarding issues.

New volunteer recruitment is essential to ensure we always have adequate cover. Through information sessions and a careful selection process followed by a comprehensive training programme, we have held stable the number of volunteers over the last few years.

Fund raising is also essential in order to meet our running costs as well as to pay a contribution to the Central Charity towards the costs of the services and systems, without which the charity could not operate.

Confidentiality is one of Samaritans' core values. Policies and procedures, including DBS checks for all volunteers, are in place to reduce the possibility of an inadvertent breach of confidentiality.

Safeguarding training developed by the Samaritans Central Charity is undertaken by all volunteers.

Reserves policy

As the charity's income is heavily dependent on donations, either directly, or through the sale of donated goods in the shop, it cannot be guaranteed. The trustees consider that around eighteen months of annual expenditure, excluding depreciation, including the contractually committed costs of the charity's subsidiary undertaking, is an appropriate level of reserves to maintain in order to meet working capital needs.

Expendable reserves, represented by the charity's General fund, which excludes the value of tangible fixed assets and the charity's investment in its trading subsidiary, were £161,590 (2024 - £138,633) which is in line with the reserves policy.

Structure, Governance and Management

Governing document

Guildford Samaritans is a Charitable Incorporated Organisation governed by its constitution dated 5 January 2016.

Guildford Samaritans
Trustees' Annual Report
For the year ended 31 March 2025

Appointment of Trustees

Elected Trustees are elected by the members of the Charity at the Annual General Meeting. There are up to 10 Elected Trustees, including the Secretary and Treasurer. The Branch Director is appointed following consultation with the members and subject to the approval of the Samaritans Central Charity (SCC). The Branch Director chairs the charity's Board of Trustees. In addition the Trustees may appoint up to two co-opted Trustees, who have the same rights and responsibilities as Elected Trustees.

Organisational Structure

Guildford Samaritans is a Charitable Incorporated Organisation, registration number 1165037.

The charity is led by the Branch Director and a Leadership Team comprising the trustees and deputy directors appointed by the Branch Director. The Deputy Directors normally meet on a monthly basis. Full trustee meetings take place every three months.

The Branch Director is the charity's representative on the Regional Council and the Council of Samaritans. They consult with the trustees and members of the charity before exercising any of the rights and privileges they enjoy as a member of the SCC and its Councils but are not bound by their views.

Induction and training of trustees

Trustees are inducted and trained in accordance with Samaritans' national policy.

Reference and Administrative Details

Charity Name	Guildford Samaritans
Charity Number	1165037
Charity's principal address	69 Woodbridge Road Guildford Surrey GU1 4RD
Bankers	CAF Bank Ltd 25 Kings Hill Avenue Kings Hill West Malling Kent ME19 4JQ

Reference and Administrative Details (continued)

Bankers (continued)	National Westminster Bank plc 151 High Street Guildford Surrey GU1 3AH		
Investments	CCLA Investment Management Limited Senator House 85 Queen Victoria Street London EC4V 4ET		
Current Trustees	Heather Fisk	Director	
	Douglas Peter Hewson		
	Chloe Metcalfe	Secretary	(appointed 7 November 2024)
	Allen Ruddock		
	Laura Spoelstra		
	Joanna Titcomb	Treasurer	
	Rupi Zani		

Other trustees who served during the period

	Holly Buck	(resigned 7 November 2024)

Approval

The report was approved by the trustees on 14 August 2025 and signed on their behalf by:

Heather Fisk
Branch Director



Guildford Samaritans
Independent Examiner's Report
for the year ended 31 March 2025

Independent examiner's report to the trustees of Guildford Samaritans

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31 March 2025.

Responsibilities and basis of report

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

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

- the accounting records were not kept in accordance with section 130 of the Charities Act; or
- the accounts did not accord with the accounting records; or
- 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.

William Bolter FCCA ATT
159 Worplesdon Road
Guildford
GU2 9XA

Date 15 August 2025

Guildford Samaritans
Statement of Financial Activities
for the year ended 31 March 2025

	Note	Unrestricted funds £	Restricted income funds £	Total 2025 £	Total 2024 £
Income from:	4				
Donations and legacies		41,483	-	41,483	28,434
Charitable activities		-	4,079	4,079	6,529
Other trading activities		64,401	-	64,401	63,888
Investments		2,985	-	2,985	4,203
		108,869	4,079	112,948	103,054
Expenditure on:	5				
Raising funds		1,099	-	1,099	1,267
Charitable activities		50,100	5,272	55,372	54,270
Separate material expense item		31,710	-	31,710	91,144
Other		1,772	-	1,772	1,785
		84,681	5,272	89,953	148,466
Net expenditure before investment gains		**24,188**	**(1,193)**	**22,995**	**(45,412)**
Net (loss)/gain on investments		(1,441)	-	(1,441)	7,952
Net income/(expenditure)		**22,747**	**(1,193)**	**21,554**	**(37,460)**
Transfers between funds		(1,193)	1,193	-	-
Net movement in funds		**21,554**	**-**	**21,554**	**(37,460)**
Reconciliation of funds:					
Total funds brought forward		144,227	-	144,227	181,687
Total funds carried forward		**165,781**	**-**	**165,781**	**144,227**

The above statement includes all gains and losses recognised during the year.
All activities are regarded as continuing.
Comparative figures for the previous year by fund type are shown in Note 15.
The Notes on pages 11 to 19 form an integral part of these accounts.

Guildford Samaritans
Balance Sheet
as at 31 March 2025

	Note	31 March 2025 Unrestricted Funds £	31 March 2024 £
Fixed assets			
Tangible assets	7	**4,091**	5,494
Investments	8	**71,206**	72,647
		75,297	78,141
Current assets			
Debtors	10	**2,520**	2,139
Cash at bank and in hand	11	**91,317**	67,234
		93,837	69,373
Creditors: amounts falling due within one year	12	**(3,353)**	(3,287)
Net current assets		**90,484**	66,086
Total net assets		**165,781**	**144,227**
Funds of the Charity			
Unrestricted funds	15	**165,781**	144,227
		165,781	**144,227**

These accounts were approved by the trustees on 14 August 2025 and signed on their behalf by:

Heather Fisk
Branch Director

Joanna Titcomb
Treasurer

Guildford Samaritans
Notes to the Financial Statements
for the year ended 31 March 2025

1. Basis of preparation

1.1 These accounts have been prepared under the historic cost convention, with items recognised at cost or transaction value, unless otherwise stated in the relevant notes, in accordance with:
(a) The Charities Act 2011
(b) The Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014
(c) The Financial Reporting Standard applicable in the UK and the Republic of Ireland: FRS 102

1.2 The charity constitutes a public benefit entity as defined by FRS 102.

1.3 The Trustees consider that there are no material uncertainties regarding the charity's ability to continue as a going concern.

1.4 The accounts present a true and fair view and the accounting policies adopted are those outlined in note 2.

2. Accounting policies

2.1 Income

(a) Recognition of income
Income is recognised and included in the Statement of Financial Activities (SoFA) when the charity becomes entitled to the resources; it is more likely than not that the trustees will receive the resources; and the monetary value can be measured with sufficient reliability.

(b) Offsetting
There has been no offsetting of assets and liabilities, or income and expenses, unless required or permitted by the FRS 102 SORP or FRS 102.

(c) Grants and donations
Grants and donations are only included in the SoFA when the general income recognition criteria are met (5.10 to 5.12 FRS102 SORP).

(d) Legacies
Legacies are included in the SoFA when receipt is probable, that is, when there has been a grant of probate, the executors have established that there are sufficient assets in the estate and any conditions attached to the legacy are either within the control of the charity or have been met.

2. Accounting policies (continued)

(e) Gift aid payments for trading subsidiary
The charity receives income from its subsidiary company, which trades as a charity shop. All of the taxable profits of the subsidiary are paid to the charity under the gift aid scheme. These gift aid payments are recognised as income in the accounts.

At the reporting date there was no legal obligation in place for the subsidiary to make this gift aid payment, although prior to the reporting date the board had indicated its intention to pay the taxable profits to the charity in respect of the reporting period. The payment is expected to be made within nine months of the end of the reporting date.

(e) Tax reclaims on donations and gifts
Gift aid receivable is included in income when there is a valid declaration from the donor and the donation has been received.

(f) Volunteer help
The value of voluntary help received is not included in the accounts but is described in the Trustees' annual report.

(g) Income from interest, royalties and dividends
This is included in the accounts when receipt is probable and the amount receivable can be measured reliably.

(h) Investment gains and losses
This includes any realised or unrealised gains or losses on the sale of investments and any gain or loss resulting from revaluing investments to market value at the end of the year.

2.2 Expenditure and liabilities

(a) Expenditure
Expenditure is recognised on an accruals basis. The charity is not registered for VAT, thus all costs are shown inclusive of VAT charged.

(b) Liability recognition
Liabilities are recognised where it is more likely than not that there is a legal or constructive obligation committing the charity to pay out resources and the amount of the obligation can be measured with resonable certainty.

2.3 Tangible fixed assets
Assets are capitalised if they can be used for more than one year. They are valued at cost. Depreciation is calculated to write off the cost of tangible fixed assets on a straight-line basis over their useful economic lives. The rates used are as follows:

Freehold Land & Buildings	20%
Plant & Machinery	20%
Fixtures, Fittings & Equipment	20%

2. Accounting policies (continued)

2.4 Investments
Fixed asset investments in quoted shares, traded bonds and similar investments are valued initially at cost and subsequently at fair value (their market value) at the year end.

2.5 Debtors
Debtors are recognised initially at settlement amount due. Subsequently they are measured at the cash or other consideration expected to be received.

2.6 Cash and cash equivalents
Cash includes bank deposits repayable on demand.

2.7 Taxation
The charity is not liable to corporation tax or capital gains tax on its charitable activities.

3. Transactions with trustees and related parties

No remuneration was paid to the trustees during the year (2024: £Nil).

Expenses were reimbursed to 3 trustees (2024: 3 trustees) as follows:

	2025	2024
	£	£
Travel	92	6
Office running costs	292	487
Fundraising expenses	20	20
Meeting expenses	953	-
Outreach expenses	14	-
	1,372	513

In the prior year two trustees received prizes of £70 each from the charity's monthly 100 Club lottery, which raises funds for the charity.

The charity's insurance policy includes trustee indemnity insurance cover for all of its trustees.

There were no related party transactions.

4. Analysis of income

	Unrestricted funds	Restricted income funds	Total funds	2024
	£	£	£	£
Donations and legacies				
Donations and gifts	20,616	-	20,616	4,243
Gift Aid on donations	20,867	-	20,867	24,191
	41,483	-	41,483	28,434
Charitable activities				
Prison grants	-	4,079	4,079	4,079
Grant from South Western Railways	-	-	-	2,450
	-	4,079	4,079	6,529
Other trading activities				
Donations from Charity Shop	60,000	-	60,000	60,000
100 Club lottery	1,606	-	1,606	1,715
Fundraising events	2,795	-	2,795	2,173
	64,401	-	64,401	63,888
Income from investments				
Interest income	2,985	-	2,985	4,203
	2,985	-	2,985	4,203
Total Income	108,869	4,079	112,948	103,054

All income was unrestricted except for £4,079 (2024 - £4,079) receivable in respect of HMP Prison Service grants received via Samaritans central charity and £2,450 in the prior year receivable from the SWR Customer and Community Improvement Fund.

5. Analysis of expenditure

	Unrestricted funds £	Restricted income funds £	Total funds £	2024 £
Expenditure on raising funds				
Operating social lottery	803	-	803	861
Fundraising costs	296	-	296	406
	1,099	-	1,099	1,267
Expenditure on charitable activities				
Light/heat, insurance, water rates	8,545	-	8,545	7,361
On-duty car parking	10,950	-	10,950	11,023
Telephone, stationery, publicity	3,038	-	3,038	4,686
Branch maintenance costs	11,505	-	11,505	6,804
Prison service expenses	-	5,272	5,272	4,616
Other	16,062	-	16,062	19,780
	50,100	5,272	55,372	54,270
Separate material items of expense				
Contribution to Samaritans Central Charity	30,210	-	30,210	91,144
Contribution to Samaritans Festival Branch	1,000	-	1,000	-
Contribution to Samaritans South East Region	500	-	500	-
	31,710	-	31,710	91,144
Other expenditure				
Depreciation	1,772	-	1,772	1,785
	1,772	-	1,772	1,785
Total expenditure	84,681	5,272	89,953	148,466

6. Staff costs

The charity has no paid employees.

7. Tangible fixed assets

	Freehold land & buildings £	Plant & machinery £	Fixtures, fittings and equipment £	Total £
Cost				
At the beginning of the year	189,486	12,518	22,213	224,217
Additions	-	369	-	369
At end of the year	189,486	12,887	22,213	224,586
Depreciation				
At beginning of the year	189,486	9,381	19,856	218,723
Depreciation	-	1,114	658	1,772
At end of the year	189,486	10,495	20,514	220,495
Net book value				
Net book value at the beginning of year	-	3,137	2,357	5,494
Net book value at the end of year	-	2,392	1,699	4,091

8. Fixed asset investments

	Listed investments £	Shares in subsidiary undertaking £	Total £
Carrying value at beginning of year	72,547	100	72,647
Less: net loss on revaluation	(1,441)	-	(1,441)
Carrying value at end of year	**71,106**	**100**	**71,206**
Analysis of investments			
Held at fair value	71,106	-	71,106
Held at cost	-	100	100
Total carrying value of investments at cost and fair value	**71,106**	**100**	**71,206**

9. Fair value of assets and liabilities

Fixed asset investments represent listed investments in the COIF Charities Investment Fund run by CCLA, which are held in the accounts at fair value.
The trustees consider that the Charity's exposure to credit risk as a result of investing in this fund is low.
The Charity's liquidity risk is also considered to be low, as the investment in the fund may be sold at market value at notice of a week or less.
The Charity is exposed to market risk, as the fund is invested mainly in equities. However, the fund is an an actively managed, diversified portfolio of assets which seeks to provide long-term protection from inflation, and mitigate the risks of market volatility.

10. Debtors and prepayments

	2025	2024
	£	£
Prepayments and accrued income	2,520	2,139
	2,520	2,139

11. Cash at bank

	2025	2024
	£	£
Cash at bank	91,317	67,234
	91,317	67,234

12. Creditors: amounts falling due within one year

	2025	2024
	£	£
Accruals	2,973	2,879
Deferred income	380	408
	3,353	3,287

13. Deferred income

Movement in deferred income account	**2025**	2024
	£	£
Balance at the start of the reporting	408	437
Amounts added in current period	380	408
Amounts released to income from previous periods	(408)	(437)
Balance at the end of the reporting period	380	408

Deferred income relates to monies received in advance for the 100 Club lottery which is run by the charity members. The lottery runs from July to June each year and the deferred income balance relates to monies received in advance in respect of the monthly draws for April to June 2025.

14. Purpose of funds

General fund
An unrestricted fund that can be expended at the discretion of the trustees in furtherance of the objectives of the charity.

Fixed assets fund
An unrestricted designated fund used for recording the value of tangible fixed assets, which the trustees consider are not available to be expended on the objectives of the charity.

Investment fund
An unrestricted designated fund used for recording the value of the investment in the charity's subsidiary undertaking, which the trustees consider is not available to be expended on the objectives of the charity.

Prisons fund
A restricted fund for monies received as an apportionment of a grant from His Majesty's Prison & Probation Service (HMPPS) to Samaritans Central Office to reimburse costs incurred in providing support for the Prison Listener Scheme.

SWR Grant
A restricted fund for a grant received in the prior year from the SWR Customer and Community Improvement Fund to support volunteer recruitment and community outreach.

15. Movements in funds

Current year	As at 31 March 2024 £	Income £	Expenditure £	Transfers £	Gains and losses £	As at 31 March 2025 £
Unrestricted funds						
General fund	138,633	108,869	(82,909)	(1,562)	(1,441)	161,590
Fixed assets fund	5,494	-	(1,772)	369	-	4,091
Investment fund	100	-	-	-	-	100
Restricted funds						
Prisons fund	-	4,079	(5,272)	1,193	-	-
Total Funds	144,227	112,948	(89,953)	-	(1,441)	165,781

£1,193 was transferred between the Prisons fund and the General fund, representing the contribution by Guildford Samaritans towards the running costs of the work with Send and Coldingley Prisons, which is primarily covered by a grant from HMPPS.

£369 was transferred from the General fund to the Fixed assets fund in respect of assets purchased during the year.

Prior year	As at 31 March 2023 £	Income £	Expenditure £	Transfers £	Gains and losses £	As at 31 March 2024 £
Unrestricted funds						
General fund	176,415	96,525	(139,615)	(2,644)	7,952	138,633
Fixed assets fund	5,172	-	(1,785)	2,107	-	5,494
Investment fund	100	-	-	-	-	100
Restricted funds						
Prisons fund	-	4,079	(4,616)	537	-	-
SWR Grant	-	2,450	(2,450)	-	-	-
Total Funds	181,687	103,054	(148,466)	-	7,952	144,227

GUILDFORD SAMARITANS

England & Wales - Charity number 1165037

Accounts



Guildford Samaritans
Annual Report & Financial Statements
For the year ended
31 March 2024

Guildford Samaritans
Annual Report & Financial Statements
For the year ended 31 March 2024

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Guildford Samaritans
Trustees' Annual Report
For the year ended 31 March 2024

The trustees are pleased to present their report and financial statements together with the independent examiner's report for the year ended 31 March 2024.

Objects and Activities

The objects of the charity are:

(a) to enable people in Guildford and the surrounding area, as well as elsewhere, who are experiencing feelings of distress or despair, including those who may be at risk of suicide, to receive confidential emotional support at any time of the day or night in order to improve their emotional health and to reduce the incidence of suicide;

(b) to promote a better understanding in society of suicide, suicidal behaviour and the value of expressing feelings which may otherwise lead to suicide or impaired emotional health; and

(c) to collaborate with and support the Samaritans Central Charity and its affiliated branches in fulfilling these objects.

Samaritans' vision is that fewer people die by suicide. We work to achieve this by making it our mission to alleviate emotional distress and reduce the incidence of suicidal feelings and suicidal behaviour.

Public Benefit

The trustees confirm that they have referred to the Charity Commission's guidance on public benefit when reviewing the charity's aims and objectives in planning future activities. The charity furthers its charitable purposes for the public benefit by:

(a) helping to provide a listening service over the telephone and web chat to members of the public throughout the UK;

(b) supporting the Samaritans' Listener scheme in HMP Coldingley and HMP Send;

(c) raising awareness of the Samaritans' service through regular outreach events at Guildford railway station;

(d) delivering talks about emotional health at local schools and colleges and other organisations;

(e) providing emotional support outside of the headquarters, including to families visiting their relatives in prison and to students and staff at the University of Surrey;

(f) providing financial and other assistance to the Samaritans' Central Charity and other Samaritans' branches.

Contribution made by volunteers

The charity is run entirely by volunteers. We have around 147 active listening volunteers who typically spend three hours a week providing emotional support to those in distress. Many of these volunteers are also involved with other activities such as recruitment, training and outreach. We also have several support volunteers who help in areas such as finance and administration.

Achievements and Performance

Samaritans' Central Charity conducts a Branch Quality Review every 3 years. Ours was carried out during the year and in January we were delighted to receive a glowing report, highlighting our many strengths as a branch. These include the high level of volunteer engagement, allowing our branch to deliver a wide range of activities, as well as the exceptional fundraising from our well-managed shop. These achievements are an accumulation of the hard work of so many in our branch who work together tirelessly to achieve our mission that fewer people die by suicide.

Statistics

At the end of March 2024, Guildford was the third largest branch (after Central London and Dublin) in terms of active listening volunteers. We ended the period with 147 active listening volunteers, the same as at the end of the previous year. The average for the period was 154, compared to 150 previously. Volunteers spent a total of 9,307 hours on the phone during the year (up from 8,813), answering 25,935 calls. We also made 307 outbound follow-up calls.

The Online Chat pilot is still ongoing, with Guildford being one of 77 branches involved during the year. The team has reduced from 30 to about 22 active volunteers, all of whom are very dedicated to the service. This has resulted in us answering fewer chats (788 versus 943). There is, however, now a growing interest from volunteers wishing to join the service, especially among our newer volunteers.

Recruitment and Training

The Recruitment and Training teams have had another busy year. The Recruitment Team ran ten Information Evenings on Zoom. These are designed to help potential volunteers better understand the role of the listening volunteer before deciding whether or not to apply. During the year we interviewed 57 potential volunteers and the Training Team ran three Core Development courses. This resulted in 38 trainees going through to mentoring, compared to 32 last year.

The Continuous Development Team provided a varied programme of training sessions throughout the year. These included such topics as 'What do we mean when we talk about transgender?', 'Applying our Key Policies', 'Supporting lonely callers' and 'Identifying and Managing Misuse of Service Calls'. The variety of sessions, some of which include outside guest speakers, always aims to help us develop our skills and to have a better understanding of our callers.

Outreach

Outreach has been incredibly active throughout the year, raising awareness of Samaritans in our community and among high-risk groups. We have had a presence at Guildford Station about every six weeks, including for the 'Brew Monday' and 'Small Talk Saves Lives' national campaigns, and we have been at the University of Surrey each week supporting students and, from last September, this has also included a weekly presence at the University's School of Veterinary Medicine. In addition, we have been raising awareness at the University's Freshers' Fairs and have assisted with the training of students for Nightline, the listening service providing emotional support for students. On top of this, we made a video of our work at the University to help other Samaritans' branches hoping to engage with their local universities. We have also been more

Achievements and Performance (continued)

involved with schools and colleges, with wellbeing stands at fairs and by delivering emotional wellbeing talks to schools. In the community, we have had a presence at Surrey Pride, at Sarah Millican's show at G Live in January and at various fairs, as well as delivering talks to the Citizens Advice Bureau on raising awareness of our service for their clients. This year we have seen more volunteers get involved in Outreach, Education Outreach and Post-Incident Support to help us raise awareness of Samaritans in the local community.

Prisons

We have continued to support the Listener Scheme in both HMP Send and HMP Coldingley with our team of ten volunteers going into each prison to support the Listeners on a weekly or fort-nightly basis. During the year we ran a training course at Coldingley and trained six more Listeners. At the end of March 2024 there were 14 trained Listeners in Coldingley and eight in Send, all providing emotional support to their fellow prisoners. During the year, Listeners in Coldingley took on average 21 calls per month and in Send they took about 31 calls per month.

Equity, Diversity and Inclusion

Our branch's commitment to Equity, Diversity and Inclusion (EDI) is evidenced by the appointment of a Deputy Director (DD) for EDI. An EDI work group made up of volunteers with lived and/or professional experience of the marginalised communities is working with all the DDs, resulting in the implementation of several initiatives. These include a 'Getting to Know the Branch' survey, buddy support for volunteers who want additional support to carry out their shifts, training by a transgender person about issues impacting this community and changes to the rota to accommodate parents with schoolchildren. The EDI team has also started a Knowledge Library for the branch, collecting articles and research regarding marginalised communities.

Financial Review

At the year end the charity had unrestricted funds of £144,227 (2023 - £181,687) of which £5,494 (2023 - £5,172) related to a designated fund representing the tangible assets, and £100 (2023 - £100) related to a designated fund representing the charity's shareholding in its trading subsidiary, which operates a charity shop.

The principle source of income continues to be income from its charity shop, which is situated in Godalming. During the year we received income of £60,000 (2023 - £90,000) from the profits of the sale of donated goods in the shop. In addition, we received donations directly from the public.

Expenditure is focussed on service provision together with property maintenance and running costs. During the year the charity donated £91,144 (2023 - £100,000) to the Samaritans Central Charity as a contribution to its running costs.

The net deficit for the year was £37,460 (2023 - net deficit of £53,174) after a gain of £7,952 (2023 - loss of £3,717) on the value of investments.

Principal risks

The principal risks facing the charity are insufficient volunteers to keep the service open, insufficient funds to run the charity, the possibility of breach of confidentiality and potential safeguarding issues.

New volunteer recruitment is essential to ensure we always have adequate cover. Through information sessions and a careful selection process followed by a comprehensive training programme, we have managed to hold stable the number of volunteers in a difficult environment.

Fund raising is also essential in order to meet our running costs as well as to pay a contribution to the Central Charity towards the costs of the services and systems, without which the charity could not operate.

Confidentiality is one of Samaritans' core values. Policies and procedures, including DBS checks for all volunteers, are in place to reduce the possibility of inadvertent breach of confidentiality.

Safeguarding training developed by the Samaritans Central Charity is undertaken by all volunteers.

Reserves policy

As the charity's income is heavily dependent on donations, either directly, or through the sale of donated goods in the shop, it cannot be guaranteed. The trustees consider that around eighteen months of annual expenditure, excluding depreciation, including the contractually committed costs of the charity's subsidiary undertaking, is an appropriate level of reserves to maintain in order to meet working capital needs.

Expendable reserves, represented by the charity's General fund, which excludes the value of tangible fixed assets and the charity's investment in its trading subsidiary, were £138,633 (2023 - £176,415) which is in line with the reserves policy.

Structure, Governance and Management

Governing document

Guildford Samaritans is a Charitable Incorporated Organisation governed by its constitution dated 5 January 2016.

Appointment of Trustees

Elected Trustees are elected by the members of the charity at the Annual General Meeting. There are up to 10 Elected Trustees, including the Secretary and Treasurer. The Branch Director is appointed following consultation with the members and subject to the approval of the Samaritans Central Charity (SCC). The Branch Director chairs the charity's Board of Trustees. In addition the Trustees may appoint up to two co-opted Trustees, who have the same rights and responsibilities as Elected Trustees.

Organisational Structure

Guildford Samaritans is a Charitable Incorporated Organisation, registration number 1165037.

The Charity is led by the Branch Director and a Leadership Team comprising the trustees and deputy directors appointed by the Branch Director. The Deputy Directors normally meet on a monthly basis. Full trustee meetings take place at least every three months.

The Branch Director is the charity's representative on the Regional Council and the Council of Samaritans. They consult with the trustees and members of the charity before exercising any of the rights and privileges they enjoy as a member of the SCC and its Councils but are not bound by their views.

Induction and training of trustees

Trustees are inducted and trained in accordance with Samaritans' national policy.

Reference and Administrative Details

Charity Name	Guildford Samaritans
Charity Number	1165037
Charity's principal address	69 Woodbridge Road Guildford Surrey GU1 4RD
Bankers	CAF Bank Ltd 25 Kings Hill Avenue Kings Hill West Malling Kent ME19 4JQ

Reference and Administrative Details (continued)

Bankers (continued)	National Westminster Bank plc 151 High Street Guildford Surrey GU1 3AH	
Investments	CCLA Investment Management Limited Senator House 85 Queen Victoria Street London EC4V 4ET	
Current Trustees	Holly Buck	Secretary (appointed 15 February 2024)
	Heather Fisk	Director (appointed 14 April 2023)
	Douglas Peter Hewson	
	Allen Ruddock	
	Laura Spoelstra	
	Joanna Titcomb	Treasurer
	Rupi Zani	
Other trustees who served during the period		
	Jane Adams	(resigned 15 February 2024)

Approval

The report was approved by the trustees on 19 September 2024 and signed on their behalf by:

Heather Fisk
Branch Director

Guildford Samaritans
Independent Examiner's Report
for the year ended 31 March 2024

Independent examiner's report to the trustees of Guildford Samaritans

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31 March 2024.

Responsibilities and basis of report

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

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

- the accounting records were not kept in accordance with section 130 of the Charities Act; or
- the accounts did not accord with the accounting records; or
- 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.

William Bolter FCCA ATT
159 Worplesdon Road
Guildford
GU2 9XA

Date 20 September 2024

Guildford Samaritans
Statement of Financial Activities
for the year ended 31 March 2024

	Note	Unrestricted funds £	Restricted income funds £	Total 2024 £	Total 2023 £
Income from:	4				
Donations and legacies		28,434	-	28,434	36,366
Charitable activities		-	6,529	6,529	4,330
Other trading activities		63,888	-	63,888	93,114
Investments		4,203	-	4,203	792
		96,525	6,529	103,054	134,602
Expenditure on:	5				
Raising funds		1,267	-	1,267	1,683
Charitable activities		47,204	7,066	54,270	44,661
Separate material expense item		91,144	-	91,144	100,000
Other		1,785	-	1,785	37,715
		141,400	7,066	148,466	184,059
Net expenditure before investment gains		**(44,875)**	**(537)**	**(45,412)**	**(49,457)**
Net gains on investments		7,952	-	7,952	(3,717)
Net income/(expenditure)		**(36,923)**	**(537)**	**(37,460)**	**(53,174)**
Transfers between funds		(537)	537	-	-
Net movement in funds		**(37,460)**	**-**	**(37,460)**	**(53,174)**
Reconciliation of funds:					
Total funds brought forward		181,687	-	181,687	234,861
Total funds carried forward		**144,227**	**-**	**144,227**	**181,687**

The above statement includes all gains and losses recognised during the year.
All activities are regarded as continuing.
Comparative figures for the previous year by fund type are shown in Note 15.
The Notes on pages 11 to 19 form an integral part of these accounts.

Guildford Samaritans
Balance Sheet
as at 31 March 2024

	Note	31 March 2024 Unrestricted Funds £	31 March 2023 £
Fixed assets			
Tangible assets	7	**5,494**	5,172
Investments	8	**72,647**	64,695
		78,141	69,867
Current assets			
Debtors	10	**2,139**	6,451
Cash at bank and in hand	11	**67,234**	111,180
		69,373	117,631
Creditors: amounts falling due within one year	12	**(3,287)**	(5,811)
Net current assets		**66,086**	111,820
Total net assets		**144,227**	**181,687**
Funds of the Charity			
Unrestricted funds	15	**144,227**	181,687
		144,227	**181,687**

These accounts were approved by the trustees on 19 September 2024 and signed on their behalf by:

Heather Fisk
Branch Director

Joanna Titcomb
Treasurer

Guildford Samaritans
Notes to the Financial Statements
for the year ended 31 March 2024

1. Basis of preparation

1.1 These accounts have been prepared under the historic cost convention, with items recognised at cost or transaction value, unless otherwise stated in the relevant notes, in accordance with:
(a) The Charities Act 2011
(b) The Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014
(c) The Financial Reporting Standard applicable in the UK and the Republic of Ireland: FRS 102

1.2 The charity constitutes a public benefit entity as defined by FRS 102.

1.3 The Trustees consider that there are no material uncertainties regarding the charity's ability to continue as a going concern.

1.4 The accounts present a true and fair view and the accounting policies adopted are those outlined in note 2.

2. Accounting policies

2.1 Income

(a) Recognition of income
Income is recognised and included in the Statement of Financial Activities (SoFA) when the charity becomes entitled to the resources; it is more likely than not that the trustees will receive the resources; and the monetary value can be measured with sufficient reliability.

(b) Offsetting
There has been no offsetting of assets and liabilities, or income and expenses, unless required or permitted by the FRS 102 SORP or FRS 102.

(c) Grants and donations
Grants and donations are only included in the SoFA when the general income recognition criteria are met (5.10 to 5.12 FRS102 SORP).

(d) Legacies
Legacies are included in the SoFA when receipt is probable, that is, when there has been a grant of probate, the executors have established that there are sufficient assets in the estate and any conditions attached to the legacy are either within the control of the charity or have been met.

2. Accounting policies (continued)

(e) Gift aid payments for trading subsidiary
The charity receives income from its subsidiary company, which trades as a charity shop. All of the taxable profits of the subsidiary are paid to the charity under the gift aid scheme. These gift aid payments are recognised as income in the accounts.

At the reporting date there was no legal obligation in place for the subsidiary to make this gift aid payment, although prior to the reporting date the board had indicated its intention to pay the taxable profits to the charity in respect of the reporting period. The payment is expected to be made within nine months of the end of the reporting date.

(e) Tax reclaims on donations and gifts
Gift aid receivable is included in income when there is a valid declaration from the donor and the donation has been received.

(f) Volunteer help
The value of voluntary help received is not included in the accounts but is described in the Trustees' annual report.

(g) Income from interest, royalties and dividends
This is included in the accounts when receipt is probable and the amount receivable can be measured reliably.

(h) Investment gains and losses
This includes any realised or unrealised gains or losses on the sale of investments and any gain or loss resulting from revaluing investments to market value at the end of the year.

2.2 Expenditure and liabilities

(a) Expenditure
Expenditure is recognised on an accruals basis. The charity is not registered for VAT, thus all costs are shown inclusive of VAT charged.

(b) Liability recognition
Liabilities are recognised where it is more likely than not that there is a legal or constructive obligation committing the charity to pay out resources and the amount of the obligation can be measured with resonable certainty.

2.3 Tangible fixed assets
Assets are capitalised if they can be used for more than one year. They are valued at cost. Depreciation is calculated to write off the cost of tangible fixed assets on a straight-line basis over their useful economic lives. The rates used are as follows:

Freehold Land & Buildings	20%
Plant & Machinery	20%
Fixtures, Fittings & Equipment	20%

2. Accounting policies (continued)

2.4 Investments
Fixed asset investments in quoted shares, traded bonds and similar investments are valued initially at cost and subsequently at fair value (their market value) at the year end.

2.5 Debtors
Debtors are recognised initially at settlement amount due. Subsequently they are measured at the cash or other consideration expected to be received.

2.6 Cash and cash equivalents
Cash includes bank deposits repayable on demand.

2.7 Taxation
The charity is not liable to corporation tax or capital gains tax on its charitable activities.

3. Transactions with trustees and related parties

No remuneration was paid to the trustees during the year (2023 - £nil).

Expenses were reimbursed to 3 trustees (2023 - 5 trustees) as follows:

	2024	2023
	£	£
Travel	6	591
Office running costs	487	879
Fundraising expenses	20	20
	513	1,490

Two trustees received prizes of £70 each from the charity's monthly 100 Club lottery, which raises funds for the charity.

The charity's insurance policy includes trustee indemnity insurance cover for all of its trustees.

There were no related party transactions.

4. Analysis of income

	Unrestricted funds	Restricted income funds	Total funds	2023
	£	£	£	£
Donations and legacies				
Donations and gifts	4,243	-	4,243	15,667
Gift Aid on donations	24,191	-	24,191	20,699
	28,434	-	28,434	36,366
Charitable activities				
Prison grants	-	4,079	4,079	4,330
Grant from South Western Railways	-	2,450	2,450	-
	-	6,529	6,529	4,330
Other trading activities				
Donations from Charity Shop	60,000	-	60,000	90,000
100 Club lottery	1,715	-	1,715	1,885
Fundraising events	2,173	-	2,173	1,229
	63,888	-	63,888	93,114
Income from investments				
Interest income	4,203	-	4,203	792
	4,203	-	4,203	792
Total Income	96,525	6,529	103,054	134,602

All income was unrestricted except for £4,079 (2023 - £4,330) receivable in respect of HMP Prison Service grants received via Samaritans central charity and £2,450 (2023 - £nil) receivable from the SWR Customer and Community Improvement Fund.

5. Analysis of expenditure

	Unrestricted funds £	Restricted income funds £	Total funds £	2023 £
Expenditure on raising funds				
Operating social lottery	861	-	861	940
Fundraising costs	406	-	406	743
	1,267	-	1,267	1,683
Expenditure on charitable activities				
Light/heat, insurance, water rates	7,361	-	7,361	7,393
Telephone, stationery, publicity	3,389	1,297	4,686	3,398
Prison service expenses	-	4,616	4,616	4,843
Other	36,454	1,153	37,607	29,027
	47,204	7,066	54,270	44,661
Separate material item of expense				
Contribution to Samaritans Central Charity	91,144	-	91,144	100,000
	91,144	-	91,144	100,000
Other expenditure				
Depreciation	1,785	-	1,785	37,715
	1,785	-	1,785	37,715
Total expenditure	141,400	7,066	148,466	184,059

6. Staff costs

The charity has no paid employees.

7. Tangible fixed assets

	Freehold land & buildings £	Plant & machinery £	Fixtures, fittings and equipment £	Total £
Cost				
At the beginning of the year	189,486	12,518	20,106	222,110
Additions	-	-	2,107	2,107
At end of the year	189,486	12,518	22,213	224,217
Depreciation				
At beginning of the year	189,486	8,329	19,123	216,938
Depreciation	-	1,052	733	1,785
At end of the year	189,486	9,381	19,856	218,723
Net book value				
Net book value at the beginning of year	-	4,189	983	5,172
Net book value at the end of year	-	3,137	2,357	5,494

8. Fixed asset investments

	Listed investments £	Shares in subsidiary undertaking £	Total £
Carrying value at beginning of year	64,595	100	64,695
Less: disposals at carrying value	-	-	-
Add: net gain on revaluation	7,952	-	7,952
Carrying value at end of year	**72,547**	**100**	**72,647**
Analysis of investments			
Held at fair value	72,547	-	72,547
Held at cost	-	100	100
Total carrying value of investments at cost and fair value	**72,547**	**100**	**72,647**

9. Fair value of assets and liabilities

Fixed asset investments represent listed investments in the COIF Charities Investment Fund run by CCLA, which are held in the accounts at fair value.

The trustees consider that the Charity's exposure to credit risk as a result of investing in this fund is low.

The Charity's liquidity risk is also considered to be low, as the investment in the fund may be sold at market value at notice of a week or less.

The Charity is exposed to market risk, as the fund is invested mainly in equities. However, the fund is an an actively managed, diversified portfolio of assets which seeks to provide long-term protection from inflation, and mitigate the risks of market volatility.

10. Debtors and prepayments

	2024	2023
	£	£
Prepayments and accrued income	2,139	6,451
	2,139	6,451

11. Cash at bank and in hand

	2024	2023
	£	£
Cash at bank	67,234	111,180
	67,234	111,180

12. Creditors: amounts falling due within one year

	2024	2023
	£	£
Accruals	2,879	5,374
Deferred income	408	437
	3,287	5,811

13. Deferred income

Movement in deferred income account	**2024**	2023
	£	£
Balance at the start of the reporting period	437	492
Amounts added in current period	408	437
Amounts released to income from previous periods	(437)	(492)
Balance at the end of the reporting period	408	437

Deferred income relates to monies received in advance for the 100 Club lottery which is run by the charity members. The lottery runs from July to June each year and the deferred income balance for 2024 relates to monies received in advance in respect of the monthly draws for April to June 2024.

14. Purpose of funds

General fund
An unrestricted fund that can be expended at the discretion of the trustees in furtherance of the objectives of the charity.

Fixed assets fund
An unrestricted designated fund used for recording the value of tangible fixed assets, which the trustees consider are not available to be expended on the objectives of the charity.

Investment fund
An unrestricted designated fund used for recording the value of the investment in the charity's subsidiary undertaking, which the trustees consider is not available to be expended on the objectives of the charity.

Prisons fund
A restricted fund for monies received as an apportionment of a grant from His Majesty's Prison & Probation Service (HMPPS) to Samaritans Central Office to reimburse costs incurred in providing support for the Prison Listener Scheme.

SWR Grant
A restricted fund for a grant received from the SWR Customer and Community Improvement Fund to support volunteer recruitment and community outreach.

15. Movements in funds

Current year	As at 31 March 2023 £	Income £	Expenditure £	Transfers £	Gains and losses £	As at 31 March 2024 £
Unrestricted funds						
General fund	176,415	96,525	(139,615)	(2,644)	7,952	138,633
Fixed assets fund	5,172	-	(1,785)	2,107	-	5,494
Investment fund	100	-	-	-	-	100
Restricted funds						
Prisons fund	-	4,079	(4,616)	537	-	-
SWR Grant	-	2,450	(2,450)	-	-	-
Total Funds	181,687	103,054	(148,466)	-	7,952	144,227

£537 was transferred between the Prisons fund and the General fund, representing the contribution by Guildford Samaritans towards the running costs of the work with Send and Coldingley Prisons, which is primarily covered by a grant from HMPPS.

£2,107 was transferred from the General fund to the Fixed assets fund in respect of assets purchased during the year.

Prior year	As at 31 March 2022 £	Income £	Expenditure £	Transfers £	Gains and losses £	As at 31 March 2023 £
Unrestricted funds						
General fund	196,354	130,272	(141,501)	(4,993)	(3,717)	176,415
Fixed assets fund	38,407	-	(37,715)	4,480	-	5,172
Investment fund	100	-	-	-	-	100
Restricted funds						
Prisons fund	-	4,330	(4,843)	513	-	-
Total Funds	234,861	134,602	(184,059)	-	(3,717)	181,687

GUILDFORD SAMARITANS

England & Wales - Charity number 1165037

Accounts

SAMARITANS
Guildford

Guildford Samaritans
Annual Report & Financial Statements
For the year ended
31 March 2023

Guildford Samaritans
Annual Report & Financial Statements
For the year ended 31 March 2023

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Guildford Samaritans
Trustees' Annual Report
For the year ended 31 March 2023

The Trustees are pleased to present their report and financial statements together with the independent examiner's report for the year ended 31 March 2023.

Objects and Activities

The objects of the charity are:

(a) to enable people in Guildford and the surrounding area, as well as elsewhere, who are experiencing feelings of distress or despair, including those who may be at risk of suicide, to receive confidential emotional support at any time of the day or night in order to improve their emotional health and to reduce the incidence of suicide;

(b) to promote a better understanding in society of suicide, suicidal behaviour and the value of expressing feelings which may otherwise lead to suicide or impaired emotional health; and

(c) to collaborate with and support the Samaritans Central Charity and its affiliated branches in fulfilling these objects.

Samaritans' vision is that fewer people die by suicide. We work to achieve this by making it our mission to alleviate emotional distress and reduce the incidence of suicidal feelings and suicidal behaviour.

Public Benefit

The Trustees confirm that they have referred to the Charity Commission's guidance on public benefit when reviewing the charity's aims and objectives in planning future activities. The charity furthers its charitable purposes for the public benefit by:

(a) helping to provide a listening service over the telephone and via web chat to members of the public throughout the UK;

(b) supporting the Samaritans' Listener scheme in HMP Coldingley and HMP Send;

(c) raising awareness of the Samaritans' service through regular outreach events at Guildford station;

(d) delivering talks about emotional health at local schools and colleges and other organisations;

(e) providing emotional support outside of the headquarters, including to families visiting their relatives in prison and to students and staff at the University of Surrey;

(f) providing financial and other assistance to the Samaritans' Central Charity and other Samaritans' branches.

Contribution made by volunteers

The charity is run entirely by volunteers. We have around 150 active listening volunteers who typically spend three hours a week providing emotional support to those in distress. Many of these volunteers are also involved with other activities such as recruitment, training and outreach. We also have several support volunteers who help in areas such as finance and administration.

Guildford Samaritans
Trustees' Annual Report
For the year ended 31 March 2023

Achievements and Performance

This was the first year of operations returning to normal after Covid-19. We were able to relax restrictions, start to connect with each other again and become active in the community once more.

Statistics

We ended the year in March 2023 with 147 active listening volunteers. The number remained quite stable throughout the year, averaging 150 for the period. Volunteers spent 8,813 hours on the phone during this time, answering over 27,000 calls. This was a significant increase over the previous period, when we spent around 8,000 hours on calls. The reason for this is explained below. We also made 347 outbound 'follow up' calls.

In December 2022 Guildford Branch decided to stop covering email responses, handing the task over to the dedicated Central Email Hub. We therefore responded to fewer emails during the year (262 versus 1,461 to March 2022), giving volunteers significantly more time on the phone.

We are still part of the Online Chat pilot that was launched in November 2020. The team remains at about 30 volunteers, but we answered fewer chats this year (943 versus 1,439). There are a number of contributing reasons, one of which is that the pilot still only offers evening shifts, which can be late finishing as they often overrun.

We were still closed to face-to-face callers at the branch but did have some meaningful contacts during our Outreach activities.

Recruitment and Training

Our Recruitment and Training teams continued to be busy. The Recruitment Team introduced online Information Sessions to help with the communication of what being a Samaritans involves. With the easing of Covid-19 restrictions, we were able to offer potential volunteers the option of face-to-face interviews as well as on Zoom, and training courses also became a blend of in-person and online sessions. We interviewed over 60 potential volunteers and ran 3 Core Development courses throughout the year, which resulted in 32 new volunteers going through to mentoring.

The Continuous Development Team ran a very successful programme of training throughout the year. They put a huge amount of effort into developing several bespoke training sessions on various topics including bereavement and childhood trauma, all designed to help us understand our callers better. They also invited in outside speakers to talk to us about such topics as gambling addiction.

Outreach

Outreach has been active again after stopping during Covid-19, raising awareness of Samaritans. We have resumed our monthly presence at Guildford Station, including on 'Brew Monday' in January and to publicise the 'Small Talk Saves Lives' campaign. We have been able to support Students regularly at the University of Surrey again and have also been into Godalming and Merrist Wood Colleges. In addition, we have had a presence at a number of local fairs in the community.

Prisons

Our work in the prisons was able to get back to normal during the year after Covid-19. We have teams of volunteers supporting Listeners at both HMP Send and HMP Coldingley and they were able to go in weekly to Send and fortnightly to Coldingley. There are around 10 Listeners at each prison who provide emotional support to fellow prisoners and it was a relief to be able to go back into both prisons and support the Listeners face-to-face once again.

Financial Review

At the year end the charity had unrestricted funds of £181,687 (2022 - £234,861) of which £5,172 (2022 - £38,407) related to a designated fund representing the tangible assets, and £100 (2022 - £100) related to a designated fund representing the charity's shareholding in its trading subsidiary, which operates a charity shop.

The principle source of income continues to be income from the charity's shop, which is situated in Godalming. During the year we received income of £90,000 (2022 - £80,000) from the profits of the sale of donated goods in the shop. In addition, we received donations directly from the public.

Expenditure is focussed entirely on service provision together with property maintenance and running costs. During the year the charity donated £100,000 (2022 - £173,079) to the Samaritans Central Charity as a contribution to its running costs.

The net deficit for the year was £53,174 (2022 - net deficit of £125,945) after a loss of £3,717 (2022 - gain of £12,839) on the value of investments.

Principal risks

The principal risks facing the charity are insufficient volunteers to keep the service open, insufficient funds to run the charity, the possibility of breach of confidentiality and potential safeguarding issues.

New volunteer recruitment is essential to ensure we always have adequate cover. Through information sessions, a careful selection process followed by a comprehensive training programme, we have continued to increase the number of volunteers over the last few years.

Fund raising is also essential in order to meet our running costs as well as to pay a contribution to the Central Charity towards the costs of the services and systems, without which the charity could not operate.

Confidentiality is one of Samaritans' core values. Policies and procedures, including DBS checks for all volunteers, are in place to reduce the possibility of inadvertent breach of confidentiality.

Updated Safeguarding training developed by the Samaritans Central Charity was undertaken by all volunteers during the year.

The risks to the operation and finances of the charity as a result of the Covid-19 Pandemic have been assessed regularly by the Trustees throughout the year and appropriate action has been taken to mitigate these risks where possible.

Reserves policy

As the charity's income is heavily dependent on donations, either directly, or through the sale of donated goods in the shop, it cannot be guaranteed. The Trustees consider that around eighteen months of annual expenditure, excluding depreciation, including the contractually committed costs of the charity's subsidiary undertaking, is an appropriate level of reserves to maintain in order to meet working capital needs.

Expendable reserves, represented by the charity's General fund, which excludes the value of tangible fixed assets and the charity's investment in its trading subsidiary, were £176,415 (2022 - £196,354) which is in excess of the reserves policy. The Trustees continue to implement their plan to reduce the level of reserves, in a phased manner, whilst ensuring that monies distributed are used in accordance the objectives of the charity.

Structure, Governance and Management

Governing document

Guildford Samaritans is a Charitable Incorporated Organisation governed by its constitution dated 5 January 2016.

Appointment of Trustees

Elected Trustees are elected by the members of the charity at the Annual General Meeting. There are up to 10 Elected Trustees, including the Secretary and Treasurer. The Branch Director is appointed following consultation with the members and subject to the approval of the Samaritans Central Charity. The Branch Director chairs the charity's Board of Trustees. In addition the Trustees may appoint up to two co-opted Trustees, who have the same rights and responsibilities as Elected Trustees.

Organisational Structure

Guildford Samaritans is a Charitable Incorporated Organisation, registration number 1165037.

The Charity is led by the Branch Director and a Leadership Team comprising the trustees and deputy directors appointed by the Director. The Deputy Directors normally meet on a monthly basis. Full trustee meetings take place at least every three months.

The Branch Director is the charity's representative on the Regional Council and the Council of Samaritans. They consult with the Trustees and members of the charity before exercising any of the rights and privileges they enjoy as a member of the SCC and its Councils but are not bound by their views.

Inuduction and training of trustees

Trustees are inducted and trained in accordance with Samaritans' national policy.

Guildford Samaritans
Trustees' Annual Report
For the year ended 31 March 2023

Reference and Administrative Details

Charity Name	Guildford Samaritans
Charity Number	1165037
Charity's principal address	69 Woodbridge Road Guildford Surrey GU1 4RD
Bankers	CAF Bank Ltd 25 Kings Hill Avenue Kings Hill West Malling Kent ME19 4JQ National Westminster Bank plc 151 High Street Guildford Surrey GU1 3AH
Investments	CCLA Investment Management Limited Senator House 85 Queen Victoria Street London EC4V 4ET

Current Trustees			
	Jane Adams	Secretary	
	Heather Fisk	Director	Appointed 14 April 2023
	Douglas Peter Hewson		
	Allen Ruddock		Appointed 27 October 2022
	Laura Spoelstra		Appointed 27 October 2022
	Joanna Titcomb	Treasurer	
	Rupi Zani		

Other Trustees who served during the period			
	Karen Janman		Resigned 8 December 2022
	Nicholas Martin	Director	Resigned 31 August 2022
	Debra Scutt	Deputy Director	Resigned 27 October 2022

Approval

The report was approved by the trustees on 24 August 2023 and signed on their behalf by:

Heather Fisk
Branch Director

Guildford Samaritans
Independent Examiner's Report
for the year ended 31 March 2023

Independent examiner's report to the trustees of Guildford Samaritans

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

Responsibilities and basis of report

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

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

- the accounting records were not kept in accordance with section 130 of the Charities Act; or
- the accounts did not accord with the accounting records; or
- 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.

William Bolter FCCA MAAT ATT
159 Worplesdon Road
Guildford
GU2 9XA

Date 30 August 2023

Guildford Samaritans
Statement of Financial Activities
for the year ended 31 March 2023

	Note	Unrestricted funds £	Restricted income funds £	Total 2023 £	Total 2022 £
Income from:	4				
Donations and legacies		36,366	-	36,366	22,537
Charitable activities		-	4,330	4,330	6,098
Other trading activities		93,114	-	93,114	83,786
Investments		792	-	792	11
		130,272	4,330	134,602	112,432
Expenditure on:	5				
Raising funds		1,683	-	1,683	1,838
Charitable activities		39,818	4,843	44,661	34,789
Separate material expense item		100,000	-	100,000	173,079
Other		37,715	-	37,715	41,510
		179,216	4,843	184,059	251,216
Net expenditure before investment gains		**(48,944)**	**(513)**	**(49,457)**	**(138,784)**
Net (loss)/gain on investments		(3,717)	-	(3,717)	12,839
Net income/(expenditure)		**(52,661)**	**(513)**	**(53,174)**	**(125,945)**
Transfers between funds		(513)	513	-	-
Net movement in funds		**(53,174)**	**-**	**(53,174)**	**(125,945)**
Reconciliation of funds:					
Total funds brought forward		234,861	-	234,861	360,806
Total funds carried forward		**181,687**	**-**	**181,687**	**234,861**

The above statement includes all gains and losses recognised during the year.
All activities are regarded as continuing.
Comparative figures for the previous year by fund type are shown in Note 15.
The Notes on pages 10 to 18 form an integral part of these accounts.

Guildford Samaritans
Balance Sheet
as at 31 March 2023

	Note	31 March 2023 Unrestricted Funds £	31 March 2022 £
Fixed assets			
Tangible assets	7	**5,172**	38,407
Investments	8	**64,695**	122,967
		69,867	161,374
Current assets			
Debtors	10	**6,451**	6,756
Cash at bank and in hand	11	**111,180**	70,767
		117,631	77,523
Creditors: amounts falling due within one year	12	**(5,811)**	(4,036)
Net current assets		**111,820**	73,487
Total net assets		**181,687**	**234,861**
Funds of the Charity			
Unrestricted funds	15	**181,687**	234,861
		181,687	**234,861**

These accounts were approved by the trustees on 24 August 2023 and signed on their behalf by:

Heather Fisk
Branch Director

Joanna Titcomb
Treasurer

Guildford Samaritans
Notes to the Financial Statements
for the year ended 31 March 2023

1. Basis of preparation

1.1 These accounts have been prepared under the historic cost convention, with items recognised at cost or transaction value, unless otherwise stated in the relevant notes, in accordance with:
(a) The Charities Act 2011
(b) The Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014
(c) The Financial Reporting Standard applicable in the UK and the Republic of Ireland: FRS 102

1.2 The charity constitutes a public benefit entity as defined by FRS 102.

1.3 The Trustees consider that there are no material uncertainties regarding the charity's ability to continue as a going concern.

1.4 The accounts present a true and fair view and the accounting policies adopted are those outlined in note 2.

2. Accounting policies

2.1 Income

(a) Recognition of income
Income is recognised and included in the Statement of Financial Activities (SoFA) when the charity becomes entitled to the resources; it is more likely than not that the trustees will receive the resources; and the monetary value can be measured with sufficient reliability

(b) Offsetting
There has been no offsetting of assets and liabilities, or income and expenses, unless required or permitted by the FRS 102 SORP or FRS 102.

(c) Grants and donations
Grants and donations are only included in the SoFA when the general income recognition criteria are met (5.10 to 5.12 FRS102 SORP).

(d) Legacies
Legacies are included in the SoFA when receipt is probable, that is, when there has been a grant of probate, the executors have established that there are sufficient assets in the estate and any conditions attached to the legacy are either within the control of the charity or have been met.

(e) Gift aid payments for trading subsidiary
The charity receives income from its subsidiary company, which trades as a charity shop. All of the taxable profits of the subsidiary are paid to the charity under the gift aid scheme. These gift aid payments are recognised as income in the accounts.

At the reporting date there was no legal obligation in place for the subsidiary to make this gift aid payment, although prior to the reporting date the board had indicated its intention to pay the taxable profits to the charity in respect of the reporting period. The payment is expected to be made within nine months of the end of the reporting date.

(f) Tax reclaims on donations and gifts
Gift aid receivable is included in income when there is a valid declaration from the donor and the donation has been received.

(g) Volunteer help
The value of voluntary help received is not included in the accounts but is described in the Trustees' annual report.

(h) Income from interest, royalties and dividends
This is included in the accounts when receipt is probable and the amount receivable can be measured reliably.

(i) Investment gains and losses
This includes any realised or unrealised gains or losses on the sale of investments and any gain or loss resulting from revaluing investments to market value at the end of the year.

2.2 Expenditure and liabilities

(a) Expenditure
Expenditure is recognised on an accruals basis. The charity is not registered for VAT, thus all costs are shown inclusive of VAT charged.

(b) Liability recognition
Liabilities are recognised where it is more likely than not that there is a legal or constructive obligation committing the charity to pay out resources and the amount of the obligation can be measured with resonable certainty.

2.3 Tangible fixed assets
Assets are capitalised if they can be used for more than one year. They are valued at cost. Depreciation is calculated to write off the cost of tangible fixed assets on a straight-line basis over their useful economic lives. The rates used are as follows:

Freehold Land & Buildings	20%
Plant & Machinery	20%
Fixtures, Fittings & Equipment	20%

2.4 Investments
Fixed asset investments in quoted shares, traded bonds and similar investments are valued initially at cost and subsequently at fair value (their market value) at the year end.

2.5 Debtors
Debtors are recognised initially at settlement amount due. Subsequently they are measured at the cash or other consideration expected to be received.

2.6 Cash and cash equivalents
Cash includes bank deposits repayable on demand.

2.7 Taxation
The charity is not liable to corporation tax or capital gains tax on its charitable activities.

3. Transactions with trustees and related parties

No remuneration was paid to the trustees during the year (2022: £Nil).

Expenses were reimbursed to 5 trustees (2022: 3 trustees) as follows:

	2023	2022
	£	£
Travel	591	978
Office running costs	879	70
Fundraising expenses	20	20
	1,490	1,068

The charity's insurance policy includes trustee indemnity insurance cover for all of its trustees.

There were no related party transactions.

4. Analysis of income

	Unrestricted funds	Restricted income funds	Total funds	2022
			£	£
Donations and legacies				
Donations and gifts	15,667	-	15,667	7,620
Gift Aid on donations	20,699	-	20,699	14,917
	36,366	-	36,366	22,537
Charitable activities				
Prison grants	-	4,330	4,330	6,098
	-	4,330	4,330	6,098
Other trading activities				
Donations from Charity Shop	90,000	-	90,000	80,000
100 Club lottery	1,885	-	1,885	2,088
Fundraising events	1,229	-	1,229	1,698
Other	-	-	-	-
	93,114	-	93,114	83,786
Income from investments				
Interest income	792	-	792	11
	792	-	792	11
Total Income	130,272	4,330	134,602	112,432

All income was unrestricted except for £4,330 (2022 - £6,098) receivable in respect of HMP Prison Service grants received via Samaritans central charity.

5. Analysis of expenditure

	Unrestricted funds £	Restricted income funds £	Total funds £	2022 £
Expenditure on raising funds				
Operating social lottery	940	-	940	1,037
Staging fundraising events	743	-	743	801
	1,683	-	1,683	1,838
Expenditure on charitable activities				
Light/heat, insurance, water rates	7,393	-	7,393	3,976
Telephone, stationery, publicity	3,398	-	3,398	4,002
Prison service expenses	-	4,843	4,843	2,980
Other	29,027	-	29,027	23,831
	39,818	4,843	44,661	34,789
Separate material item of expense				
Contribution to Samaritans Central Charity	100,000	-	100,000	173,079
	100,000	-	100,000	173,079
Other expenditure				
Depreciation	37,715	-	37,715	41,510
	37,715	-	37,715	41,510
Total expenditure	179,216	4,843	184,059	251,216

6. Staff costs

The charity has no paid employees.

7. Tangible fixed assets

	Freehold land & buildings £	Plant & machinery £	Fixtures, fittings and equipment £	Total £
Cost				
At the beginning of the year	189,486	8,038	20,106	217,630
Additions	-	4,480	-	4,480
At end of the year	189,486	12,518	20,106	222,110
Depreciation				
At beginning of the year	156,312	6,441	16,470	179,223
Depreciation	33,174	1,888	2,653	37,715
At end of the year	189,486	8,329	19,123	216,938
Net book value				
Net book value at the beginning of year	33,174	1,597	3,636	38,407
Net book value at the end of year	-	4,189	983	5,172

8. Fixed asset investments

	Listed investments £	Shares in subsidiary undertaking £	Total £
Carrying value at beginning of year	122,867	100	122,967
Less: disposals at carrying value	(54,555)	-	(54,555)
Less: net loss on revaluation	(3,717)	-	(3,717)
Carrying value at end of year	**64,595**	**100**	**64,695**
Analysis of investments			
Held at fair value	64,595	-	64,595
Held a cost	-	100	100
Total carrying value of investments at cost and fair value	**64,595**	**100**	**64,695**

9. Fair value of assets and liabilities

Fixed asset investments represent listed investments in the COIF Charities Investment Fund run by CCLA, which are held in the accounts at fair value.

The trustees consider that the Charity's exposure to credit risk as a result of investing in this fund is low.

The Charity's liquidity risk is also considered to be low, as the investment in the fund may be sold at market value at notice of a week or less.

The Charity is exposed to market risk, as the fund is invested mainly in equities. However, the fund is an actively managed, diversified portfolio of assets which seeks to provide long-term protection from inflation, and mitigate the risks of market volatility.

10. Debtors and prepayments

	2023	2022
	£	£
Prepayments and accrued income	6,451	6,756
	6,451	6,756

11. Cash at bank and in hand

	2023	2022
	£	£
Cash at bank	111,180	70,767
	111,180	70,767

12. Creditors: amounts falling due within one year

	2023	2022
	£	£
Accruals	5,374	3,544
Deferred income	437	492
	5,811	4,036

13. Deferred income

Movement in deferred income account	2023	2022
	£	£
Balance at the start of the reporting	492	552
Amounts added in current period	437	492
Amounts released to income from previous periods	(492)	(552)
Balance at the end of the reporting period	437	492

Deferred income relates to monies received in advance for the 100 Club lottery which is run by the charity for its members. The lottery runs from July to June each year and the deferred income balance relates to monies received in advance in respect of the monthly draws for April to June 2023.

14. Purpose of funds

General fund
An unrestricted fund that can be expended at the discretion of the trustees in furtherance of the objectives of the charity.

Fixed assets fund
An unrestricted designated fund used for recording the value of tangible fixed assets, which the trustees consider are not available to be expended on the objectives of the charity.

Investment fund
An unrestricted designated fund used for recording the value of the investment in the charity's subsidiary undertaking, which the trustees consider is not available to be expended on the objectives of the charity.

Prisons fund
A restricted fund for monies received as an apportionment of a grant from His Majesty's Prison & Probation Service (HMPPS) to Samaritans Central Office to reimburse costs incurred in providing support for the Prison Listener Scheme.

15. Movements in funds

Current year	As at 31 March 2022 £	Income £	Expenditure £	Transfers £	Gains and losses £	As at 31 March 2023 £
Unrestricted funds						
General fund	196,354	130,272	(141,501)	(4,993)	(3,717)	176,415
Fixed assets fund	38,407	-	(37,715)	4,480	-	5,172
Investment fund	100	-	-	-	-	100
Restricted funds						
Prisons fund	-	4,330	(4,843)	513	-	-
Total Funds	234,861	134,602	(184,059)	-	(3,717)	181,687

£513 was transferred between the General fund and the Prisons fund, representing the contribution by Guildford Samaritans towards the running costs of the work with Send and Coldingley Prisons, which is primarily covered by a grant from HMPPS.

£4,480 was transferred from the General fund to the Fixed assets fund in respect of assets purchased during the year.

Prior year	As at 31 March 2021 £	Income £	Expenditure £	Transfers £	Gains and losses £	As at 31 March 2022 £
Unrestricted funds						
General fund	282,086	106,334	(206,726)	1,821	12,839	196,354
Fixed assets fund	78,620	-	(41,510)	1,297	-	38,407
Investment fund	100	-	-	-	-	100
Restricted funds						
Prisons fund	-	6,098	(2,980)	(3,118)	-	-
Total Funds	360,806	112,432	(251,216)	-	12,839	234,861

GUILDFORD SAMARITANS

England & Wales - Charity number 1165037

Accounts



Guildford Samaritans
Annual Report & Financial Statements
For the year ended
31 March 2022

Guildford Samaritans
Annual Report & Financial Statements
For the year ended 31 March 2022

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Guildford Samaritans
Trustees' Annual Report
For the year ended 31 March 2022

The Trustees are pleased to present their report and financial statements together with the independent examiner's report for the year ended 31 March 2022.

Objects and Activities

The objects of the charity are:

(a) to enable people in Guildford and the surrounding area, as well as elsewhere, who are experiencing feelings of distress or despair, including those who may be at risk of suicide, to receive confidential emotional support at any time of the day or night in order to improve their emotional health and to reduce the incidence of suicide;

(b) to promote a better understanding in society of suicide, suicidal behaviour and the value of expressing feelings which may otherwise lead to suicide or impaired emotional health; and

(c) to collaborate with and support the Samaritans' Central Charity and its affiliated branches in fulfilling these objects.

Samaritans' vision is that fewer people die by suicide. We work to achieve this by making it our mission to alleviate emotional distress and reduce the incidence of suicidal feelings and suicidal behaviour.

Public Benefit

The Trustees confirm that they have referred to the Charity Commission's guildance on public benefit when reviewing the charity's aims and objectives in planning future activities. The charity furthers its charitable purposes for the public benefit by:

(a) helping to provide a listening service over the telephone and via email and web chat to members of the public throughout the UK;

(b) supporting the Samaritans' Listener scheme in HMP Coldingley and HMP Send;

(c) raising awareness of the Samaritans' service through regular outreach events at Guildford station;

(d) delivering talks about emotional health at local schools and colleges and other organisations;

(e) providing emotional support outside of the headquarters, including to families visiting their relatives in prison and to students and staff at the University of Surrey;

(f) providing financial and other assistance to the Samaritans' Central Charity and other Samaritans' branches.

Contribution made by volunteers

The charity is run entirely by volunteers. We have around 150 active listening volunteers who typically spend three hours a week providing emotional support to those in distress. Many of these volunteers are also involved with other activities such as recruitment, training and outreach. We also have several support volunteers who help in areas such as finance and administration.

Achievements and Performance

This was another year where Coronavirus had a big impact. We found ourselves having to adapt our procedures as restrictions came and went, and we always tried to err on the side of caution to minimise the possibility of transmission in the branch.

Thanks to the efforts of all our volunteers, we were able to maintain our rota and stay open almost round the clock.

At our AGM in November, we were presented with a Surrey Lieutenancy Certificate of Appreciation by Sally Varay DL, one of our patrons, for our contribution during the pandemic.

Statistics

Our active volunteer numbers were quite stable compared to the previous year, when there was a big dip due to Covid. We finished the year with 155 active volunteers, which was roughly where we started.

During the year, we spent more than 8,000 hours on the phone and answered more than 23,500 calls. This was a significant increase compared to the previous year, as we focused more on answering the phone than responding to emails (see below). We also made around 400 outbound 'follow-up' calls to people who needed some extra support.

We responded to fewer emails this year (1,461 compared to 5,486 in 2020/21). This was due to some changes to the service made by the Central Charity in July 2021, including the creation of a dedicated email Hub. We set up our own branch email team, consisting of around ten volunteers responsible for responding to emails, whilst the remainder of the branch focused on phone calls.

We continued to support the Online Chat pilot service which launched in November 2020 and is available 5 evenings a week. A team of around 30 of our volunteers, who have done some specific training, answered 1,439 chats during the year.

We did not see any face-to-face callers at the branch as the service remained suspended across the country throughout the year.

Recruitment and training

Our recruitment and training teams continued to do a brilliant job of bringing new volunteers into the branch. The continuing concern around Covid meant that almost all the inverviews and training sessions we did were online rather than face-to-face.

We had a large number of enquiries from people looking to volunteer with us. We prioritised people who could help us 'light up the night' - a campaign being run by the Central Charity to find volunteers who can cover night-time hours when the demand for the service is greatest.

We ran four Core Development courses for new volunteers across the year, with 35 new recruits going through to mentoring.

Achievements and Performance (continued)

Recruitment and training (continued)
We also established a new 'Continuous Development' team who ran a variety of training sessions for volunteers on topics such as loneliness and bereavement. Every volunteer within the branch also completed digital training on safeguarding.

Outreach
Having been completely suspended the previous year, we were able to resume some of our outreach activity in the local community. We had a strong presence at Guildford station on 'Brew Monday' (January 17th) to raise awareness of Samaritans. We also resumed our regular presence at the University of Surrey, providing support for students.

Prisons
The pandemic continued to affect our work at HMP Coldingley and HMP Send. Both prisons went in and out of lockdown quite regularly, so we often had to support the Listener teams (prisoners we have trained to provide emotional support to their fellow inmates) remotely, rather than face-to-face, which was quite challenging.

The Listeners themselves spent many hours supporting their fellow prisoners, and we were delighted that the team at HMP Send were also presented with a Surrey Lieutenancy Certificate of Appreciation by Sally Varah DL for their contribution during the pandemic.

Financial Review

At the year end the charity had unrestricted funds of £234,861 (2021 - £360,806) of which £38,407 (2021 - £78,620) related to a designated fund representing the tangible assets, and £100 (2021 - £100) related to a designated fund representing the charity's shareholding in its trading subsidiary, which operates a charity shop.

The principle source of income continues to be income from its charity shop, which is situated in Godalming. During the year we received income of £80,000 (2021 - £55,876) from the profits of the sale of donated goods in the shop. In addition, we received donations directly from the public.

Due to the Covid-19 Pandemic, the charity shop was closed for part of the previous financal year. It reopened in April 2021 and traded throughout the current year. Throughout the year the Trustees continued to monitor the impact of the Pandemic on the charity and develop appropriate responses as the situation evolved.

Expenditure is focussed entirely on service provision together with property maintenance and running costs. During the year the charity donated £173,079 to the Samaritans' Central Charity. Of this, £50,000 was donated to help fund a project to establish a central Training School for new Samaritans' Listeners. Additionally, £100,000 was contributed to the day-to-day running costs of the Central Charity.

The net deficit for the year was £125,945 (2021 - net surplus of £18,071) after a gain of £12,839 (2021 - £21,552) on the value of investments.

Principal risks

The principal risks facing the charity are insufficient volunteers to keep the service open, insufficient funds to run the charity, the possibility of breach of confidentiality and potential safeguarding issues.

New volunteer recruitment is essential to ensure we always have adequate cover. Through information sessions, a careful selection process followed by a comprehensive training programme, we have continued to increase the number of volunteers over the last few years.

Fund raising is also essential in order to meet our running costs as well as to pay a contribution to the Central Charity towards the costs of the services and systems, without which the charity could not operate.

Confidentiality is one of Samaritans' core values. Policies and procedures, including DBS checks for all volunteers, are in place to reduce the possibility of inadvertent breach of confidentiality.

Updated Safeguarding training developed by the Samaritans' Central Charity was undertaken by all volunteers during the year.

The risks to the operation and finances of the charity as a result of the Covid-19 Pandemic have been assessed regularly by the Trustees throughout the year and appropriate action has been taken to mitigate these risks where possible. As a result, the branch has remained open throughout, with some adjustments to our procedures to be compliant with Government guidance. Face-to-face support, outreach activities and prison visiting were suspended from the start of the year. Outreach work and prison visiting recommenced when it was judged appropriate to do so.

Reserves policy

As the charity's income is heavily dependent on donations, either directly, or through the sale of donated goods in the shop, it cannot be guaranteed. The Trustees consider that around eighteen months of annual expenditure, excluding depreciation, including the contractually committed costs of the charity's subsidiary undertaking, is an appropriate level of reserves to maintain in order to meet working capital needs.

Expendable reserves, represented by the charity's General fund, which excludes the value of tangible fixed assets and the charity's investment in its trading subsidiary, were £196,354 which is in excess of the reserves policy. The Trustees continue to implement their plan to reduce the level of reserves, in a phased manner, whilst ensuring that monies distributed are used in accordance the objectives of the charity.

Guildford Samaritans
Trustees' Annual Report
For the year ended 31 March 2022

Structure, Governance and Management

Governing document

Guildford Samaritans is a Charitable Incorporated Organisation governed by its constitution dated 5 January 2016.

Appointment of Trustees

Elected Trustees are elected by the members of the charity at the Annual General Meeting. There are up to 10 Elected Trustees, including the Secretary and Treasurer. The Branch Director is appointed following consultation with the members and subject to the approval of the Samaritans' Central Charity. The Branch Director chairs the charity's Board of Trustees. In addition the Trustees may appoint up to two co-opted Trustees, who have the same rights and responsibilities as Elected Trustees.

Organisational Structure

Guildford Samaritans is a Charitable Incorporated Organisation, registration number 1165037.

The Charity is led by the Branch Director and a Leadership Team comprising the Trustees and Deputy Directors appointed by the Director. The Deputy Directors normally meet on a monthly basis. Full Trustee meetings take place every three months.

The Branch Director is the charity's representative on the Regional Council and the Council of Samaritans. They consult with the Trustees and members of the charity before exercising any of the rights and privileges they enjoy as a member of the SCC and its Councils but are not bound by their views.

Induction and training of Trustees

Trustees are inducted and trained in accordance with Samaritans' national policy.

Reference and Administrative Details

Charity Name	Guildford Samaritans
Charity Number	1165037
Charity's principal address	69 Woodbridge Road Guildford Surrey GU1 4RD

Reference and Administrative Details (continued)

Bankers	CAF Bank Ltd 25 Kings Hill Avenue Kings Hill West Malling Kent ME19 4JQ	
	National Westminster Bank plc 151 High Street Guildford Surrey GU1 3AH	
Investments	CCLA Investment Management Limited Senator House 85 Queen Victoria Street London EC4V 4ET	
Current Trustees	Jane Adams	Secretary
	Douglas Peter Hewson	
	Karen Janman	
	Nicholas Martin	Director
	Debra Scutt	Deputy Director
	Joanna Titcomb	Treasurer
	Rupi Zani	Appointed 15 December 2021
Other Trustees who served during the period		
	Heather Morgan	Resigned 30 August 2021

Approval

The report was approved by the Trustees on 31 August 2022 and signed on their behalf by:

Nicholas Martin
Branch Director

Guildford Samaritans
Independent Examiner's Report
for the year ended 31 March 2022

Independent examiner's report to the Trustees of Guildford Samaritans

I report to the Trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31 March 2022.

Responsibilities and basis of report

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

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

- the accounting records were not kept in accordance with section 130 of the Charities Act; or
- the accounts did not accord with the accounting records; or
- 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.

William Bolter FCCA MAAT ATT
159 Worplesdon Road
Guildford
GU2 9XA

Date 3rd September 2022

Guildford Samaritans
Statement of Financial Activities
for the year ended 31 March 2022

	Note	Unrestricted funds £	Restricted income funds £	Total 2022 £	Total 2021 £
Income from:	4				
Donations and legacies		22,537	-	22,537	32,318
Charitable activities		-	6,098	6,098	6,361
Other trading activities		83,786	-	83,786	58,972
Investments		11	-	11	57
		106,334	6,098	112,432	97,708
Expenditure on:	5				
Raising funds		1,838	-	1,838	1,844
Charitable activities		31,809	2,980	34,789	29,657
Separate material expense item		173,079	-	173,079	27,889
Other		41,510	-	41,510	41,799
		248,236	2,980	251,216	101,189
Net expenditure before investment gains		**(141,902)**	**3,118**	**(138,784)**	**(3,481)**
Net gains on investments		12,839	-	12,839	21,552
Net income/(expenditure)		**(129,063)**	**3,118**	**(125,945)**	**18,071**
Transfers between funds		3,118	(3,118)	-	-
Net movement in funds		**(125,945)**	**-**	**(125,945)**	**18,071**
Reconciliation of funds:					
Total funds brought forward		360,806	-	360,806	342,735
Total funds carried forward		**234,861**	**-**	**234,861**	**360,806**

The above statement includes all gains and losses recognised during the year.
All activities are regarded as continuing.
Comparative figures for the previous year by fund type are shown in Note 15.
The Notes on pages 11 to 19 form an integral part of these accounts.

Guildford Samaritans
Balance Sheet
as at 31 March 2022

	Note	31 March 2022 Unrestricted Funds £	31 March 2021 £
Fixed assets			
Tangible assets	7	**38,407**	78,620
Investments	8	**122,967**	110,128
		161,374	188,748
Current assets			
Debtors	10	**6,756**	8,379
Cash at bank and in hand	11	**70,767**	166,761
		77,523	175,140
Creditors: amounts falling due within one year	12	**(4,036)**	(3,082)
Net current assets		**73,487**	172,058
Total net assets		**234,861**	**360,806**
Funds of the Charity			
Unrestricted funds	15	**234,861**	360,806
		234,861	**360,806**

These accounts were approved by the trustees on 31 August 2022 and signed on their behalf by:

Nicholas Martin
Branch Director

Joanna Titcomb
Treasurer

Guildford Samaritans
Notes to the Financial Statements
for the year ended 31 March 2022

1. Basis of preparation

1.1 These accounts have been prepared under the historic cost convention, with items recognised at cost or transaction value, unless otherwise stated in the relevant notes, in accordance with:
(a) The Charities Act 2011
(b) The Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014
(c) The Financial Reporting Standard applicable in the UK and the Republic of Ireland: FRS 102

1.2 The charity constitutes a public benefit entity as defined by FRS 102.

1.3 The Trustees consider that there are no material uncertainties regarding the charity's ability to continue as a going concern.

1.4 The accounts present a true and fair view and the accounting policies adopted are those outlined in note 2.

2. Accounting policies

2.1 Income

(a) Recognition of income
Income is recognised and included in the Statement of Financial Activities (SoFA) when the charity becomes entitled to the resources; it is more likely than not that the Trustees will receive the resources; and the monetary value can be measured with sufficient reliability.

(b) Offsetting
There has been no offsetting of assets and liabilities, or income and expenses, unless required or permitted by the FRS 102 SORP or FRS 102.

(c) Grants and donations
Grants and donations are only included in the SoFA when the general income recognition criteria are met (5.10 to 5.12 FRS102 SORP).

(d) Legacies
Legacies are included in the SoFA when receipt is probable, that is, when there has been a grant of probate, the executors have established that there are sufficient assets in the estate and any conditions attached to the legacy are either within the control of the charity or have been met.

2. Accounting policies (continued)

(e) Gift aid payments for trading subsidiary
The charity receives income from its subsidiary company, which trades as a charity shop. All of the taxable profits of the subsidiary are paid to the charity under the gift aid scheme. These gift aid payments are recognised as income in the accounts when received.

At the reporting date there was no legal obligation in place for the subsidiary to make this gift aid payment, although prior to the reporting date the board had indicated its intention to pay the taxable profits to the charity in respect of the reporting period. The payment is expected to be made within nine months of the end of the reporting date.

(e) Tax reclaims on donations and gifts
Gift aid receivable is included in income when there is a valid declaration from the donor and the donation has been received.

(f) Volunteer help
The value of voluntary help received is not included in the accounts but is described in the Trustees' annual report.

(g) Income from interest, royalties and dividends
This is included in the accounts when receipt is probable and the amount receivable can be measured reliably.

(h) Investment gains and losses
This includes any realised or unrealised gains or losses on the sale of investments and any gain or loss resulting from revaluing investments to market value at the end of the year.

2.2 Expenditure and liabilities

(a) Expenditure
Expenditure is recognised on an accruals basis. The charity is not registered for VAT, thus all costs are shown inclusive of VAT charged.

(b) Liability recognition
Liabilities are recognised where it is more likely than not that there is a legal or constructive obligation committing the charity to pay out resources and the amount of the obligation can be measured with resonable certainty.

2.3 Tangible fixed assets
Assets are capitalised if they can be used for more than one year. They are valued at cost. Depreciation is calculated to write off the cost of tangible fixed assets on a straight-line basis over their useful economic lives. The rates used are as follows:

Freehold Land & Buildings	20%
Plant & Machinery	20%
Fixtures, Fittings & Equipment	20%

2. Accounting policies (continued)

2.4 Investments
Fixed asset investments in quoted shares, traded bonds and similar investments are valued initially at cost and subsequently at fair value (their market value) at the year end.

2.5 Debtors
Debtors are recognised initially at settlement amount due. Subsequently they are measured at the cash or other consideration expected to be received.

2.6 Cash and cash equivalents
Cash includes bank deposits repayable on demand.

2.7 Taxation
The charity is not liable to corporation tax or capital gains tax on its charitable activities.

3. Transactions with Trustees and related parties

No remuneration was paid to the trustees during the year (2021: £Nil).

Expenses were reimbursed to 3 Trustees (2021: 3 Trustees) as follows:

	2022	2021
	£	£
Travel	978	376
Office running costs	70	192
Fundraising expenses	20	20
	1,068	588

In the prior year, one trustee received a prize of £92 from the charity's monthly 100 Club lottery, which raises funds for the charity.

The charity's insurance policy includes Trustee Indemnity Insurance cover for all of its Trustees.

There were no related party transactions.

4. Analysis of income

	Unrestricted funds	Restricted income funds	Total funds	2021
			£	£
Donations and legacies				
Donations and gifts	7,620	-	7,620	17,038
Gift Aid on donations	14,917	-	14,917	15,280
	22,537	-	22,537	32,318
Charitable activities				
Prison grants	-	6,098	6,098	6,361
	-	6,098	6,098	6,361
Other trading activities				
Donations from Charity Shop	80,000	-	80,000	55,876
100 Club lottery	2,088	-	2,088	2,206
Fundraising events	1,698	-	1,698	689
Other	-	-	-	201
	83,786	-	83,786	58,972
Income from investments				
Interest income	11	-	11	57
	11	-	11	57
Total Income	106,334	6,098	112,432	97,708

All income was unrestricted except for £6,098 (2021 - £6,361) receivable in respect of HMP Prison Service grants received via Samaritans' central charity.

5. Analysis of expenditure

	Unrestricted funds £	Restricted income funds £	Total funds £	2021 £
Expenditure on raising funds				
Operating social lottery	1,037	-	1,037	1,101
Staging fundraising events	801	-	801	743
	1,838	-	1,838	1,844
Expenditure on charitable activities				
Light/heat, insurance, water rates	3,976	-	3,976	3,576
Telephone, stationery, publicity	4,002	-	4,002	2,938
Prison service expenses	-	2,980	2,980	1,849
Other	23,831	-	23,831	21,294
	31,809	2,980	34,789	29,657
Separate material item of expense				
Contribution to Samaritans' Central Charity	173,079	-	173,079	7,889
Contribution to Samaritans Sevenoaks	-	-	-	20,000
	173,079	-	173,079	27,889
Other expenditure				
Depreciation	41,510	-	41,510	41,799
	41,510	-	41,510	41,799
Total expenditure	248,236	2,980	251,216	101,189

6. Staff costs

The charity has no paid employees.

7. Tangible fixed assets

	Freehold land & buildings £	Plant & machinery £	Fixtures, fittings and equipment £	Total £
Cost				
At the beginning of the year	189,486	7,329	19,518	216,333
Additions	-	709	588	1,297
At end of the year	189,486	8,038	20,106	217,630
Depreciation				
At beginning of the year	118,415	5,439	13,859	137,713
Depreciation	37,897	1,002	2,611	41,510
At end of the year	156,312	6,441	16,470	179,223
Net book value				
Net book value at the beginning of year	71,071	1,890	5,659	78,620
Net book value at the end of year	33,174	1,597	3,636	38,407

8. Fixed asset investments

	Listed investments £	Shares in subsidiary undertaking £	Total £
Carrying value at beginning of year	110,028	100	110,128
Add: net gain on revaluation	12,839	-	12,839
Carrying value at end of year	**122,867**	**100**	**122,967**
Analysis of investments			
Held at fair value	122,867	-	122,867
Held a cost	-	100	100
Total carrying value of investments at cost and fair value	**122,867**	**100**	**122,967**

9. Fair value of assets and liabilities

Fixed asset investments represent listed investments in the COIF Charities Investment Fund run by CCLA, which are held in the accounts at fair value.

The Trustees consider that the Charity's exposure to credit risk as a result of investing in this fund is low.

The Charity's liquidity risk is also considered to be low, as the investment in the fund may be sold at market value at notice of a week or less.

The Charity is exposed to market risk, as the fund is invested mainly in equities. However, the fund is an an actively managed, diversified portfolio of assets which seeks to provide long-term protection from inflation, and mitigate the risks of market volatility.

10. Debtors and prepayments

	2022	2021
	£	£
Prepayments and accrued income	6,756	8,379
	6,756	8,379

11. Cash at bank and in hand

	2022	2021
	£	£
Cash at bank	70,767	166,761
	70,767	166,761

12. Creditors: amounts falling due within one year

	2022	2021
	£	£
Accruals	3,544	2,530
Deferred	492	552
	4,036	3,082

13. Deferred income

Movement in deferred income account	2022	2021
	£	£
Balance at the start of the reporting	552	531
Amounts added in current period	492	552
Amounts released to income from previous periods	(552)	(531)
Balance at the end of the reporting period	492	552

Deferred income relates to monies received in advance for the 100 Club lottery which is run by the charity members. The lottery runs from July to June each year and the deferred income balance relates to monies in advance in respect of the monthly draws for April to June 2022.

14. Purpose of funds

General fund
An unrestricted fund that can be expended at the discretion of the Trustees in furtherance of the objectives of the charity.

Fixed assets fund
An unrestricted designated fund used for recording the value of tangible fixed assets, which the Trustees consider are not available to be expended on the objectives of the charity.

Investment fund
An unrestricted designated fund used for recording the value of the investment in the charity's subsidiary undertaking, which the Trustees consider is not available to be expended on the objectives of the charity.

Prisons fund
A restricted fund for monies received as an apportionment of a grant from Her Majesty's Prison & Probation Service (HMPPS) to Samaritans' Central Office to reimburse costs incurred in providing support for the Prison Listener Scheme.

15. Movements in funds

Current year	As at 31 March 2021 £	Income £	Expenditure £	Transfers £	Gains and losses £	As at 31 March 2022 £
Unrestricted funds						
General fund	282,086	106,334	(206,726)	1,821	12,839	196,354
Fixed assets fund	78,620	-	(41,510)	1,297	-	38,407
Investment fund	100	-	-	-	-	100
Restricted funds						
Prisons fund	-	6,098	(2,980)	(3,118)	-	-
Total Funds	360,806	112,432	(251,216)	-	12,839	234,861

£3,118 was transferred between the Prisons fund and the General fund, representing the amount included in the apportionment of the grant from HMPPS by Samaritans Central Office for overhead costs.

£1,297 was transferred from the General fund to the Fixed assets fund in respect of assets purchased during the year.

Prior year	As at 31 March 2020 £	Income £	Expenditure £	Transfers £	Gains and losses £	As at 31 March 2021 £
Unrestricted funds						
General fund	222,885	91,347	(57,541)	3,843	21,552	282,086
Fixed assets fund	119,750	-	(41,799)	669	-	78,620
Investment fund	100	-	-	-	-	100
Restricted funds						
Prisons fund	-	6,361	(1,849)	(4,512)	-	-
Total Funds	342,735	97,708	(101,189)	-	21,552	360,806

GUILDFORD SAMARITANS

England & Wales - Charity number 1165037

Accounts



Guildford Samaritans
Annual Report & Financial Statements
For the year ended
31 March 2021

Guildford Samaritans
Annual Report & Financial Statements
For the year ended 31 March 2021

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Guildford Samaritans
Trustees' Annual Report
For the year ended 31 March 2021

The Trustees are pleased to present their report and financial statements together with the independent examiner's report for the year ended 31 March 2021.

Objectives and Activities

The objectives of the charity are:

(a) to enable people in Guildford and the surrounding area, as well as elsewhere, who are experiencing feelings of distress or despair, including those who may be at risk of suicide, to receive confidential emotional support at any time of the day or night in order to improve their emotional health and to reduce the incidence of suicide;
(b) to promote a better understanding in society of suicide, suicidal behaviour and the value of expressing feelings which may otherwise lead to suicide or impaired emotional health; and
(c) to collaborate with and support the Samaritans Central Charity and its affiliated branches in fulfilling these objectives.

Samaritans' vision is that fewer people die by suicide. We work to achieve this by making it our mission to alleviate emotional distress and reduce the incidence of suicidal feelings and suicidal behaviour.

Public Benefit

The trustees confirm that they have referred to the Charity Commission's guildance on public benefit when reviewing the charity's aims and objectives in planning future activities. The charity furthers its charitable purposes for the public benefit by:

(a) helping to provide a listening service over the telephone and via email and web chat to members of the public throughout the UK;
(b) providing a drop-in emotional support service for members of the public;
(c) supporting the Samaritans' Listener scheme in HMP Coldingley and HMP Send;
(d) raising awareness of the Samaritans' service through regular outreach events at Guildford station;
(e) delivering talks about emotional health at local schools and colleges and other organisations;
(f) providing emotional support outside of the headquarters, including to families visiting their relatives in prison and to students and staff at the University of Surrey;
(g) providing financial and other assistance to the Samaritans Central Charity and other Samaritans' branches.

Contribution made by volunteers

The charity is run entirely by volunteers. We have around 150 active listening volunteers who typically spend three hours a week providing emotional support to those in distress. Many of these volunteers are also involved with other activities such as recruitment, training and outreach. We also have several support volunteers who help in areas such as finance and administration.

Guildford Samaritans
Trustees' Annual Report
For the year ended 31 March 2021

Achievements and Performance

This year has been dominated by the coronavirus pandemic and adapting to the lockdown restrictions. Right out at the outset, Samaritans was designated an essential service which allowed us to travel to the branch.

We had to make some adjustments to ensure the safety of volunteers at the branch, including some changes to our shift pattern and implementing strict social distancing and hygiene measures. At one point, more than a third of our listening volunteers were self-isolating. Nevertheless, we were able to maintain our rota and stay open, with many volunteers doing extra shifts to cover gaps.

Our active volunteer numbers fluctuated quite a bit during the year. They dipped to 102 in April 2020, but then steadily rose and we reached 150 by March 2021.

Between April 2020 and March 2021, our volunteers spent more than 5,300 hours on the phone and answered more than 15,500 calls. We also made around 350 outbound 'follow-up' calls to people who needed some extra support and responded to almost 5,500 emails.

Online chat
We started taking part in a pilot of the new online chat service in late November. A team of 30 volunteers did 425 chats between then and March. What is particularly encouraging is that we are reaching new people who tell us they would not have picked up the phone, and it is noticeable how many younger people are contacting us via online chat. Currently, it is only available on some evenings, but it will be expanded and will eventually become a 24/7 service.

Recruitment and training
The pandemic led to a significant increase in the number of enquiries we received from potential volunteers, and our recruitment team worked hard to process them all. Face-to-face interviews were not possible, so we used Zoom instead. Over the course of the year, the team carried out more than 60 virtual interviews.

Face-to-face training was also put on hold and we had to adapt to running sessions using Zoom. We ran five online Core Development courses between June 2020 and February 2021, and we trained and mentored 39 new volunteers. Indeed, thanks to the brilliant efforts of the recruitment, training and mentoring teams, our branch grew during lockdown.

We also ran a few ongoing training sessions for volunteers using Zoom. Topics included supporting our callers through the pandemic and student mental health.

Outreach
Unfortunately, all face-to-face outreach activity was suspended during the year. We were still able to do some online sessions about Samaritans' work and active listening for staff from organisations including Surrey & Borders NHS Partnership and Surrey Police, but we are looking forward to being able to get back into the community as the restrictions ease.

Achievements and Performance (continued)

Prisons
Our prison work was also significantly affected by the pandemic, and our regular visits to HMP Coldingley and HMP Send to support the Listeners (prisoners we have trained to provide emotional support to their fellow inmates) were suspended. We were still able to stay in touch with them via the phone and by writing letters.

Financial Review

At the year end the charity had unrestricted funds of £360,806 of which £78,620 related to a designated fund representing the tangible assets, and £100 related to a designated fund representing the charity's shareholding in its trading subsidiary, which operates a charity shop.

The principle source of income continues to be income from its charity shop, which is situated in Godalming. During the year we received income of £55,876 from the profits of the sale of donated goods in the shop. In addition, we received donations directly from the public.

Following the commencement of the Covid-19 Pandemic in March 2020, the charity shop was closed for part of the year. It continued to trade when permitted, and has reopened again in April 2021. The Trustees continue to monitor the impact of the Pandemic on the charity and develop appropriate responses as the situation evolves.

Expenditure is focussed entirely on service provision together with property maintenance and running costs. During the year the charity donated £7,889 to the Samaritans Central Charity. In addition, £20,000 was donated to Samaritans' Sevenoaks branch to assist with establishing and expanding the new branch.

The net surplus for the year was £18,071 after a gain of £21,552 on the value of investments.

In April 2021 the Trustees approved donation of £50,000 to the Samaritans Central Charity to help fund a project to create a centralised training school for new listening volunteers.

Principal risks

The principal risks facing the charity are insufficient volunteers to keep the service open, insufficient funds to run the charity and the possibility of breach of confidentiality.

New volunteer recruitment is essential to ensure we always have adequate cover. Through information sessions, a careful selection process followed by a comprehensive training programme, we have continued to increase the number of volunteers over the last few years.

Principal risks (continued)

Fundraising is also essential in order to meet our running costs as well as to pay a contribution to the Central Charity towards the costs of the services and systems, without which the charity could not operate.

Confidentiality is one of Samaritans' core values. Policies and procedures, including DBS checks for all volunteers, are in place to reduce the possibility of inadvertent breach of confidentiality.

The risks to the operation and finances of the charity as a result of the Covid-19 Pandemic have been assessed regularly by the Trustees throughout the year and appropriate action has been taken to mitigate these risks where possible. As a result, the branch has remained open, with some adjustments to our procedures to be compliant with Government guidance. Face-to-face support and outreach activities were suspended for the year. Prison visiting was suspended temporarily and only carried out when it was appropriate to do so.

Reserves policy

As the charity's income is heavily dependent on donations, either directly, or through the sale of donated goods in the shop, it cannot be guaranteed. The Trustees consider that around eighteen months of annual expenditure, excluding depreciation, including the contractually committed costs of the charity's subsidiary undertaking, is an appropriate level of reserves to maintain in order to meet working capital needs.

Expendable reserves, represented by the charity's General fund, which excludes the value of tangible fixed assets and the charity's investment in its trading subsidiary, were £282,086, which is in excess of the reserves policy. In 2019 the Trustees commenced a plan to reduce the level of reserves over the course of the next three years, in a phased manner, whilst ensuring that monies distributed are used in accordance with the objectives of the charity.

Structure, Governance and Management

Governing document

Guildford Samaritans is a Charitable Incorporated Organisation governed by its constitution dated 5 January 2016.

Appointment of Trustees

Elected Trustees are elected by the members of the charity at the Annual General Meeting. There are up to 10 Elected Trustees, including the Secretary and Treasurer. The Branch Director is appointed following consultation with the members and subject to the approval of the Samaritans Central Charity. The Branch Director chairs the charity's Board of Trustees. In addition the Trustees may appoint up to two co-opted Trustees, who have the same rights and responsibilites as Elected Trustees.

Structure, Governance and Management (continued)

Organisational Structure

Guildford Samaritans is a Charitable Incorporated Organisation, registration number 1165037.

The Charity is led by the Branch Director and a Leadership Team comprising the Trustees and Deputy Directors appointed by the Director. The Deputy Directors normally meet on a monthly basis. Full Trustee meetings take place at least every three months.

The Branch Director is the charity's representative on the Regional Council and the Council of Samaritans. They consult with the Trustees and members of the charity before exercising any of the rights and privileges they enjoy as a member of the Samaritans Central Charity and its Councils but are not bound by their views.

Inuduction and training of trustees

Trustees are inducted and trained in accordance with Samaritans' national policy.

Reference and Administrative Details

Charity Name	Guildford Samaritans
Charity Number	1165037
Charity's principal address	69 Woodbridge Road Guildford Surrey GU1 4RD
Bankers	CAF Bank Ltd 25 Kings Hill Avenue Kings Hill West Malling Kent ME19 4JQ National Westminster Bank plc 151 High Street Guildford Surrey GU1 3AH

Reference and Administrative Details (continued)

Investments	CCLA Investment Management Limited Senator House 85 Queen Victoria Street London EC4V 4ET	
Current Trustees	Jane Adams	Secretary
	Douglas Peter Hewson	
	Karen Janman	
	Nicholas Martin	Director
	Heather Morgan	
	Debra Scutt	
	Joanna Titcomb	Treasurer

Other Trustees who served during the period

Peter Youngs	Retired 26 May 2020

Approval

The report was approved by the trustees on 18 August 2021 and signed on their behalf by:



Nicholas Martin
Branch Director

Guildford Samaritans
Independent Examiner's Report
for the year ended 31 March 2021

Independent examiner's report to the Trustees of Guildford Samaritans

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31 March 2021.

Responsibilities and basis of report

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

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

- the accounting records were not kept in accordance with section 130 of the Charities Act; or
- the accounts did not accord with the accounting records; or
- 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.

William Bolter FCCA MAAT ATT
Flat 4, Trinity Mews
Onslow Road
Guildford
GU1 4HU

Date 2nd September 2021

Guildford Samaritans
Statement of Financial Activities
for the year ended 31 March 2021

	Note	Unrestricted funds £	Restricted income funds £	Total 2021 £	Total 2020 £
Income from:	4				
Donations and legacies		32,318	-	32,318	31,634
Charitable activities		-	6,361	6,361	6,479
Other trading activities		58,972	-	58,972	55,000
Investments		57	-	57	206
		91,347	6,361	97,708	93,319
Expenditure on:	5				
Raising funds		1,844	-	1,844	1,818
Charitable activities		27,808	1,849	29,657	35,630
Separate material expense items		27,889	-	27,889	182,676
Other		41,799	-	41,799	44,897
		99,340	1,849	101,189	265,021
Net expenditure before investment gains		**(7,993)**	**4,512**	**(3,481)**	**(171,702)**
Net gains on investments		21,552	-	21,552	17,191
Net income/(expenditure)		**13,559**	**4,512**	**18,071**	**(154,511)**
Transfers between funds		4,512	(4,512)	-	-
Net movement in funds		**18,071**	**-**	**18,071**	**(154,511)**
Reconciliation of funds:					
Total funds brought forward		342,735	-	342,735	497,246
Total funds carried forward		**360,806**	**-**	**360,806**	**342,735**

The above statement includes all gains and losses recognised during the year.
All activities are regarded as continuing.
Comparative figures for the previous year by fund type are shown in Note 16.
The Notes on pages 11 to 19 form an integral part of these accounts.

Guildford Samaritans
Balance Sheet
as at 31 March 2021

	Note	31 March 2021 Unrestricted Funds £	31 March 2020 £
Fixed assets			
Tangible assets	7	**78,620**	119,750
Investments	8	**110,128**	88,576
		188,748	208,326
Current assets			
Debtors	10	**8,379**	4,827
Investments	11	**-**	15,540
Cash at bank and in hand	12	**166,761**	119,851
		175,140	140,218
Creditors: amounts falling due within one year	13	**(3,082)**	(5,809)
Net current assets		**172,058**	134,409
Total net assets		**360,806**	**342,735**
Funds of the Charity			
Unrestricted funds	16	**360,806**	342,735
		360,806	**342,735**

These accounts were approved by the trustees on 18 August 2021 and signed on their behalf by:

Nicholas Martin
Branch Director

Joanna Titcomb
Treasurer

Guildford Samaritans
Notes to the Financial Statements
for the year ended 31 March 2021

1. Basis of preparation

1.1 These accounts have been prepared under the historic cost convention, with items recognised at cost or transaction value, unless otherwise stated in the relevant notes, in accordance with:
(a) The Charities Act 2011
(b) The Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014
(c) The Financial Reporting Standard applicable in the UK and the Republic of Ireland: FRS 102.

1.2 The charity constitutes a public benefit entity as defined by FRS 102.

1.3 The Trustees consider that there are no material uncertainties regarding the charity's ability to continue as a going concern.

1.4 The accounts present a true and fair view and the accounting policies adopted are those outlined in note 2.

2. Accounting policies

2.1 Income

(a) Recognition of income
Income is recognised and included in the Statement of Financial Activities (SoFA) when the charity becomes entitled to the resources; it is more likely than not that the trustees will receive the resources; and the monetary value can be measured with sufficient reliability.

(b) Offsetting
There has been no offsetting of assets and liabilities, or income and expenses, unless required or permitted by the FRS 102 SORP or FRS 102.

(c) Grants and donations
Grants and donations are only included in the SoFA when the general income recognition criteria are met (5.10 to 5.12 FRS 102 SORP).

(d) Legacies
Legacies are included in the SoFA when receipt is probable, that is, when there has been a grant of probate, the executors have established that there are sufficient assets in the estate and any conditions attached to the legacy are either within the control of the charity or have been met.

(e) Gift aid payments for trading subsidiary
The charity receives income from its subsidiary company, which trades as a charity shop. All of the taxable profits of the subsidiary are paid to the charity under the gift aid scheme. These gift aid payments are recognised as income in the accounts when received.

At the reporting date there was no legal obligation in place for the subsidiary to make this gift aid payment, although prior to the reporting date the board had indicated its intention to pay the taxable profits to the charity in respect of the reporting period. The payment is expected to be made within nine months of the end of the reporting date.

(e) Tax reclaims on donations and gifts
Gift aid receivable is included in income when there is a valid declaration from the donor and the donation has been received.

(f) Volunteer help
The value of voluntary help received is not included in the accounts but is described in the Trustees' annual report.

(g) Income from interest, royalties and dividends
This is included in the accounts when receipt is probable and the amount receivable can be measured reliably.

(h) Investment gains and losses
This includes any realised or unrealised gains or losses on the sale of investments and any gain or loss resulting from revaluing investments to market value at the end of the year.

2.2 Expenditure and liabilities

(a) Expenditure
Expenditure is recognised on an accruals basis. The charity is not registered for VAT, thus all costs are shown inclusive of VAT charged.

(b) Liability recognition
Liabilities are recognised where it is more likely than not that there is a legal or constructive obligation committing the charity to pay out resources and the amount of the obligation can be measured with resonable certainty.

2.3 Tangible fixed assets
Assets are capitalised if they can be used for more than one year. They are valued at cost. Depreciation is calculated to write off the cost of tangible fixed assets on a straight-line basis over their useful economic lives. The rates used are as follows:

Freehold Land & Buildings	20%
Plant & Machinery	20%
Fixtures, Fittings & Equipment	20%

2.4 Investments
Fixed asset investments in quoted shares, traded bonds and similar investments are valued initially at cost and subsequently at fair value (their market value) at the year end.

2.5 Debtors
Debtors are recognised initially at settlement amount due. Subsequently they are measured at the cash or other consideration expected to be received.

2.6 Current asset investments
The charity has cash and cash equivalents with a maturity date of less than one year. These are held for investment purposes rather than to meet short term cash commitments as they fall due. They are valued at fair value.

2.7 Cash and cash equivalents
Cash includes bank deposits repayable on demand.

2.8 Taxation
The charity is not liable to corporation tax or capital gains tax on its charitable activities.

3. Transactions with trustees and related parties

No remuneration was paid to the trustees during the year (2020: £Nil).

Expenses were reimbursed to 3 trustees (2020: 4 trustees) as follows:

	2021	2020
	£	£
Travel	376	3,525
Outreach expenses	-	438
Office running costs	192	1,905
Fundraising expense	20	43
	588	5,911

One trustee received a prize of £92 from the charity's monthly 100 Club lottery, which raises funds for the charity.

The charity's insurance policy includes trustee indemnity insurance cover for all of its trustees.

There were no other related party transactions.

4. Analysis of income

	Unrestricted funds	Restricted income funds	Total funds	2020
			£	£
Donations and legacies				
Donations and gifts	17,038	-	17,038	12,167
Gift Aid on donations	15,280	-	15,280	19,467
	32,318	-	32,318	31,634
Charitable activities				
Prison grants	-	6,361	6,361	6,479
	-	6,361	6,361	6,479
Other trading activities				
Donations from Charity Shop	55,876	-	55,876	50,000
100 Club lottery	2,206	-	2,206	2,241
Fundraising events	689	-	689	2,462
Other	201	-	201	297
	58,972	-	58,972	55,000
Income from investments				
Interest income	57	-	57	206
	57	-	57	206
Total Income	91,347	6,361	97,708	93,319

All income was unrestricted except for £6,361 (2020 - £6,479) receivable in respect of HMP Prison Service grants received via Samaritans central charity.

5. Analysis of expenditure

	Unrestricted funds £	Restricted income funds £	Total funds £	2020 £
Expenditure on raising funds				
Operating social lottery	1,101	-	1,101	1,113
Staging fundraising events	743	-	743	705
	1,844	-	1,844	1,818
Expenditure on charitable activities				
Light/heat, insurance, water rates	3,576	-	3,576	3,268
Telephone, stationery, publicity	2,938	-	2,938	4,251
Prison service expenses	-	1,849	1,849	4,240
Other	21,294	-	21,294	23,871
	27,808	1,849	29,657	35,630
Separate material items of expense				
Contribution to Samaritans Central Charity	7,889	-	7,889	182,676
Contribution to Samaritans Sevenoaks	20,000	-	20,000	-
	27,889	-	27,889	182,676
Other expenditure				
Depreciation	41,799	-	41,799	44,897
	41,799	-	41,799	44,897
Total expenditure	99,340	1,849	101,189	265,021

6. Staff costs

The charity has no paid employees.

7. Tangible fixed assets

	Freehold land & buildings £	Plant & machinery £	Fixtures, fittings and equipment £	Total £
Cost				
At the beginning of the year	189,486	7,257	18,921	215,664
Additions	-	72	597	669
At end of the year	189,486	7,329	19,518	216,333
Depreciation				
At beginning of the year	80,518	4,290	11,106	95,914
Depreciation	37,897	1,149	2,753	41,799
At end of the year	118,415	5,439	13,859	137,713
Net book value				
Net book value at the beginning of year	108,968	2,967	7,815	119,750
Net book value at the end of year	71,071	1,890	5,659	78,620

8. Fixed asset investments

	Listed investments £	Shares in subsidiary undertaking £	Total £
Carrying value at beginning of year	88,476	100	88,576
Add: net gain on revaluation	21,552	-	21,552
Carrying value at end of year	**110,028**	**100**	**110,128**
Analysis of investments			
Held at fair value	110,028	-	110,028
Held a cost	-	100	100
Total carrying value of investments at cost and fair value	**110,028**	**100**	**110,128**

9. Fair value of assets and liabilities

Fixed asset investments represent listed investments in the COIF Charities Investment Fund run by CCLA, which are held in the accounts at fair value.
The trustees consider that the Charity's exposure to credit risk as a result of investing in this fund is low.
The Charity's liquidity risk is also considered to be low, as the investment in the fund may be sold at market value at notice of a week or less.
The Charity is exposed to market risk, as the fund is invested mainly in equities. However, the fund is an actively managed, diversified portfolio of assets which seeks to provide long-term protection from inflation, and mitigate the risks of market volatility.

10. Debtors and prepayments

	2021	2020
	£	£
Prepayments and accrued income	8,379	4,827
	8,379	4,827

11. Current asset investments

	2021	2020
	£	£
Cash at bank	-	15,540
	-	15,540

12. Cash at bank and in hand

	2021	2020
	£	£
Cash at bank	166,761	119,851
	166,761	119,851

13. Creditors: amounts falling due within one year

	2021	2020
	£	£
Accruals	2,530	5,278
Deferred income	552	531
	3,082	5,809

14. Deferred income

Movement in deferred income account	2021	2020
	£	£
Balance at the start of the reporting	531	580
Amounts added in current period	552	531
Amounts released to income from previous periods	(531)	(580)
Balance at the end of the reporting period	552	531

Deferred income relates to monies received in advance for the 100 Club lottery which is run by the charity for its members. The lottery runs from July to June each year and the deferred income balance relates to monies received in advance in respect of the monthly draws for April to June 2021.

15. Purpose of funds

General fund
An unrestricted fund that can be expended at the discretion of the trustees in furtherance of the objectives of the charity.

Fixed assets fund
An unrestricted designated fund used for recording the value of tangible fixed assets, which the trustees consider are not available to be expended on the objectives of the charity.

Investment fund
An unrestricted designated fund used for recording the value of the investment in the charity's subsidiary undertaking, which the trustees consider is not available to be expended on the objectives of the charity.

Prisons fund
A restricted fund for monies received as an apportionment of a grant from Her Majesty's Prison & Probation Service (HMPPS) to Samaritans Central Office to reimburse costs incurred in providing support for the Prisons Listener Scheme.

16. Movements in funds

Current year	As at 31 March 2020 £	Income £	Expenditure £	Transfers £	Gains and losses £	As at 31 March 2021 £
Unrestricted funds						
General fund	222,885	91,347	(57,541)	3,843	21,552	282,086
Fixed assets fund	119,750	-	(41,799)	669	-	78,620
Investment fund	100	-	-	-	-	100
Restricted funds						
Prisons fund	-	6,361	(1,849)	(4,512)	-	-
Total Funds	342,735	97,708	(101,189)	-	21,552	360,806

£4,512 was transferred between the Prisons fund and the General fund, representing the amount included in the apportionment of the grant from HMPPS by Samaritans Central Office for overhead costs.

£669 was transferred from the General fund to the Fixed assets fund in respect of assets purchased during the year.

Prior year	As at 31 March 2019 £	Income £	Expenditure £	Transfers £	Gains and losses £	As at 31 March 2020 £
Unrestricted funds						
General fund	333,665	86,840	(215,884)	1,073	17,191	222,885
Fixed assets fund	163,481	-	(44,897)	1,166	-	119,750
Investment fund	100	-	-	-	-	100
Restricted funds						
Prisons fund	-	6,479	(4,240)	(2,239)	-	-
Total Funds	497,246	93,319	(265,021)	-	17,191	342,735