

CAMBRIDGE SAMARITANS

England & Wales · Charity number 1165282

Details

Status Registered

Legal form CIO

Registered 2016-01-22

Register [View on the Charity Commission register](#)

Contact

Address Cambridge Samaritans
4 Emmanuel Road
Cambridge
CB1 1JW

Phone 01223 316479

Email Cambridge.Director@samaritans.org

Website www.samaritans.org/cambridge

Activities

Objects: 1) TO ENABLE PERSONS IN CAMBRIDGE 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: To work for the assistance of persons who are suicidal, despairing or in distress in Cambridge and elsewhere in the UK.

Classification

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

Geography

- Cambridgeshire
- Essex
- Hertfordshire
- Suffolk

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£43,823	£46,498	-	-
2024-03-31	£39,243	£95,105	-	-
2023-03-31	£63,653	£98,451	-	-
2022-03-31	£91,506	£119,632	-	-
2021-03-31	£81,416	£82,776	-	-

Trustees

Name	Role	Appointed
Dr Henry Jabbour		2022-07-05
Graham Wrycroft		2022-07-05
Helene Doeflinger-Bouqueniaux		2024-06-27
Ian David Prosser		2020-06-23
Marilyn Ruth Cuthbert		2025-09-10
Mark Ian Haslett		2024-06-27
Molly Arnell		2020-06-23
Noor Afizah Abdul Aziz		2025-06-19
Peter Woodsford		2020-09-21
Susan Margaret Jones		2022-07-05
Timothy Keith Edward Allsop		2024-06-27
sally rowena clayson		2025-03-12

Linked charities

- [THE CAMBRIDGE SAMARITANS \(1165282-1\)](#)

CAMBRIDGE SAMARITANS

England & Wales - Charity number 1165282

Accounts



SAMARITANS

Cambridge

**THE ANNUAL TRUSTEES REPORT AND ACCOUNTS
FOR
CAMBRIDGE SAMARITANS**

PERIOD ENDING 31 MARCH 2025

Registered Charity No 1165282

4 Emmanuel Road, Cambridge, CB1 1JW

Annual Report of the Trustees of Cambridge Samaritans

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Copies of the Trustees' Annual Report and Accounts and of The Constitution of the
Charity are available on request from –
The Secretary, Cambridge Samaritans, 4 Emmanuel Road, Cambridge, CB1 1JW

Any enquiries concerning the activities of Cambridge Samaritans should be
addressed to the Director, at the above address.

**Annual Report of the Trustees of Cambridge Samaritans
31 March 2025**

1 The official name of the Charity is 'Cambridge Samaritans', also known as 'The Cambridge Branch of Samaritans'.

2 The registration number with the Charity Commission is 1165282.

3 The official address of the Charity is: 4 Emmanuel Road, Cambridge, CB1 1JW.

4 The Charity is recognised as an affiliated Branch of Samaritans, a registered Charity and a company limited by guarantee not having share capital, incorporated under the Companies Act 1948 on 11 April 1963, whose registered office is – The Upper Mill, Kingston Road, Ewell, KT17 2AF.

5 The Aims of the Charity are:

- To work for the assistance of persons who are suicidal, despairing or in distress by providing a service, primarily intended for the benefit of persons in Cambridge and the surrounding area (but without specific limitations as to the area);
- To enable such persons to receive immediate help, compassion and befriending from members of the Charity selected and prepared for the purpose, working under direction;
- Where appropriate, in accordance with Samaritan procedure, to refer to persons having specialist or professional skills; and to support the Charity and aid in the establishment and support of probationary branches and the support of recognised branches of Samaritans.

6 To Achieve the Aims

- The Charity maintains a minimum of two volunteers on duty in the Centre, supported by a Leader and Director on call. At least two telephone lines are open to receive calls; and some Online Chat support is also offered. In partnership with Hitchin Branch regular visits are arranged to HMP Littlehey and the Charity is represented on the Safer Custody Group. It also works with numerous organisations to enable it to deliver its services outside the branch.
- All members of the Charity, including the Director and other office holders, are volunteers and receive no remuneration for the considerable time and commitment they contribute to furthering the Aims. New volunteers, after rigorous selection, receive initial training and serve a probationary period before being accepted as members of the Charity. Volunteers attend regular retraining sessions and representatives of the Charity attend meetings and training workshops with other branches, regionally and nationally.
- The Charity completes a Quality Outcomes Framework and Quality Monitoring meetings required by the Council of Samaritans on a regular basis to ensure standards are consistent throughout the movement.
- As well as benefiting from national publicity, the Charity raises awareness of its services through advertisements in the local media, through attendance at local events and by distributing posters and leaflets. Volunteers also give talks to other organisations on request to ensure that more people are aware of the services on offer. Other awareness raising events include working with Network Rail, training for Grafton Centre staff and via fundraising activities.

Annual Report of the Trustees of Cambridge Samaritans 31 March 2025 (cont)

- A Fundraising Committee of volunteers within the Charity assists by applying for funding from institutional and other donors and collecting from supporters in the local community: a number of other organisations, individuals and sponsors also generously support the Charity by way of gifts, grants, donations and legacies. The Charity operates with the considerable assistance of the Samaritans Central Charity on recruitment, communications, training and the setting of standards and in turn contributes part of its income and assets to support the central Samaritans organisation.
- The Charity operates from its own premises close to the centre of Cambridge; these include operation and emergency telephone rooms, a hall for meetings and training, administrative and domestic facilities.

7 The Organisation of the Charity

- All aspects of the work of the Charity and the recruitment, training and welfare of volunteers are the responsibility of the Director, who is appointed by the Council of Samaritans for a period of three years. The Director has absolute authority over the day-to-day conduct and management of the work of the Charity to pursue the objects of the Charity. The Director may appoint one or more Deputy Directors and Leaders, is in charge of all members of the Charity and allocates duties or arranges for them to be allocated. The Director represents the Charity on the Council of Samaritans. At the request of the Board of Trustees, the previous Director served a fourth year, ending in January 2025, in order to complete necessary organisational updates.
- The Trustees are responsible for all aspects of the administration of the Charity, its property, finances, fund raising and general affairs as part of the Branch Leadership Team.
- The Trustees of the Charity are the Director and not more than ten members (including a Secretary and Treasurer) elected by the membership at a General Meeting. The Trustees can co-opt up to two further Trustees who will serve until the following AGM.

8 Public Benefit

- In planning our activities for the year, the Trustees kept in mind the Charity Commission guidance on public benefit.
- By offering support as set out above, we aim to help people find ways of coping with their distress without choosing to die by suicide. We also seek to support those whose distress is less acute, in the hope that they will not reach the point of feeling that they wish to end their lives. As set out above, we make our support available in many ways, including by telephone, online chat, in prisons and on other organisations' premises.
- The Director's report below sets out the main achievements of the Branch in furthering the aims set out in section 5 above and section 13 sets out the number of contacts made during the year.
- The Branch provides a service primarily intended for the benefit of persons in Cambridge and the surrounding area. However, it also works with all Samaritans branches to ensure 24 hour availability of the service across the UK. Samaritans does not charge anyone for the service provided and we operate a Freecall service.

**Annual Report of the Trustees of Cambridge Samaritans
31 March 2025 (cont)**

9 Trustees of the Charity during the period were:

Name	Position held	Term of appointment
Brenda Bond	Trustee/ Director	Ex Officio from 17 January 2021 (Resigned on 17 January 2025)
Henry Jabbour	Trustee/ Director	Re-elected at AGM 27 June 2024 Director from 17 January 2025
Jane Ritchie	Trustee/ Treasurer	Re-elected at AGM 27 June 2024
Sally Clayson	Trustee	Co-opted on 12 March 2025
Molly Arnell	Trustee	Re-elected at AGM 27 June 2024
Ian Prosser	Trustee	Re-elected at AGM 27 June 2024
Peter Woodsford	Trustee	Re-elected at AGM 27 June 2024
Daniel Foulkes	Trustee	Re-elected at AGM on 27 June 2024 (Resigned on 21 November 2024)
Graham Wrycroft	Trustee/ Secretary	Re-elected at AGM 27 June 2024
Susan Jones	Trustee	Re-elected at AGM 27 June 2024
Timothy Allsop	Trustee	Elected at AGM on 27 June 2024
Mark Haslett	Trustee	Elected at AGM on 27 June 2024
Helene Doeflinger- Bouqyeniaux	Trustee	Elected at AGM on 27 June 2024
Jenny Norman	Trustee	Elected at AGM on 27 June 2024 (Resigned on 3 February 2025)

Trustees (other than the Director) are elected by volunteers or co-opted by the Trustees. All Trustees complete the Samaritans Trustee induction on-line training and are expected to participate in other relevant training as appropriate. Co-opted members who are not listening volunteers are asked to attend the first session of initial training for volunteers in order to understand more fully the ethos of the organisation.

The Trustees regularly consider the major risks to which the charity is exposed, notably potential financial risks, and consider the various safeguards to mitigate these risks including internal controls and systems. The branch has an annual budget; management accounts are presented regularly to the Committee.

**Annual Report of the Trustees of Cambridge Samaritans
31 March 2025 (cont)**

10 Investment Policy and Reserves

Funds in excess of day-to-day needs are invested in funds managed by CCLA Investment Management who offer a range of investments designed for Charities. These are reviewed by the Trustees to ensure that they continue to perform adequately.

After allowing for existing fixed assets, the free reserves of the Charity amount to about £85,000. The Trustees consider that as a Charity dependent almost wholly on voluntary giving and larger one-off contributions, it is appropriate to maintain free reserves which would enable the Charity to continue to fund its activities for at least one year (being of the order of £50,000 pa).

11 Professional advisers

Banks	National Westminster Bank, 21 Petty Cury, Cambridge, CB2 3NE
Insurers	Ecclesiastical Insurance Office Plc, Benefact House, 2000, Pioneer Avenue, Gloucester Business Park, Brockworth, Gloucester, GL3 4AW
Independent Examiners	Streets Chartered Accountants, 3 Wellbrook Court, Girton, Cambridge, CB3 0NA

12 Progress and Achievements in 2024-25:

Director's Annual Report

I took over as Director on the 17th of January. I feel privileged and honoured to have been selected to lead the branch for the next three years.

My task at the beginning was to replace some of the leadership team members who have served their terms of office, and to fill some posts that have been vacant (such as Deputy Director of Operations). I am delighted to report that I am joined in managing the branch with an excellent and talented team of Vice Directors and Deputy Directors. Everyone has been working hard from the start to bring their own vision and voice to various aspects of Branch Business. We have been able to build on the strength of the Branch and we continue to do so in consultation and discussion with the volunteers. Our attitude going forward is that the Branch belongs to all of us, we all share in making it run smoothly, and we all share and take pride in its success.

Another task undertaken in the early weeks of my directorship was to complete and submit the Quality Outcome Framework (QOF) forms. This is a process in which the Branch reviews all its activities and the Director with his team makes decisions about what the priorities should be for the Branch over the next three years. The forms have been submitted, and we now wait for constructive discussions and feedback with the assigned Quality Mentors in the coming weeks/months. I am grateful to Graham 2 (Vice Director) and to a host of deputy directors and volunteers who assisted in compiling all the necessary documents and in completing this important task.

**Annual Report of the Trustees of Cambridge Samaritans
31 March 2025 (cont)**

At the end of last year, the branch moved its rota and branch management system from Bertie to 3 Rings. A team of volunteers have worked hard to ensure a smooth transition from one system to the other and I am delighted that we are now fully operational on the new system. The system is managed by a team of administrators and the rota team, under the guidance of the DD for Rota. We have made some changes to the rota to make sure that we provide better cover for our callers. One such change was to highlight on the rota the shifts which are designated as being of medium or high need. These are shifts which have a high number of unanswered calls due to the high demand or reduced cover by volunteers nationally. Several volunteers have commented on how it has been good to have that information, and it is informing their decisions as to which shifts to fill to cover those periods of need.

The Recruitment and Training Teams continue to work in synchrony to recruit, interview and train new volunteers. We run three groups a year and since I have taken on the role of Director, we have already trained two groups. These new volunteers are supported and inducted into Branch life by our Personal and on-duty Mentors. A very fulfilling albeit time consuming task, yet volunteers perform these duties with zeal and care. The DD for Mentoring has also been working hard at improving the guidelines for all our mentoring activities. In addition to the tasks listed above, we have restarted our ongoing mentoring programme where every volunteer will partake in an ongoing mentoring session once a year. This will help us address any concerns we have about calls and help maintain our skills across the Branch.

Our volunteers are also supported by a dedicated team that look after their welfare (Volunteer Care under the direction of a newly appointed DD). All volunteers are aware of the support available to them should they need it, whether they face difficulties in their personal lives and they need someone to talk to, or whether they had difficult calls on their shifts that they need to talk about. The Branch has always, and continues to, address volunteers' need in a serious, supportive and confidential manner. That message is always delivered to all new trainees at various stages of their training and mentorship.

Our new DD for Outreach has been very busy establishing priorities for the Branch, looking in particular at ways of increasing access to emotional support and reducing suicide within local communities and groups of high risk, and at ensuring that a team of volunteers is recruited and properly trained to undertake Outreach work within the community. We have taken part in the Thriplow Daffodil Weekend in March (we were a nominated charity this year) and also in 'Small Talk Saves Lives' and we have plans to take part in Pride this year in June. We have also joined the Cambridgeshire and Peterborough Suicide Prevention Steering Group. This is a multi-agency group responsible for the coordination and delivery of suicide prevention work in the region.

I am grateful to our DD of Operations who has taken on the task of ensuring our building and equipment are properly managed and looked after, providing us with a safe and efficient space to volunteer from. This is quite a demanding task, and it is in excellent hands. Our DD for Operations also ensures that all volunteers are properly trained and informed on health and safety matters.

Annual Report of the Trustees of Cambridge Samaritans 31 March 2025 (cont)

One of the tasks that I have set myself as a new Director is to strengthen the community life within the Branch. This is partly to improve communication and decision making and to help reduce the numbers of resignations within the Branch. With that in mind, I have set up Branch meetings three times a year where all volunteers are invited to attend. This provides an opportunity for the Director and his Team to let the Branch know about any changes we want to make and the rationale behind making those decisions. It is important that all volunteers feel they are informed of how the Branch is run. These Branch meetings are a place for volunteers to let the Leadership Team know what their concerns are, and for newer and longer serving members of the branch to meet and get to know each other. We held the first meeting in March and that was met with enthusiasm. Volunteers agreed that they are a welcome and needed addition to Branch activities. We are also going to run a seminar series with speakers invited 2-3 times a year to talk to us about subjects of interest to the Branch. This is being organised by our DD for Ongoing Training. As for previous years, we will continue to run our annual training in 'Applying Our Key Policies' in addition to Central Office mandatory training (this year all volunteers had to complete an online module on EDI). This will help keep our skills sharp and provides a space for all volunteers to exchange ideas and thoughts around these important topics. We also work in partnership with Hitchin Branch to provide the Listener Scheme at Littlehey Prison, selecting, training and supporting prisoners to provide the listening service to other prisoners. Again, a very dedicated and expert volunteer team. During the first ten days of my directorship, I was invited to attend a day at Littlehey Prison where Listeners were joined by members of their families, and I was asked to give them their Listener Certificates. I found the experience very moving and was able to witness the importance of our service in the prison to these listeners.

In addition to improving volunteer retention as outlined above, other priorities that I have highlighted for our Branch include:

- Developing a more strategic outreach program using the assessment of local need developed by the Peterborough and Cambridgeshire Suicide Prevention Strategy.
- Prioritising fundraising and ensuring it is integrated into our outreach activities where possible.
- Developing stronger dialogues with regional branches to see how we can collaborate and enhance the overall service.

All our Branch activities are underpinned by a committed fundraising team who work tirelessly to raise funds for our Branch. These funds are vital to ensure we carry our work safely and effectively. Amongst others, the funds raised by the team help cover the costs of our infrastructure, training, outreach and volunteer education and support activities.

In summary, the Branch has managed much change in the last year and continues to run smoothly. It is incredible to think that all that we do is run by volunteers who in addition to the hours they give listening to callers continue to take on extra tasks to make sure the branch and all its activities are run efficiently and without disruption. We are also incredibly lucky to be aided by several support volunteers who provide exceptional service to the Branch in areas of training, outreach, fundraising, and maintenance of our building amongst others. I am hugely grateful to every one of them.

**Annual Report of the Trustees of Cambridge Samaritans
31 March 2025 (cont)**

I am also grateful to the Vice Directors, the team of Deputy Directors and the Board of Trustees, for all that they do and for all the support they have shown me and the Branch as I started in my role as Director.

I am looking forward to the coming year and to all the good things we will do together for our callers and for our Branch.

The Trustee Board

The board meets quarterly in person and has corresponded frequently by email to ensure the effective governance of the Charity. Anyone who is interested in joining the Trustee Committee would be made very welcome. Please speak to the Director or any other member of the Committee.

Treasurer's Report

Total Income at £43,823 was up on last year, £39,243. The current year income included £1,000 restricted for volunteer attendance at the regional conference and towards volunteer care, and the prior year income included £5,000 restricted for the costs of the hall refurbishment. In the prior year, the Trustees decided to prioritise recruiting and training more volunteers and completing the building refurbishment project. Significant costs in the prior year included c. £40k of costs related to completing the hall renovation work (of which £5k of covered by donations) and £16k for solar panels and stairlift (which were capitalised). Regular operating expenditure of was approximately in line with Budget and prior years. The branch experienced small investment losses of £1.5k in the year as a result of general financial market conditions. In overall terms free reserves at year end remained in a healthy position at £85,000. This leaves us in a financially secure position to face 2025/26 and beyond.

13 Statistical information

KPIs:	2024/25	2023/24
Contacts - total	25,859	27,786
Number of telephone contacts	25,810	27,671
Number volunteers at Year End	159	158

14 Accounts and balance sheet

The accounts and balance sheet of the Charity for the period ended 31 March 2025 and the independent examiners' report are attached and form a part of this Trustees' Report.

Signed: 

Henry Jabbour
Director

On behalf of Cambridge Samaritans

16/06/2025

Independent examiner's report to the Trustees of Cambridge Samaritans

I report to the trustees on my examination of the accounts of Cambridge Samaritans (the Charity) for the year ended 31 March 2025 as set out on pages 11 to 16.

Responsibilities and basis of report

As the charity trustees of the Trust 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 Trustee'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 2011 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 giving me cause to believe that in any material respect:

- (1) accounting records were not kept in respect of the Trust as required by section 130 of the Act; or
- (2) the accounts do not accord with those records; or
- (3) the accounts do 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.

Signed: *Shane Tharby*

Dated: 18 June 2025

Shane Tharby FCA
For and on behalf of
Streets Chartered Accountants

3 Wellbrook Court
Girton
Cambridge
CB3 0NA

CAMBRIDGE SAMARITANS
STATEMENT OF FINANCIAL ACTIVITIES FOR THE PERIOD ENDED
31 MARCH 2025

	2025	2025	2025	2024	2024	2024
	Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
	Fund	Fund	Funds	Fund	Fund	Funds
	£	£	£	£	£	£
Income and endowments						
Donations and legacies						
Donations and fund raising	39,812	1,000	40,812	23,359	5,000	28,359
Legacies	1,000	0	1,000	7,287	0	7,287
Friends of Cambridge Samaritans	838	0	838	1,275	0	1,275
Sundry other donations	1,020	0	1,020	2,090	0	2,090
Total Donations and legacies	42,670	1,000	43,670	34,011	5,000	39,011
Investment income						
Interest	153	0	153	232	0	232
Total investment income	153	0	153	232	0	232
Total income	42,823	1,000	43,823	34,243	5,000	39,243
Expenditure						
Expenditure on raising funds						
Friends of Cambridge Samaritans	240	0	240	340	0	340
Net income available for charitable purposes	42,583	1,000	43,583	33,903	5,000	38,903
Charitable expenditure						
Premises	14,576	0	14,576	19,707	0	19,707
Training and travel	4,765	750	5,515	5,014	0	5,014
Furniture and equipment	626	0	626	1,782	0	1,782
Repairs and renewals	3,374	0	3,374	39,421	5,000	44,421
Recruitment and publicity	60	0	60	65	0	65
Communications and IT	7,287	0	7,287	6,301	0	6,301
Volunteer expenses	10,146	250	10,396	10,998	0	10,998
Other office expenses	797	0	797	2,017	0	2,017
New Branch Contribution (NBC)	2,667	0	2,667	3,436	0	3,436
Governance costs	960	0	960	1,024	0	1,024
Total expenditure	45,498	1,000	46,498	90,105	5,000	95,105
Other recognised gains and losses						
Net Investment gains (losses)	(1,500)	0	(1,500)	14,316	0	14,316
Net income/expenditure	(4,175)	0	(4,175)	(41,546)	0	(41,546)
Transfers between funds	0	0	0	0	0	0
Net Movement in funds	(4,175)	0	(4,175)	(41,546)	0	(41,546)
Balance b/fwd	518,400	0	518,400	559,946	0	559,946
Balance c/fwd	514,225	0	514,225	518,400	0	518,400

**CAMBRIDGE SAMARITANS
BALANCE SHEET AT 31 MARCH 2025**

	2025 £	2024 £
Fixed assets		
Freehold property		
No. 4 Emmanuel Road at cost	428,842	428,842
Investments		
COIF Charities deposit fund	2,138	2,037
COIF Charities investment fund	62,371	114,564
COIF Charities fixed interest shares	10,757	10,165
	75,266	126,766
Current assets		
Prepayment	228	1,337
Current account	3,194	3,014
Business reserve account	15,159	2,071
Friends of the Samaritans bank accounts:		
Current account	0	1,853
	<u>18,581</u>	<u>8,275</u>
Accruals	8,464	45,483
	<u>8,464</u>	<u>45,483</u>
Net current assets (liabilities)	10,117	(37,208)
	<u>514,225</u>	<u>518,400</u>
Represented by		
Unrestricted Fund		
Designated Property Fund	428,842	428,842
General Fund	<u>85,383</u>	<u>89,558</u>
	514,225	518,400
	<u>514,225</u>	<u>518,400</u>

Signed

H Jabbour
Director

Henny Jabbour

J Ritchie
Treasurer

Jamie Ritchie

Date

16/06/2025

**CAMBRIDGE SAMARITANS
NOTES TO THE ACCOUNTS 31 MARCH 2025**

1. General information

The charity is a charitable incorporated organisation, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is 4 Emmanuel Road, Cambridge, CB1 1JW.

2. Statement of Compliance

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

3. Trustee remuneration and expenses

No remuneration or other benefits were received by the Trustees from the Charity or a related entity in the current or previous year.

Two (2024: three) of the Trustees were reimbursed a total of £1,944 (2024: £3,310) for travelling expenses and reimbursement of branch expenses.

4. Accounting Policies

a) Basis of preparation

The financial statements have been prepared on the historic cost basis except for investments which are accounted for at sale market value. The financial statements are prepared in sterling, which is the functional currency of the entity.

b) Going concern

There are no material uncertainties about the charity's ability to continue.

c) Judgements and key sources of estimation uncertainty

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

There are no judgements (apart from those involving estimations) that management has made in the process of applying the charity's accounting policies.

d) Tangible Fixed Assets

The Charity owns the freehold of No 4 Emmanuel Road, the building from which it provides its services. This property is valued at historic cost and is not depreciated as the trustees believe that the current market value is materially in excess of cost. The charity has a fixed asset capitalisation policy such that only

larger individual items of tangible fixed assets are capitalised.

Freehold Property	2025		2024	
	£		£	
4 Emmanuel Road				
Cost b/f	428,842		412,789	
Additions in year	0		16,053	
Cost c/f	428,842		428,842	

e) **Investments**

Investments are valued at their market sale value.

f) **Fund Accounting**

Unrestricted funds are available for use, at the discretion of the trustees, in furtherance of the objectives of the Charity. Designated funds comprise unrestricted funds that have been set aside by the trustees for particular purposes. Restricted funds are funds that are to be used in accordance with specific restrictions imposed by donors or that have been raised by the Charity for particular purposes. Costs relating to such funds are charged against specific funds.

g) **Analysis of net assets between funds**

	2025	2025	2025	2024	2024	2024
	Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
	Fund	Fund	Funds	Fund	Fund	Funds
	£	£	£	£	£	£
Tangible assets	428,842	0	428,842	428,842	0	428,842
Investments	75,266	0	75,266	126,766	0	126,766
Current assets	18,581	0	18,581	8,275	0	8,275
Current liabilities	(8,464)	0	(8,464)	(45,483)	0	(45,483)
Net assets	514,225	0	514,225	518,400	0	518,400

h) **Income**

All incoming resources are included in the SOFA when the Charity is legally entitled to the income, there is reasonable certainty of receipt and the amount can be quantified with reasonable accuracy. The following specific policies apply to categories of income:

- **Donations/Collections** – These are accounted for when received.
- **Legacies** – Entitlement is the earlier of the Charity receiving the final estate accounts or the legacy being received. No value is included where the legacy is subject to a life interest held by another party.
- **Donated Goods/Services** – This is included at the value to the Charity when received and where this can be quantified.
- **Grants** – Where these are related to performance and specific deliverables, they are accounted for as the Charity earns the right to consideration by its performance. Where income is received in advance, its recognition is deferred and included in creditors. Where entitlement occurs before income is received, the income is accrued. Capital grants are accounted for as income in the SOFA as soon as they are received.

i) Expenditure

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to that category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of the resource. Support costs have been allocated on the basis of time spent on the activity by volunteers.

The following specific policies apply to categories of expenditure:

- **Fundraising Costs** – Fundraising Costs are those costs incurred in seeking voluntary contributions.
- **Governance Costs** – Governance Costs are the costs associated with the governance arrangements of the Charity, which relate to the general running of the Charity as opposed to those costs associated with fundraising or charitable activities. Included within this category are costs associated with the strategic as opposed to the day to day management of the Charity's activities.
- **Support Costs** – Support costs comprise the costs of activities such as the management, financial, administrative and IT, together with common services, office accommodation and communication costs. These are allocated across the categories of charitable expenditure, governance costs and the costs of generating funds where applicable. In these accounts all support costs have been allocated to charitable expenditure.
- **Depreciation** – No depreciation is charged in respect of the freehold property.

j) Taxation

Cambridge Samaritans is a registered Charity and is therefore potentially exempt from taxation on its income and gains to the extent that they fall within section 505 of the Income and Corporation Taxes Act 1998 and section 256 of the Taxation of Chargeable Gains Act 1992. No tax charge has arisen in the year.

5. Governance

	2025	2024
Fees Paid to Independent Examiner	£1,000	£1,000

6. Description of Reserves

Designated Funds	Funds which have been set aside by the trustees for particular purposes.
General Fund	Funds held available for the ordinary purposes of the Charity.
Restricted Funds	Funds granted for expenses incurred by volunteers involved in Prison activities or for the purpose of renovation of the Samaritans building.

Analysis of movement in restricted funds

	Balance b/fwd £	Income £	Expenditure £	Balance c/fwd £
Volunteer expenses and conference	0	1,000	(1,000)	0

7. Related party transactions

There have been no related party transactions in the reporting period.

CAMBRIDGE SAMARITANS

England & Wales - Charity number 1165282

Accounts

SAMARITANS

Cambridge

**THE ANNUAL TRUSTEES REPORT AND ACCOUNTS
FOR
CAMBRIDGE SAMARITANS**

PERIOD ENDING 31 MARCH 2024

Registered Charity No 1165282

4 Emmanuel Road, Cambridge, CB1 1JW

Annual Report of the Trustees of Cambridge Samaritans

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Copies of the Trustees' Annual Report and Accounts and of The Constitution of the
Charity are available on request from –
The Secretary, Cambridge Samaritans, 4 Emmanuel Road, Cambridge, CB1 1JW

Any enquiries concerning the activities of Cambridge Samaritans should be
addressed to the Director, at the above address.

**Annual Report of the Trustees of Cambridge Samaritans
31 March 2024**

1 The official name of the Charity is 'Cambridge Samaritans', also known as 'The Cambridge Branch of Samaritans'.

2 The registration number with the Charity Commission is 1165282.

3 The official address of the Charity is: 4 Emmanuel Road, Cambridge, CB1 1JW.

4 The Charity is recognised as an affiliated Branch of Samaritans, a registered Charity and a company limited by guarantee not having share capital, incorporated under the Companies Act 1948 on 11 April 1963, whose registered office is – The Upper Mill, Kingston Road, Ewell, KT17 2AF.

5 The Aims of the Charity are:

- To work for the assistance of persons who are suicidal, despairing or in distress by providing a service, primarily intended for the benefit of persons in Cambridge and the surrounding area (but without specific limitations as to the area);
- To enable such persons to receive immediate help, compassion and befriending from members of the Charity selected and prepared for the purpose, working under direction;
- Where appropriate, in accordance with Samaritan procedure, to refer to persons having specialist or professional skills; and to support the Charity and aid in the establishment and support of probationary branches and the support of recognised branches of Samaritans.

6 To Achieve the Aims

- The Charity maintains a minimum of two volunteers on duty in the Centre, supported by a Leader and Director on call. At least two telephone lines are open to receive calls; and some Online Chat support is also offered. In partnership with Hitchin Branch regular visits are arranged to HMP Littlehey and the Charity is represented on the Safer Custody Group. It also works with numerous organisations to enable it to deliver its services outside the branch.
- All members of the Charity, including the Director and other office holders, are volunteers and receive no remuneration for the considerable time and commitment they contribute to furthering the Aims. New volunteers, after rigorous selection, receive initial training and serve a probationary period before being accepted as members of the Charity. Volunteers attend regular retraining sessions and representatives of the Charity attend meetings and training workshops with other branches, regionally and nationally.
- The Charity completes a Quality Outcomes Framework and Quality Monitoring meetings required by the Council of Samaritans on a regular basis to ensure standards are consistent throughout the movement.
- As well as benefiting from national publicity, the Charity raises awareness of its services through advertisements in the local media, through attendance at local events and by distributing posters and leaflets. Volunteers also give talks to other organisations on request to ensure that more people are aware of the services on offer. Other awareness raising events include working with Network Rail, training for Grafton Centre staff and via fundraising activities.

**Annual Report of the Trustees of Cambridge Samaritans
31 March 2024 (cont)**

- A Fundraising Committee of volunteers within the Charity assists by applying for funding from institutional and other donors and collecting from supporters in the local community: a number of other organisations, individuals and sponsors also generously support the Charity by way of gifts, grants, donations and legacies. The Charity operates with the considerable assistance of the Samaritans Central Charity on recruitment, communications, training and the setting of standards and in turn contributes part of its income and assets to support the central Samaritans organisation.
- The Charity operates from its own premises close to the centre of Cambridge; these include operation and emergency telephone rooms, a hall for meetings and training, administrative and domestic facilities.

7 The Organisation of the Charity

- All aspects of the work of the Charity and the recruitment, training and welfare of volunteers are the responsibility of the Director, who is appointed by the Council of Samaritans for a period of three years. The Director has absolute authority over the day-to-day conduct and management of the work of the Charity to pursue the objects of the Charity. The Director may appoint one or more Deputy Directors and Leaders, is in charge of all members of the Charity and allocates duties or arranges for them to be allocated. The Director represents the Charity on the Council of Samaritans. At the request of the Board of Trustees, the current Director is serving a fourth year in order to complete necessary organisational updates.
- The Trustees are responsible for all aspects of the administration of the Charity, its property, finances, fund raising and general affairs as part of the Branch Leadership Team.
- The Trustees of the Charity are the Director, and not more than ten members (including a Secretary and Treasurer) elected by the membership at a General Meeting. The Trustees can co-opt up to two further Trustees who will serve until the following AGM.

8 Public Benefit

- In planning our activities for the year, the Trustees kept in mind the Charity Commission guidance on public benefit.
- By offering support as set out above, we aim to help people find ways of coping with their distress without choosing to die by suicide. We also seek to support those whose distress is less acute, in the hope that they will not reach the point of feeling that they wish to end their lives. As set out above, we make our support available in many ways, including by telephone, online chat, in prisons and on other organisations' premises.
- The Director's report below sets out the main achievements of the Branch in furthering the aims set out in section 5 above and section 13 sets out the number of contacts made during the year.
- The Branch provides a service primarily intended for the benefit of persons in Cambridge and the surrounding area. However, it also works with all Samaritans branches to ensure 24 hour availability of the service across the UK. Samaritans does not charge anyone for the service provided and we operate a Freecall service.

**Annual Report of the Trustees of Cambridge Samaritans
31 March 2024 (cont)**

9 Trustees of the Charity during the period were:

Name	Position held	Term of appointment
Brenda Bond	Trustee/ Director	Ex Officio from 17 January 2021
Paul Ainscough	Trustee/ Ex-Treasurer	Retired at AGM 9 August 2023
Jane Ritchie	Trustee/ Treasurer	Re-elected at AGM 9 August 2023
Sinead Healy	Trustee/ Secretary	Re-elected at AGM 9 August 2023
Molly Arnell	Trustee	Re-elected at AGM 9 August 2023 (Resigned 5 June 2024)
Ian Prosser	Trustee	Re-elected at AGM 9 August 2023
Peter Woodsford	Trustee	Re-elected at AGM 9 August 2023
Daniel Foulkes	Trustee	Re-elected at AGM 9 August 2023
Graham Wrycroft	Trustee	Re-elected at AGM 9 August 2023
Henry Jabbour	Trustee	Re-elected at AGM 9 August 2023
Susan Jones	Trustee	Re-elected at AGM 9 August 2023

Trustees (other than the Director) are elected by volunteers or co-opted by the Trustees. All Trustees complete the Samaritans Trustee induction on-line training and are expected to participate in other relevant training as appropriate. Co-opted members who are not listening volunteers are asked to attend the first session of initial training for volunteers in order to understand more fully the ethos of the organisation.

The Trustees regularly consider the major risks to which the charity is exposed, notably potential financial risks, and consider the various safeguards to mitigate these risks including internal controls and systems. The branch has an annual budget; management accounts are presented regularly to the Committee.

**Annual Report of the Trustees of Cambridge Samaritans
31 March 2024 (cont)**

10 Investment Policy and Reserves

Funds in excess of day-to-day needs are invested in funds managed by CCLA Investment Management who offer a range of investments designed for Charities. These are reviewed by the Trustees to ensure that they continue to perform adequately.

After allowing for existing fixed assets, the free reserves of the Charity amount to about £90,000. The Trustees consider that as a Charity dependent almost wholly on voluntary giving and larger one-off contributions, it is appropriate to maintain free reserves which would enable the Charity to continue to fund its activities for at least one year (being of the order of £50,000 - £60,000 pa).

11 Professional advisers

Banks	National Westminster Bank, 21 Petty Cury, Cambridge, CB2 3NE Barclays Bank, 9-11 St Andrew's St, Cambridge, CB2 3AA
Insurers	Ecclesiastical Insurance Office Plc, Benefact House, 2000, Pioneer Avenue, Gloucester Business Park, Brockworth, Gloucester, GL3 4AW
Independent Examiners	Streets Chartered Accountants, 3 Wellbrook Court, Girton, Cambridge, CB3 0NA

12 Progress and Achievements in 2023-24:

Director's Annual Report

The branch continues to run quite smoothly, with many volunteers taking on one or more of the essential extra roles needed, beyond their listening duties. The branch could simply not operate without these and our Support Volunteers, who provide everything from administrative work to fundraising, outreach and maintenance support. Our Branch Responsibilities list which identifies all of these people, runs to almost 3 sides of A4. Our core telephone helpline also relies on those volunteers who steadfastly pull out all the stops to meet their commitment to provide a weekly listening shift come rain, hail, snow or heatwave.

We reported last year that we needed to increase our volunteer numbers after Covid, and to do this it was necessary to build up our training teams. This has finally been achieved and we now have a full complement of Core and Embedding Development trainers as well as excellent admin support.

Increasing numbers of volunteers enable us to meet the needs of more people 24 hours a day, 7 days a week and in addition to reach out to our local communities to raise awareness of what we do. We plan to continue to grow the volunteer base by training in larger groups and adding an additional cohort per year once this becomes practical and sustainable.

Annual Report of the Trustees of Cambridge Samaritans 31 March 2024 (cont)

Volunteering for Samaritans is hard work and requires a demanding level of commitment. In order to reduce the number of new volunteers who do not complete the training or who leave soon after becoming full Samaritans Volunteers, we have reviewed and strengthened recruitment and selection, training and development, mentoring, continuous development and volunteer care, as well as monitoring reasons for leaving. Many leavers are moving away and some of these transfer to other branches, others are no longer able to juggle the demands of their home and work lives with their volunteering commitment and need to take a break.

We take our responsibility to support volunteers very seriously and our Leaders and Volunteer Care teams work to ensure everyone has the wellbeing support they need after every shift and at all other times. Samaritans providing Samaritan support to Samaritans. Skills Practice volunteers help to prepare trainees for taking calls and mentors work with new volunteers to develop their skills in the Operations Room.

Feedback from volunteers often mentions the Branch as a community and suggests that more social opportunities would be beneficial. To this end we have had fun at a music and poetry evening, a new Volunteers event, a games evening and a quiz night. Food is provided to entice busy volunteers to attend. Our social teams also continue to meet, some being considerably more active than others.

In order to maintain the highest quality of our services we now provide annual training in Applying Our Key Policies in addition to Central Office mandatory training. In 2024/25 we are increasing other opportunities for volunteers to attend talks on topics such as mental health, self-harm and providing support to prisoners. We work in partnership with Hitchin Branch to provide the Listener Scheme at Littlehey Prison, selecting, training and supporting prisoners to provide the listening service to other prisoners.

Towards the end of the financial year we were able to complete the building refurbishment work by refreshing our large training and meetings hall and lobby including new carpets; putting in a new kitchenette, toilet and accessible toilet. With all the new painting it's now looking warm and welcoming, great space for all our training, meetings and social occasions. Once we have sourced new curtains all of our building will be fully up to scratch.

As part of our commitment to reduce annual costs and our carbon footprint, solar panels were installed on the roof of the hall during the year and we are looking forward to selling excess electricity to the national grid once the sun comes out!

As we move into the new year, 2024/25, we are working hard to achieve a smooth transfer from Bertie, our longstanding rota and branch management system, which has served us well, to Three Rings.

Additional thanks from me go to the Deputy Director team for all of their support during the year and ongoing, and to the Board of Trustees for their guidance and governance of the Branch.

**Annual Report of the Trustees of Cambridge Samaritans
31 March 2024 (cont)**

The Trustee Board

The board meets quarterly in person and has corresponded frequently by email to ensure the effective governance of the Charity. Anyone who is interested in joining the Trustee Committee would be made very welcome. Please speak to Brenda or any other member of the Committee.

Treasurer's Report

Total Income at £39,243 was down on last year (£63,653). The current year income included £5,000 restricted income towards the costs of the hall refurbishment and last year's income included £26,500 restricted income for the building renovation work. Unrestricted income was £34,243 compared to prior year of £37,153. The Trustees decided to prioritise recruiting and training more volunteers and completing the building refurbishment project in the current year. Significant costs in the year included c. £40k of costs related to completing the hall renovation work (of which £5k of covered by donations) and £16k for solar panels and stairlift (which were capitalised). Regular operating expenditure was approximately in line with Budget and prior years. The 'New Branch Contribution' was £3,436 (which includes £1,356 charge for the current year and £2,080 additional charge related to the prior year (due to a correction to the methodology used by the Samaritans Central charity, which was notified after the prior year end). This is up from £660 last year (which benefitted from an over accrual in the year prior to that). The branch experienced investment gains of £14k in the year as a result of the general financial market conditions. In overall terms our free reserves at year end (despite the expensed maintenance and capital expenditure under the refurbishment project) remained in a healthy position at £90,000. This leaves us in a financially secure position to face 2024/25 and beyond.

13 Statistical information

KPIs:	2023/24	2022/23
Contacts - total	27,786	29,105
Number of telephone contacts	27,671	28,960
Number volunteers at Year End	158	155

14 Accounts and balance sheet

The accounts and balance sheet of the Charity for the period ended 31 March 2024 and the independent examiners' report are attached and form a part of this Trustees' Report.

Signed: 

Brenda Bond
Director

On behalf of Cambridge Samaritans

Independent examiner's report to the Trustees of Cambridge Samaritans

I report to the trustees on my examination of the accounts of Cambridge Samaritans (the Charity) for the year ended 31 March **2024** as set out on pages 10 to 15.

Responsibilities and basis of report

As the charity trustees of the Trust 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 Trustee'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 2011 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 giving me cause to believe that in any material respect:

- (1) accounting records were not kept in respect of the Trust as required by section 130 of the Act; or
- (2) the accounts do not accord with those records; or
- (3) the accounts do 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.

Signed:



Dated:

25/7/2024

Shane Tharby FCA
For and on behalf of
Streets Chartered Accountants

3 Wellbrook Court
Girton
Cambridge
CB3 0NA

CAMBRIDGE SAMARITANS
STATEMENT OF FINANCIAL ACTIVITIES FOR THE PERIOD ENDED
31 MARCH 2024

	2024	2024	2024	2023	2023	2023
	Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
	Fund	Fund	Funds	Fund	Fund	Funds
	£	£	£	£	£	£
Income and endowments						
Donations and legacies						
Donations and fund raising	23,359	5,000	28,359	29,022	26,500	55,522
Legacies	7,287	0	7,287	5,000	0	5,000
Friends of Cambridge Samaritans	1,275	0	1,275	1,875	0	1,875
Sundry other donations	2,090	0	2,090	1,160	0	1,160
Total Donations and legacies	34,011	5,000	39,011	37,057	26,500	63,557
Investment income						
Interest	232	0	232	95	0	95
Total investment income	232	0	232	95	0	95
Total income	34,243	5,000	39,243	37,153	26,500	63,653
Expenditure						
Expenditure on raising funds						
Friends of Cambridge Samaritans	340	0	340	270	0	270
Net income available for charitable purposes	33,903	5,000	38,903	36,883	26,500	63,383
Charitable expenditure						
Premises	19,707	0	19,707	19,341	0	19,341
Training and travel	5,014	0	5,014	5,640	0	5,640
Furniture and equipment	1,782	0	1,782	7,685	0	7,685
Repairs and renewals	39,421	5,000	44,421	5,576	0	5,576
Recruitment and publicity	65	0	65	843	0	843
Communications and IT	6,301	0	6,301	5,271	0	5,271
Volunteer expenses	10,998	0	10,998	10,077	0	10,077
Other office expenses	2,017	0	2,017	15,519	26,500	42,019
New Branch Contribution (NBC)	3,436	0	3,436	660	0	660
Governance costs	1,024	0	1,024	1,068	0	1,068
Total expenditure	90,105	5,000	95,105	71,951	26,500	98,451
Other recognised gains and losses						
Net investment gains (losses)	14,316	0	14,316	(3,226)	0	(3,226)
Net income/expenditure	(41,546)	0	(41,546)	(38,024)	0	(38,024)
Transfers between funds	0	0	0	10,000	(10,000)	0
Net Movement in funds	(41,546)	0	(41,546)	(28,024)	(10,000)	(38,024)
Balance b/fwd	559,946	0	559,946	587,970	10,000	597,970
Balance c/fwd	518,400	0	518,400	559,946	0	559,946

**CAMBRIDGE SAMARITANS
BALANCE SHEET AT 31 MARCH 2024**

	2024 £	2023 £
Fixed assets		
Freehold property		
No. 4 Emmanuel Road at cost	428,842	412,789
Investments		
COIF Charities deposit fund	2,037	1,927
COIF Charities investment fund	114,564	126,070
COIF Charities fixed interest shares	10,165	19,453
	126,766	147,450
Current assets		
Prepayment	1,337	0
Current account	3,014	2,654
Business reserve account	2,071	4,585
Friends of the Samaritans bank accounts:		
Current account	1,853	923
	8,275	8,162
Accruals	45,483	8,455
	45,483	8,455
Net current assets (liabilities)	(37,208)	(293)
	<u>518,400</u>	<u>559,946</u>
Represented by		
Unrestricted Fund		
Designated Property Fund	428,842	412,789
General Fund	89,558	147,157
	518,400	559,946
	<u>518,400</u>	<u>559,946</u>

Signed

B Bond
Director

B. B. U.

J Ritchie
Treasurer

J Ritchie

Date

21. 3. 24

CAMBRIDGE SAMARITANS
NOTES TO THE ACCOUNTS 31 MARCH 2024

1. **General information**

The charity is a charitable incorporated organisation, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is 4 Emmanuel Road, Cambridge, CB1 1JW.

2. **Statement of Compliance**

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

3. **Trustee remuneration and expenses**

No remuneration or other benefits were received by the Trustees from the Charity or a related entity in the current or previous year.

Three (2023: two) of the Trustees were reimbursed a total of £3,310 (2023: £2,348) for travelling expenses.

4. **Accounting Policies**

a) **Basis of preparation**

The financial statements have been prepared on the historic cost basis except for investments which are accounted for at sale market value. The financial statements are prepared in sterling, which is the functional currency of the entity.

b) **Going concern**

There are no material uncertainties about the charity's ability to continue.

c) **Judgements and key sources of estimation uncertainty**

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

There are no judgements (apart from those involving estimations) that management has made in the process of applying the charity's accounting policies.

d) **Tangible Fixed Assets**

The Charity owns the freehold of No 4 Emmanuel Road, the building from which it provides its services. This property is valued at historic cost and is not depreciated as the trustees believe that the current market value is materially in

excess of cost. The charity has a fixed asset capitalisation policy such that only larger individual items of tangible fixed assets are capitalised.

Freehold Property	2024		2023	
	£		£	
4 Emmanuel Road				
Cost b/f	412,789		397,256	
Additions in year	16,053		15,533	
Cost c/f	428,842		412,789	

e) Investments

Investments are valued at their market sale value.

f) Fund Accounting

Unrestricted funds are available for use, at the discretion of the trustees, in furtherance of the objectives of the Charity. Designated funds comprise unrestricted funds that have been set aside by the trustees for particular purposes. Restricted funds are funds that are to be used in accordance with specific restrictions imposed by donors or that have been raised by the Charity for particular purposes. Costs relating to such funds are charged against specific funds.

g) Analysis of net assets between funds

	2024		2024		2023		2023	
	Unrestricted	Restricted	Total	Unrestricted	Restricted	Total	Unrestricted	Restricted
	Fund	Fund	Funds	Fund	Fund	Funds	Fund	Fund
	£	£	£	£	£	£	£	£
Tangible assets	428,842	0	428,842	412,789	0	412,789	412,789	0
Investments	126,766	0	126,766	147,450	0	147,450	147,450	0
Current assets	8,275	0	8,275	8,162	0	8,162	8,162	0
Current liabilities	(45,483)	0	(45,483)	(8,455)	0	(8,455)	(8,455)	0
Net assets	518,400	0	518,400	559,946	0	559,946	559,946	0

h) Income

All incoming resources are included in the SOFA when the Charity is legally entitled to the income, there is reasonable certainty of receipt and the amount can be quantified with reasonable accuracy. The following specific policies apply to categories of income:

- **Donations/Collections** – These are accounted for when received.
- **Legacies** – Entitlement is the earlier of the Charity receiving the final estate accounts or the legacy being received. No value is included where the legacy is subject to a life interest held by another party.
- **Donated Goods/Services** – This is included at the value to the Charity when received and where this can be quantified.
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occurs before income is received, the income is accrued. Capital grants are accounted for as income in the SOFA as soon as they are received.

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The following specific policies apply to categories of expenditure:

- **Fundraising Costs** – Fundraising Costs are those costs incurred in seeking voluntary contributions.
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- **Depreciation** – No depreciation is charged in respect of the freehold property.

j) Taxation

Cambridge Samaritans is a registered Charity and is therefore potentially exempt from taxation on its income and gains to the extent that they fall within section 505 of the Income and Corporation Taxes Act 1998 and section 256 of the Taxation of Chargeable Gains Act 1992. No tax charge has arisen in the year.

5. Governance

	2024	2023
Fees Paid to Independent Examiner	£1,000	£894

6. Description of Reserves

Designated Funds	Funds which have been set aside by the trustees for particular purposes.
General Fund	Funds held available for the ordinary purposes of the Charity.
Restricted Funds	Funds granted for expenses incurred by volunteers involved in Prison activities or for the purpose of renovation of the Samaritans building.

Analysis of movement in restricted funds

	Balance b/fwd	Income	Expenditure	Balance c/fwd
	£	£	£	£
Hall Renovation	0	5,000	(5,000)	0

7. Related party transactions

There have been no related party transactions in the reporting period.

CAMBRIDGE SAMARITANS

England & Wales - Charity number 1165282

Accounts

SAMARITANS

Cambridge

**THE ANNUAL TRUSTEES REPORT AND ACCOUNTS
FOR
CAMBRIDGE SAMARITANS**

PERIOD ENDING 31 MARCH 2023

Registered Charity No 1165282

4 Emmanuel Road, Cambridge, CB1 1JW

Annual Report of the Trustees of Cambridge Samaritans

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Charity are available on request from –
The Secretary, Cambridge Samaritans, 4 Emmanuel Road, Cambridge, CB1 1JW

*Any enquiries concerning the activities of Cambridge Samaritans should be
addressed to the Director, at the above address.*

**Annual Report of the Trustees of Cambridge Samaritans
31 March 2023**

1 The official name of the Charity is 'Cambridge Samaritans', also known as 'The Cambridge Branch of Samaritans'.

2 The registration number with the Charity Commission is 1165282.

3 The official address of the Charity is: 4 Emmanuel Road, Cambridge, CB1 1JW.

4 The Charity is recognised as a Branch of Samaritans, a registered Charity and a company limited by guarantee not having share capital, incorporated under the Companies Act 1948 on 11 April 1963, whose registered office is – The Upper Mill, Kingston Road, Ewell, KT17 2AF.

5 The Aims of the Charity are:

- To work for the assistance of persons who are suicidal, despairing or in distress by providing a service, primarily intended for the benefit of persons in Cambridge and the surrounding area (but without specific limitations as to the area);
- To enable such persons to receive immediate help, compassion and befriending from members of the Charity selected and prepared for the purpose, working under direction;
- Where appropriate, in accordance with Samaritan procedure, to refer to persons having specialist or professional skills; and to support the Charity and aid in the establishment and support of probationary branches and the support of recognised branches of Samaritans.

6 To Achieve the Aims

- The Charity maintains a minimum of two volunteers on duty in the Centre, supported by a Leader and Director on call. At least two telephone lines are open to receive calls; when Covid 19 allows callers may visit or phone the Centre to request face to face support and some Online Chat support is also offered. Regular visits are arranged to HMP Littlehey and the Charity is represented on the Safer Custody Group. It also works with numerous organisations to enable it to deliver its services outside the branch.
- All members of the Charity, including the Director and other office holders, are volunteers and receive no remuneration for the considerable time and commitment they contribute to furthering the Aims. New volunteers, after rigorous selection, receive initial training and serve a probationary period before being accepted as members of the Charity. Volunteers attend team meetings and regular retraining sessions and representatives of the Charity attend meetings and training workshops with other branches, regionally and nationally.
- The Charity completes a Quality Outcomes Framework and Quality Monitoring meetings required by the Council of Samaritans on a regular basis to ensure standards are consistent throughout the movement.
- As well as benefiting from national publicity, the Charity raises awareness of its services through advertisements in the local media, through attendance at local events and by distributing posters and leaflets. Volunteers also give talks to other organisations on request to ensure that more people are aware of the services on offer. Other awareness raising events include working with Network Rail, Cambridge United Football Club and Anglia Ruskin University.

Annual Report of the Trustees of Cambridge Samaritans 31 March 2023 (cont)

A Fundraising Committee of volunteers within the Charity assists by applying for funding from institutional and other donors and collecting from supporters in the local community: a number of other organisations, individuals and sponsors also generously support the Charity by way of gifts, grants, donations and legacies. The Charity operates with the considerable assistance of the Samaritans Central Charity on recruitment, communications, training and the setting of standards and in turn contributes part of its income and assets to support the central Samaritans organisation.

- The Charity operates from its own premises close to the centre of Cambridge; these include operation and emergency telephone rooms, a hall for meetings and training, administrative and domestic facilities.

7 The Organisation of the Charity

- All aspects of the work of the Charity and the recruitment, training and welfare of volunteers are the responsibility of the Director, who is appointed by the Council of Samaritans for a period of three years. The Director has absolute authority over the day-to-day conduct and management of the work of the Charity to pursue the objects of the Charity. The Director may appoint one or more Deputy Directors and Leaders, is in charge of all members of the Charity and allocates duties or arranges for them to be allocated. The Director represents the Charity on the Council of Samaritans.
- The Trustees are responsible for all aspects of the administration of the Charity, its property, finances, fund raising and general affairs as part of the Branch Leadership Team.
- The Trustees of the Charity are the Director, and not more than ten members (including a Secretary and Treasurer) elected by the membership at a General Meeting. The Trustees can co-opt up to two further Trustees who will serve until the following AGM.

8 Public Benefit

- In planning our activities for the year, the Trustees kept in mind the Charity Commission guidance on public benefit.
- By offering support as set out above, we aim to help people find ways of coping with their distress without choosing to die by suicide. We also seek to support those whose distress is less acute, in the hope that they will not reach the point of feeling that they wish to end their lives. As set out above, we make our support available in many ways, including by telephone, online chat, face-to-face visits when possible, in prisons and on other organisations' premises.
- The Director's report below sets out the main achievements of the Branch in furthering the aims set out in section 5 above and section 13 sets out the number of contacts made during the year.
- The Branch provides a service primarily intended for the benefit of persons in Cambridge and the surrounding area. However, it also works with all Samaritans branches to ensure 24 hour availability of the service across the UK. Samaritans does not charge anyone for the service provided and we operate a Freecall service.

**Annual Report of the Trustees of Cambridge Samaritans
31 March 2023 (cont)**

9 Trustees of the Charity during the period were:

Name	Position held	Term of appointment
Brenda Bond	Trustee/Director	<i>Ex Officio</i> from 17 January 2021
Paul Ainscough	Trustee/ Treasurer	Re-elected at AGM 5 July 2022
Charlotte Berrill	Trustee/ Secretary	Re-elected at AGM 30 June 2021 Retired at AGM 5 July 2022
Sinead Healy	Trustee/ Secretary	Elected at AGM 5 July 2022
John McCutcheon	Trustee	Re-elected at AGM 30 June 2021 Retired at AGM 5 July 2022
Adrian Steward	Trustee	Re-elected at AGM 30 June 2021 Retired at AGM 5 July 2022
Nancy Sneddon	Trustee	Re-elected at AGM 30 June 2021 Retired at AGM 5 July 2022
Alison Gordon	Trustee	Re-elected at AGM 30 June 2021 Retired at AGM 5 July 2022
Molly Arnell	Trustee	Re-elected at AGM 5 July 2022
Ian Prosser	Trustee	Re-elected at AGM 5 July 2022
Peter Woodsford	Trustee	Re-elected at AGM 5 July 2022
Dan Foulkes	Trustee	Elected at AGM 5 July 2022
Graham Wrycroft	Trustee	Elected at AGM 5 July 2022
Henry Jabbour	Trustee	Elected at AGM 5 July 2022
Sue Jones	Trustee	Elected at AGM 5 July 2022
Jane Ritchie	Trustee	Appointed 15 March 2022

**Annual Report of the Trustees of Cambridge Samaritans
31 March 2023 (cont)**

Trustees (other than the Director) are elected by volunteers or co-opted by the Trustees. All Trustees complete the Samaritans Trustee induction on-line training and are expected to participate in other relevant training as appropriate. Co-opted members who are not listening volunteers are asked to attend the first session of initial training for volunteers in order to understand more fully the ethos of the organisation.

The Trustees regularly consider the major risks to which the charity is exposed notably potential financial risks, and consider the various safeguards to mitigate these risks including internal controls and systems. The branch has an annual budget; management accounts are presented regularly to the Committee.

10 Investment Policy and Reserves

Funds in excess of day-to-day needs are invested in funds managed by CCLA Investment Management who offer a range of investments designed for Charities. These are reviewed regularly by the Trustees to ensure that they continue to perform adequately and offer a responsible and ethical investment medium.

After allowing for existing fixed assets, the free reserves of the Charity amount to about £147,000. The Trustees consider that as a Charity dependent almost wholly on voluntary giving and larger one-off contributions, it is appropriate to maintain free reserves which would enable the Charity to continue to fund its activities for at least one year (being of the order of £50,000).

11 Professional advisers

Banks	National Westminster Bank, 56 St Andrews Street, Cambridge Barclays Bank, Cherry Hinton Road, Cambridge
Insurers	Ecclesiastical Insurance Group, Beaufort House, Brunswick Road, Gloucester, GL1 1JZ
Independent Examiners	Streets Chartered Accountants, 3 Wellbrook Court, Girton, Cambridge, CB3 0NA

**Annual Report of the Trustees of Cambridge Samaritans
31 March 2023 (cont)**

12 Progress and Achievements in 2022-23:

Director's Annual Report (Brenda Bond)

2022-23 has been another busy year as the knock-on effects of Covid 19 continued to create challenges for the branch. These included higher than usual sickness levels, particularly as winter brought more seasonal illnesses than usual. In addition some volunteers who had been on long term leave due to the pandemic sadly took the difficult decision to resign/retire and several others were affected by changes in their work patterns and commitments as the organisations and employers struggled back to a new form of normality.

Our Volunteer Care team have worked hard to support volunteers through this time of transition and our trainers and mentors have provided refresher training and extra support as necessary for volunteers returning to the branch after long leave.

It has been wonderful to gradually reintroduce face to face meetings and training sessions in the branch, whilst continuing to use Zoom to facilitate more attendance where appropriate.

Our work at Littlehey prison has resumed and we are proud to say that the Prison Team, working with officers and residents, has successfully rebuilt the service into an effective and highly valued Listener scheme once again. Other outreach work was slower to gain momentum but our outreach and fundraising teams now have an increasing number of events in the calendar.

2022 was the Branch's 60th anniversary year and we held 3 events to celebrate in style. These were our Summer Event, incorporating the AGM; the official opening of our "new" centre following major reconfiguration and refurbishment; and a Volunteers social event at Storey's Field. These events all went well due to the help and support of volunteers who helped to organise everything. The new layout of the building is working well and lends itself to better uses of the spaces. Volunteers are enjoying having a new and spacious kitchen/rest room and we are proud to say that the whole centre is now fully accessible.

Special thanks are due to all volunteers who take on additional roles to keep the branch running effectively. These range from trustees and Deputy Directors, through interviewers, trainers, mentors, leaders, rota team, outreach and fundraising teams, those who make sure we always have toilet rolls and other essential supplies including snacks and drinks, organise window cleaners and help us to meet our health and safety responsibilities.....so many people doing so much to keep the branch running smoothly.

Looking forward, the branch is working hard to strengthen our core training team as we need to increase the number of new volunteers we train. This is the only way to meet the needs of more people who need our services. We also want to increase our small contribution to the new online chat service as it is rolled out nationally, and to build our capacity for more outreach activities.

We are doing some work on our internal procedures so that we are consistent in our approach and everyone is clear about their responsibilities and the expectations of the Branch and Samaritans as a whole.

**Annual Report of the Trustees of Cambridge Samaritans
31 March 2023 (cont)**

We are also developing a more comprehensive programme of continuous development in order to ensure we are learning and maintaining standards.

Our next ambition for the building is to refresh the hall and the hall lobby, kitchen and toilet areas, and to reduce our impact on the environment by continuing to look at alternative ways to heat the water and building.

The Trustee Board

The board has continued to meet quarterly by Zoom and more recently in person and has corresponded frequently by email to ensure the effective governance of the Charity. Anyone who is interested in joining the Trustee Committee would be made very welcome. Please speak to Brenda 1 or any other member of the Committee.

Treasurer's Report (Paul 4)

Income at £63,653 was in line with 'pre-covid' periods but down on last year (£91,506) which benefited from the very pro-active fundraising undertaken by the Fundraising Committee to fund the building redevelopment project, primarily through institutional donations. Our normal operating expenditure was approximately in line with Budget and prior years (excluding the additional maintenance expenditure of £55,495 expensed in the year as part of the building refurbishment project – less the capitalised lift improvements of £15,533).

Our New Branch Contribution (under the continued revised method of calculation) was £660 per annum (being reduced materially this year by the significant additional maintenance expenditure). The branch experienced a small investment loss of £3,226 in the year as a result of the general financial markets turmoil. In overall terms our free reserves at year end (despite the expensed maintenance and capital expenditure under the refurbishment project) remained in a healthy position at £147,157. This leaves us in a financially secure position to face 2023/24 and beyond.

**Annual Report of the Trustees of Cambridge Samaritans
31 March 2023 (cont)**


13 Statistical information

KPIs:	2022/23	2021/22
Contacts - total	29,105	28,428
Number of telephone contacts	28,960	27,760
Number of e-mail contacts (the Samaritans email hub now handles most email correspondence)	Nil	668
Number volunteers at Year End	155	191

14 Accounts and balance sheet

The accounts and balance sheet of the Charity for the period ended 31 March 2023 and the independent examiners' report are attached and form a part of this Trustees' Report.

Signed:



Brenda Bond
Director
On behalf of Cambridge Samaritans

Independent examiner's report to the Trustees of Cambridge Samaritans

I report to the trustees on my examination of the accounts of Cambridge Samaritans (the Charity) for the year ended 31 March 2023 as set out on pages 11 to 16.

Responsibilities and basis of report

As the charity trustees of the Trust 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 Trustee'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 2011 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 giving me cause to believe that in any material respect:

- (1) accounting records were not kept in respect of the Trust as required by section 130 of the Act; or
- (2) the accounts do not accord with those records; or
- (3) the accounts do 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.

Signed: 

Dated: 6 July 2023

Shane Tharby FCA
For and on behalf of
Streets Chartered Accountants

3 Wellbrook Court
Girton
Cambridge
CB3 0NA

CAMBRIDGE SAMARITANS
STATEMENT OF FINANCIAL ACTIVITIES FOR THE PERIOD ENDED MARCH 2023

	2023	2023	2023	2022	2022	2022
	Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
	Fund	Fund	Funds	Fund	Fund	Funds
	£	£	£	£	£	£
Income and endowments						
Donations and legacies						
Donations and fund raising	29,022	26,500	55,522	62,643	10,000	72,643
Legacies	5,000	0	5,000	2,100	0	2,100
Friends of Cambridge Samaritans	1,875	0	1,875	1,500	0	1,500
Sundry other donations	1,160	0	1,160	15,252	0	15,252
Total Donations and legacies	37,057	26,500	63,557	81,495	10,000	91,495
Investment income						
Interest	95	0	95	11	0	11
Total investment income	95	0	95	11	0	11
Total income	37,153	26,500	63,653	81,506	10,000	91,506
Expenditure						
Expenditure on raising funds						
Friends of Cambridge Samaritans	270	0	270	350	0	350
Net income available for charitable purposes	36,883	26,500	63,383	81,156	10,000	91,156
Charitable expenditure						
Premises	19,341	0	19,341	17,957	0	17,957
Training and travel	5,640	0	5,640	2,576	0	2,576
Furniture and equipment	7,685	0	7,685	492	0	492
Repairs and renewals	5,576	0	5,576	42,329	34,560	76,889
Recruitment and publicity	843	0	843	52	0	52
Communications and IT	5,271	0	5,271	12,806	0	12,806
Volunteer expenses	10,077	0	10,077	3,999	0	3,999
Other office expenses	15,519	26,500	42,019	(1,316)	0	(1,316)
New Branch Contribution (NBC)	660	0	660	5,070	0	5,070
Governance costs	1,068	0	1,068	757	0	757
Total expenditure	71,951	26,500	98,451	85,072	34,560	119,632
Other recognised gains and losses						
Net investment gains (losses)	(3,226)	0	(3,226)	19,755	0	19,755
Net income/expenditure	(38,024)	0	(38,024)	16,189	(24,560)	(8,371)
Transfers between funds	10,000	(10,000)	0	0	0	0
Net Movement in funds	(28,024)	(10,000)	(38,024)	16,189	(24,560)	(8,371)
Balance b/fwd	587,970	10,000	597,970	571,781	34,560	606,341
Balance c/fwd	559,946	0	559,946	587,970	10,000	597,970

**CAMBRIDGE SAMARITANS
BALANCE SHEET AT MARCH 2023**

	2023	2022
	£	£
Fixed assets		
Freehold property		
No. 4 Emmanuel Road at cost	412,789	397,256
Investments		
COIF Charities deposit fund	1,927	1,909
COIF Charities investment fund	126,070	128,592
COIF Charities fixed interest shares	<u>19,453</u>	<u>20,175</u>
	147,450	150,676
Current assets		
Current account	2,654	2,654
Business reserve account	4,585	48,759
Friends of the Samaritans bank accounts:		
Current account	<u>923</u>	<u>6,318</u>
	8,162	57,731
Accruals	<u>8,455</u>	<u>7,693</u>
	8,455	7,693
Net current assets (liabilities)	(293)	50,038
	<u>559,946</u>	<u>597,970</u>
Represented by		
Unrestricted Fund		
Designated Property Fund	412,789	397,256
General Fund	<u>147,157</u>	<u>190,714</u>
	559,946	587,970
Restricted Fund		
Restricted Stair Lift Fund	<u>0</u>	<u>10,000</u>
	<u>559,946</u>	<u>597,970</u>

Signed

B. Bond

B Bond
Director

P. J. Ainscough
P J Ainscough
Treasurer

Date *30th June 2023*

CAMBRIDGE SAMARITANS
NOTES TO THE ACCOUNTS 31 MARCH 2023

1 – General information

The charity is a charitable incorporated organisation, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is 4 Emmanuel Road, Cambridge, CB1 1JW.

2 – Statement of Compliance

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

3 – Trustee remuneration and expenses

No remuneration or other benefits were received by the Trustees from the Charity or a related entity in the current or previous year.

No expenses were reimbursed to the trustees in either the current or previous year.

4 – Accounting Policies

(a) Basis of preparation

The financial statements have been prepared on the historic cost basis except for investments which are accounted for at sale market value. The financial statements are prepared in sterling, which is the functional currency of the entity.

(b) Going concern

There are no material uncertainties about the charity's ability to continue.

(c) Judgements and key sources of estimation uncertainty

The preparation of the financial statements requires management to make judgements estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Significant judgements

There are no judgements (apart from those involving estimations) that management has made in the process of applying the charity's accounting policies

CAMBRIDGE SAMARITANS
NOTES TO THE ACCOUNTS 31 MARCH 2023

(d) Tangible Fixed Assets

The Charity owns the freehold of No 4 Emmanuel Road, the building from which it provides its services. This property is valued at historic cost and is not depreciated as the trustees believe that the current market value is materially in excess of cost. The charity has a fixed asset capitalisation policy such that only larger individual items of tangible fixed assets are capitalised.

Analysis of movements in Freehold Property

Freehold property	2023	2022
No.4 Emmanuel Road		
Cost b/fwd as at 1 April 2022	397,256	353,998
Addit bns in year	<u>15,533</u>	<u>43,258</u>
Cost c/fwd as at 31 March 2023	412,789	397,256

(e) Investments

Investments are valued at their market sale value

(f) Fund Accounting

Unrestricted funds are available for use, at the discretion of the trustees, in furtherance of the objectives of the Charity. Designated funds comprise unrestricted funds that have been set aside by the trustees for particular purposes. Restricted funds are funds that are to be used in accordance with specific restrictions imposed by donors or that have been raised by the Charity for particular purposes. Costs relating to such funds are charged against specific funds.

(g) Analysis of net assets between funds

Analysis of net assets between funds

	2023	2023	2023	2022	2022	2022
	Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
	Fund	Fund	Funds	Fund	Fund	Funds
	£	£	£	£	£	£
Tangible assets	412,789	0	412,789	397,256	0	397,256
Investments	147,450	0	147,450	150,676	0	150,676
Current assets	8,162	0	8,162	47,731	10,000	57,731
Current liabilities	(8,455)	0	(8,455)	(7,693)	0	(7,693)
Net assets	<u>559,946</u>	<u>0</u>	<u>559,946</u>	<u>587,970</u>	<u>10,000</u>	<u>597,970</u>

(h) Income

All incoming resources are included in the SOFA when the Charity is legally entitled to the income, there is reasonable certainty of receipt and the amount can be quantified with reasonable accuracy. The following specific policies apply to categories of income:

- Donations/Collections – These are accounted for when received.
- Legacies – Entitlement is the earlier of the Charity receiving the final estate accounts or the legacy being received. No value is included where the legacy is subject to a life interest held by another party.
- Donated Goods/Services – This is included at the value to the Charity where this can be quantified.

**CAMBRIDGE SAMARITANS
NOTES TO THE ACCOUNTS 31 MARCH 2023**

- Grants – Where these are related to performance and specific deliverables, they are accounted for as the Charity earns the right to consideration by its performance. Where income is received in advance, its recognition is deferred and included in creditors. Where entitlement occurs before income is received, the income is accrued. Capital grants are accounted for as income in the SOFA as soon as they are received.

(i) Expenditure

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to that category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of the resource. Support costs have been allocated on the basis of time spent on the activity by volunteers. The following specific policies apply to categories of expenditure:

- Fundraising Costs – Fundraising Costs are those costs incurred in seeking voluntary contributions.
- Governance Costs – Governance Costs are the costs associated with the governance arrangements of the Charity, which relate to the general running of the Charity as opposed to those costs associated with fundraising or charitable activities. Included within this category are costs associated with the strategic as opposed to the day to day management of the Charity's activities.
- Support Costs – Support costs comprise the costs of activities such as the management, financial, administrative and IT, together with common services, office accommodation and communication costs. These are allocated across the categories of charitable expenditure, governance costs and the costs of generating funds where applicable. In these accounts all support costs have been allocated to charitable expenditure.
- Depreciation – No depreciation is charged in respect of the freehold property.

(j) Taxation

Cambridge Samaritans is a registered Charity and is therefore potentially exempt from taxation on its income and gains to the extent that they fall within section 505 of the Income and Corporation Taxes Act 1998 and section 256 of the Taxation of Chargeable Gains Act 1992. No tax charge has arisen in the year.

<u>4 - Governance</u>	£	£
	2023	2022
Fees Paid to Independent Examiner	894	720

5 – Description of Reserves

Designated Funds – Funds which have been set aside by the trustees for particular purposes.
 General Fund – Funds held available for the ordinary purposes of the Charity.
 Restricted Funds – Funds granted for expenses incurred by volunteers involved in Prison activities or for the purpose of renovation of the Samaritans building.

CAMBRIDGE SAMARITANS
NOTES TO THE ACCOUNTS 31 MARCH 2023

Analysis of movements in restricted funds

	Fund balances b/fwd	Income	Expenditure	Transfers	Fund balances c/fwd
	£	£	£	£	£
Building Renovation	0	26,500	(26,500)	0	0
Stair Lift	10,000	0	0	(10,000)	0
	<u>10,000</u>	<u>26,500</u>	<u>(26,500)</u>	<u>(10,000)</u>	<u>0</u>

The transfer to the general fund is in respect of the stairlift which was capitalised in the year

6 – Related party transactions

There have been no related party transactions in the reporting period.

7 – Capital commitments

The charity had commitments at the year-end in relation to building renovations that were contracted for but not provided in the accounts amounting to £nil (2022 £23,792).

CAMBRIDGE SAMARITANS

England & Wales - Charity number 1165282

Accounts

SAMARITANS

Cambridge

**THE ANNUAL TRUSTEES REPORT AND ACCOUNTS
FOR
CAMBRIDGE SAMARITANS**

PERIOD ENDING 31 MARCH 2022

Registered Charity No 1165282

4 Emmanuel Road, Cambridge, CB1 1JW

Annual Report of the Trustees of Cambridge Samaritans

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3	Charity Registration Number
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6	Professional Advisers
7-9	Progress and Achievements: Reports of the Director, Treasurer and Statistical Information
10	Report of Independent Examiners
11-16	Accounts and Balance Sheet

Copies of the Trustees' Annual Report and Accounts and of The Constitution of the
Charity are available on request from –
The Secretary, Cambridge Samaritans, 4 Emmanuel Road, Cambridge, CB1 1JW

*Any enquiries concerning the activities of Cambridge Samaritans should be
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Annual Report of the Trustees of Cambridge Samaritans 31 March 2022

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**Annual Report of the Trustees of Cambridge Samaritans
31 March 2022 (cont)**

- A Fundraising Committee of volunteers within the Charity assists by applying for funding from institutional and other donors and collecting from supporters in the local community: a number of other organisations, individuals and sponsors also generously support the Charity by way of gifts, grants, donations and legacies. The activities of the former Friends Group have now been merged with the Fundraising Committee. The Charity operates with the considerable assistance of the Samaritans Central Charity on recruitment, communications, training and the setting of standards and in turn contributes part of its income and assets to support the central Samaritans organisation.
- The Charity operates from its own premises close to the centre of Cambridge; these include operation and emergency telephone rooms, a hall for meetings and training (which has been adapted for Covid secure socially distanced operations during the current pandemic), administrative and domestic facilities.

7 The Organisation of the Charity

- All aspects of the work of the Charity and the recruitment, training and welfare of volunteers are the responsibility of the Director, who is appointed by the Council of Samaritans for a period of three years. The Director has absolute authority over the day-to-day conduct and management of the work of the Charity to pursue the objects of the Charity. The Director may appoint one or more Deputy Directors and Leaders, is in charge of all members of the Charity and allocates duties or arranges for them to be allocated. The Director represents the Charity on the Council of Samaritans.
- The Trustees are responsible for all aspects of the administration of the Charity, its property, finances, fund raising and general affairs as part of the Branch Leadership Team.
- The Trustees of the Charity are the Director, and not more than ten members (including a Secretary and Treasurer) elected by the membership at a General Meeting. The Trustees can co-opt up to two further Trustees who will serve until the following AGM.

8 Public Benefit

- In planning our activities for the year, the Trustees kept in mind the Charity Commission guidance on public benefit.
- By offering support as set out above, we aim to help people find ways of coping with their distress without choosing to die by suicide. We also seek to support those whose distress is less acute, in the hope that they will not reach the point of feeling that they wish to end their lives. As set out above, we make our support available in many ways, including by telephone, online chat, face-to-face visits when possible, in prisons and on other organisations' premises.
- The Director's report below sets out the main achievements of the Branch in furthering the aims set out in section 5 above and section 13 sets out the number of contacts made during the year.
- The Branch provides a service primarily intended for the benefit of persons in Cambridge and the surrounding area. However, it also works with all Samaritans branches to ensure 24 hour availability of the service across the UK. Samaritans does not charge anyone for the service provided and we operate a Freecall service.

**Annual Report of the Trustees of Cambridge Samaritans
31 March 2022 (cont)**

9 Trustees of the Charity during the period were:

Name	Position held	Term of appointment
Brenda Bond	Trustee/Director	<i>Ex Officio</i> from 17 January 2021
Paul Ainscough	Trustee/ Treasurer	Re-elected at AGM June 2021
Charlotte Berrill	Trustee/ Secretary	Re-elected at AGM June 2021
John McCutcheon	Trustee	Re-elected at AGM June 2021
Adrian Steward	Trustee	Re-elected at AGM June 2021
Nancy Sneddon	Trustee	Re-elected at AGM June 2021
Alison Gordon	Trustee	Re-elected at AGM June 2021
Molly Arnell	Trustee	Re-elected at AGM June 2021
Nina Heaps	Trustee	Re-elected at AGM June 2021 Resigned 20 Sept 2021
Silke Sheppard	Trustee	Re-elected at AGM June 2021 Resigned 25 July 2021
Ian Prosser	Trustee	Re-elected at AGM June 2021
Peter Woodsford	Trustee	Elected at AGM June 2021
Sinead Healy	Trustee	Co-opted 20 Sept 2021

**Annual Report of the Trustees of Cambridge Samaritans
31 March 2022 (cont)**

Trustees (other than the Director) are elected by volunteers or co-opted by the Trustees. All Trustees complete the Samaritans Trustee induction on-line training and are expected to participate in other relevant training as appropriate. Co-opted members who are not listening volunteers are asked to attend the first session of initial training for volunteers in order to understand more fully the ethos of the organisation.

The Trustees regularly consider the major risks to which the charity is exposed notably potential financial risks, and consider the various safeguards to mitigate these risks including internal controls and systems. The branch has an annual budget; management accounts are presented regularly to the Committee.

10 Investment Policy and Reserves

Funds in excess of day-to-day needs are invested in funds managed by CCLA Investment Management who offer a range of investments designed for Charities. These are reviewed regularly by the Trustees to ensure that they continue to perform adequately and offer a responsible and ethical investment medium.

After allowing for fixed assets, the free reserves of the Charity amount to about £191,000. The Trustees consider that as a Charity dependent almost wholly on voluntary giving and larger one-off contributions, it is appropriate to maintain free reserves which would enable the Charity to continue to fund its activities for at least one year (being of the order of £50,000).

11 Professional advisers

Banks	National Westminster Bank, 56 St Andrews Street, Cambridge Barclays Bank, Cherry Hinton Road, Cambridge
Insurers	Ecclesiastical Insurance Group, Beaufort House, Brunswick Road, Gloucester, GL1 1JZ
Independent Examiners	Streets Chartered Accountants, 3 Wellbrook Court, Girton, Cambridge, CB3 0NA

**Annual Report of the Trustees of Cambridge Samaritans
31 March 2022 (cont)**

12 Progress and Achievements in 2021-22:

Director's Annual Report (Brenda Bond)

2021-22 has been a second year of dealing with the varying effects of Covid 19 and we have been lucky to be able to continue to operate safely from our large, well-ventilated hall. As noted in our report of March 2021 we had anticipated reintroducing our outreach, schools and prison work early in the financial year. This proved impossible and the virus continued to hold the country in its grip. However, at the time of writing we are pleased to be able to say that our prisons work at HMP Littlehey has been successfully re-established, despite having to withdraw from prison visits temporarily each time there is an outbreak of Covid 19.

The amazing efforts of volunteers in facing the Covid challenges head on and maintaining our phone service to callers whilst supporting each other and keeping everyone safe are appreciated by all of us. Our small Health 2020 team have watched the changing regulations and local and national situation, taken advice where necessary and acted with caution. We are now slowly relaxing the restrictions in the Branch and we are looking forward to being able to meet in person and have our usual 15 minute crossover between shifts. 2022 is the Branch's 60th anniversary year and so we hope to celebrate in style with public and volunteer events.

Whilst Zoom has enabled us to continue recruiting, interviewing and training new volunteers and to hold our regular essential meetings, it does not allow for the same quality of discussion and mutual support. There are some areas of our work that we will continue to do online, in particular skills practice with trainee volunteers. The Zoom facility enables a significantly more realistic experience for both trainees and the Skills Practice Volunteers testing their progress. The fundraising team has also successfully employed more electronic means of taking donations, through text to donate and contactless payments.

There is no doubt that online platforms such as Zoom have been a lifeline but nothing beats a face to face meeting of minds over a cuppa and a biscuit; we anticipate continuing with remote meeting as an option for some meetings and maybe we will learn to have a mixture of people attending the same meetings in person and on Zoom simultaneously in the near future.

Perhaps this round up of the last two years of operation gives the best illustration of what Cambridge Samaritans has achieved. We:

- Answered over 53,000 phone calls
- Sent over 2,200 emails
- Took over 80 conversations by the new online chat service
- Made over 1,100 outbound phone calls
- Trained and mentored our usual quota of new volunteers
- Continued the many and varied "back office" work the branch needs to function

All done by the 191 Listening and Support volunteers who have given their time to Samaritans. This despite over 40 Listening volunteers at one time needing to stand back due to shielding or caring responsibilities during Covid.

Annual Report of the Trustees of Cambridge Samaritans 31 March 2022 (cont)

Last year we reported that Cambridge Branch owns the building at 4 Emmanuel Road and the Trustees, as guardians of this significant charitable asset, have a duty to maintain the building in good condition and to use it to its full capacity by providing a supportive and pleasant working environment for volunteers. In 2021-22 we have undertaken and just about completed the planned major building refurbishment so long awaited. With the guidance and support of our dedicated Building Development Group, the building work is complete, the Centre is looking wonderful and we are looking forward to a grand official opening of the refurbished and reconfigured house in July 2022. Our thanks go to the many funders and also to Custom Builders who have done an excellent job in challenging circumstances and with minimal disruption to our service.

I reiterate again my comments of last year that *"The resilience and determination of the whole branch to continue, to continually improve and to achieve carefully managed growth of our services has been demonstrated over and over again throughout the year as callers' needs have increased due to the many detrimental effects of Covid 19. I'm proud to have the opportunity to continue the tradition of Cambridge Samaritans being a sustainable, busy, productive and respected branch of such an amazing organisation."*

Special thanks are due to all volunteers who take on additional roles to keep the branch running effectively. Also to everyone who has continued to demonstrate the same qualities and determination to make the branch the success it is today and will be for another 60 years.

The Trustee Board

The board has continued to meet quarterly by Zoom and has corresponded frequently by email to ensure the effective governance of the Charity. Anyone who is interested in joining the Trustee Committee would be made very welcome. Please speak to Brenda 1 or any other member of the Committee.

Treasurer's Report (Paul 4)

Income at £91,506 was again significantly above last year (£81,416) as a result of very pro-active fundraising undertaken by the Fundraising Committee which materially raised the level of institutional donations. Our normal operating expenditure was approximately in line with Budget (excluding the additional maintenance expenditure of £76,022 expensed in the year as part of the building refurbishment project – together with the capitalised building improvements of £43,258).

Our New Branch Contribution (under the continued revised method of calculation) is running at £5,070 per annum. This was however more than offset by investment gains of £19,755 in the year – and these, together with the strong fundraising performance, (despite the expensed maintenance expenditure under the refurbishment project) resulted in branch net assets declining by only £8,371 over the year. This leaves us in a financially secure position to face 2022/23 and beyond.

**Annual Report of the Trustees of Cambridge Samaritans
31 March 2022 (cont)**

13 Statistical information

KPIs:	2021/22	2020/21
Contacts - total	28,428	29,876
Number of telephone contacts	27,760	28,294
Number of e-mail contacts (the Samaritans email hub now handles most email correspondence)	668	1,582
Number volunteers at Year End	191	194

14 Accounts and balance sheet

The accounts and balance sheet of the Charity for the period ended 31 March 2022 and the independent examiners' report are attached and form a part of this Trustees' Report.

Signed:



Brenda Bond
Director

On behalf of Cambridge Samaritans

Independent examiner's report to the Trustees of Cambridge Samaritans

I report to the trustees on my examination of the accounts of Cambridge Samaritans (the Charity) for the year ended 31 March 2022 as set out on pages 11 to 16.

Responsibilities and basis of report

As the charity trustees of the Trust 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 Trustee'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 2011 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 giving me cause to believe that in any material respect:

- (1) accounting records were not kept in respect of the Trust as required by section 130 of the Act; or
- (2) the accounts do not accord with those records; or
- (3) the accounts do 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.

Signed:

Dated: 27 June 2022



Shane Tharby FCA
For and on behalf of
Streets Chartered Accountants

3 Wellbrook Court
Girton
Cambridge
CB3 0NA

CAMBRIDGE SAMARITANS
STATEMENT OF FINANCIAL ACTIVITIES FOR THE PERIOD ENDED 31 MARCH 2022

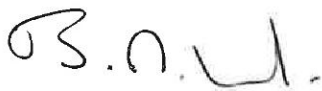
	2022 Unrestricted Fund £	2022 Restricted Fund £	2022 Total Funds £	2021 Unrestricted Fund £	2021 Restricted Fund £	2021 Total Funds £
Income and endowments						
Donations and legacies						
Donations and fund raising	62,643	10,000	72,643	45,883	26,866	72,749
Legacies	2,100	0	2,100	1,000	0	1,000
Friends of Cambridge Samaritans	1,500	0	1,500	3,780	0	3,780
Sundry other donations	15,252	0	15,252	3,878	0	3,878
Total Donations and legacies	81,495	10,000	91,495	54,541	26,866	81,407
Investment income						
Interest	11	0	11	9	0	9
Total investment income	11	0	11	9	0	9
Total income	81,506	10,000	91,506	54,550	26,866	81,416
Expenditure						
Expenditure on raising funds						
Friends of Cambridge Samaritans	350	0	350	425	0	425
Net income available for charitable purposes	81,156	10,000	91,156	54,125	26,866	80,991
Charitable expenditure						
Premises	17,957	0	17,957	13,577	4,500	18,077
Training and travel	2,576	0	2,576	0	0	0
Furniture and equipment	492	0	492	167	0	167
Repairs and renewals	42,329	34,560	76,889	3,624	500	4,124
Recruitment and publicity	52	0	52	0	500	500
Communications and IT	12,806	0	12,806	2,811	3,000	5,811
Volunteer expenses	3,999	0	3,999	0	7,057	7,057
Other office expenses	-1,316	0	-1,316	27,638	3,605	31,243
New Branch Contribution (NBC)	5,070	0	5,070	13,634	1,000	14,634
Governance costs	757	0	757	738	0	738
Total expenditure	85,072	34,560	119,632	62,614	20,162	82,776
Other recognised gains and losses						
Net Investment gains (losses)	19,755	0	19,755	45,380	0	45,380
Net Movement in funds	16,189	-24,560	-8,371	37,316	6,704	44,020
Balance b/fwd as at 1 April 2021	571,781	34,560	606,341	534,465	27,856	562,321
Balance c/fwd at 31 March 2022	587,970	10,000	597,970	571,781	34,560	606,341

**CAMBRIDGE SAMARITANS
BALANCE SHEET AT 31 MARCH 2022**

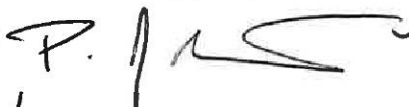
	2022 £	2021 £
Fixed assets		
Freehold property		
No. 4 Emmanuel Road at cost	397,256	353,998
Investments		
COIF Charities deposit fund	1,909	1,908
COIF Charities investment fund	128,592	227,892
COIF Charities fixed interest shares	<u>20,175</u>	<u>21,120</u>
	150,676	250,920
Current assets		
Debtors	0	250
Current account	2,654	2,474
Business reserve account	48,759	28,500
Friends of the Samaritans bank accounts:		
Current account	<u>6,318</u>	<u>18,080</u>
	57,731	49,304
Accruals	7,693	32,881
Deferred Income	<u>0</u>	<u>15,000</u>
	7,693	47,881
Net current assets (liabilities)	50,038	1,423
	<u>597,970</u>	<u>606,341</u>
Represented by		
Unrestricted Fund		
Designated Property Fund	397,256	353,998
Designated Building Renovation Fund	0	175,783
General Fund	<u>190,714</u>	<u>42,000</u>
	587,970	571,781
Restricted Fund		
Restricted Stair Lift Fund	10,000	
Restricted Building Renovation Fund		34,560
	<u>597,970</u>	<u>606,341</u>

Signed

B Bond
Director



P J Ainscough
Treasurer



Date 20/6/22

CAMBRIDGE SAMARITANS
NOTES TO THE ACCOUNTS 31 MARCH 2022

1 – General information

The charity is a charitable incorporated organisation, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is 4 Emmanuel Road, Cambridge, CB1 1JW.

2 – Statement of Compliance

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

3 – Trustee remuneration and expenses

No remuneration or other benefits were received by the Trustees from the Charity or a related entity in the current or previous year.

No expenses were reimbursed to the trustees in either the current or previous year.

4 – Accounting Policies

(a) Basis of preparation

The financial statements have been prepared on the historic cost basis, except for investments which are accounted for at sale market value. The financial statements are prepared in sterling, which is the functional currency of the entity.

(b) Going concern

There are no material uncertainties about the charity's ability to continue.

(c) Judgements and key sources of estimation uncertainty

The preparation of the financial statements requires management to make judgements estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Significant judgements

There are no judgements (apart from those involving estimations) that management has made in the process of applying the charity's accounting policies

(d) Tangible Fixed Assets

The Charity owns the freehold of No 4 Emmanuel Road, the building from which it provides its services. This property is valued at historic cost and is not depreciated as the trustees believe that the current market value is materially in excess of cost.

**CAMBRIDGE SAMARITANS
NOTES TO THE ACCOUNTS 31 MARCH 2022**

(e) Investments

Investments are valued at their market sale value

(f) Fund Accounting

Unrestricted funds are available for use, at the discretion of the trustees, in furtherance of the objectives of the Charity. Designated funds comprise unrestricted funds that have been set aside by the trustees for particular purposes. Restricted funds are funds that are to be used in accordance with specific restrictions imposed by donors or that have been raised by the Charity for particular purposes. Costs relating to such funds are charged against specific funds.

(g) Analysis of net assets between funds

	2022	2022	2022	2021	2021	2021
	Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
	Fund	Fund	Funds	Fund	Fund	Funds
	£	£	£	£	£	£
Tangible assets	397,256		397,256	353,998		353,998
Investments	150,676		150,676	250,920		250,920
Current assets	47,731	10,000	57,731	14,745	34,560	49,304
Current liabilities	(7,693)		(7,693)	(47,881)		(47,881)
Net assets	587,970	10,000	597,970	571,782	34,560	606,341

(h) Income

All incoming resources are included in the SOFA when the Charity is legally entitled to the income, there is reasonable certainty of receipt and the amount can be quantified with reasonable accuracy. The following specific policies apply to categories of income:

- Donations/Collections – These are accounted for when received.
- Legacies – Entitlement is the earlier of the Charity receiving the final estate accounts or the legacy being received. No value is included where the legacy is subject to a life interest held by another party.
- Donated Goods/Services – This is included at the value to the Charity where this can be quantified.
- Grants – Where these are related to performance and specific deliverables, they are accounted for as the Charity earns the right to consideration by its performance. Where income is received in advance, its recognition is deferred and included in creditors. Where entitlement occurs before income is received, the income is accrued. Capital grants are accounted for as income in the SOFA as soon as they are received.

(i) Expenditure

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to that category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of the resource. Support costs have been allocated on the basis of time spent on the activity by volunteers. The following specific policies apply to categories of expenditure:

- Fundraising Costs – Fundraising Costs are those costs incurred in seeking voluntary contributions.

**CAMBRIDGE SAMARITANS
NOTES TO THE ACCOUNTS 31 MARCH 2022**

- Governance Costs – Governance Costs are the costs associated with the governance arrangements of the Charity, which relate to the general running of the Charity as opposed to those costs associated with fundraising or charitable activities. Included within this category are costs associated with the strategic as opposed to the day to day management of the Charity's activities.
- Support Costs – Support costs comprise the costs of activities such as the management, financial, administrative and IT, together with common services, office accommodation and communication costs. These are allocated across the categories of charitable expenditure, governance costs and the costs of generating funds where applicable. In these accounts all support costs have been allocated to charitable expenditure.
- Depreciation – No depreciation is charged in respect of the freehold property.

(j) Taxation

Cambridge Samaritans is a registered Charity and is therefore potentially exempt from taxation on its income and gains to the extent that they fall within section 505 of the Income and Corporation Taxes Act 1998 and section 256 of the Taxation of Chargeable Gains Act 1992. No tax charge has arisen in the year.

4 - Governance

	£	£
	2022	2021
Fees Paid to Independent Examiner	720	738

5 – Description of Reserves

Designated Funds – Funds which have been set aside by the trustees for particular purposes.

General Fund – Funds held available for the ordinary purposes of the Charity.

Restricted Funds – Funds granted for expenses incurred by volunteers involved in Prison activities or for the purpose of renovation of the Samaritans building.

Analysis of movements in restricted funds

	Fund balances b/fwd	Income	Expenditure	Fund balances c/fwd
	£	£	£	£
Building Renovation	34,560	0	34,560	0
Stair Lift	0	10,000	0	10,000
	<u>34,560</u>	<u>10,000</u>	<u>34,560</u>	<u>10,000</u>

**CAMBRIDGE SAMARITANS
NOTES TO THE ACCOUNTS 31 MARCH 2022**

6 – Related party transactions

There have been no related party transactions in the reporting period.

7 – Capital commitments

The charity had commitments at the year-end in relation to building renovations that were contracted for but not provide in the accounts amounting to £23,792 (2021 £124,460).

CAMBRIDGE SAMARITANS

England & Wales - Charity number 1165282

Accounts

SAMARITANS

Cambridge

**THE ANNUAL TRUSTEES REPORT AND ACCOUNTS
FOR
CAMBRIDGE SAMARITANS**

PERIOD ENDING 31 MARCH 2021

Registered Charity No 1165282

4 Emmanuel Road, Cambridge, CB1 1JW

Annual Report of the Trustees of Cambridge Samaritans

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10	Report of Independent Examiners
11-16	Accounts and Balance Sheet

Copies of the Trustees' Annual Report and Accounts and of The Constitution of the
Charity are available on request from –
The Secretary, Cambridge Samaritans, 4 Emmanuel Road, Cambridge, CB1 1JW

*Any enquiries concerning the activities of Cambridge Samaritans should be
addressed to the Director, at the above address.*

**Annual Report of the Trustees of Cambridge Samaritans
31 March 2021**

1 The official name of the Charity is 'Cambridge Samaritans', also known as 'The Cambridge Branch of Samaritans'.

2 The registration number with the Charity Commission is 1165282.

3 The official address of the Charity is: 4 Emmanuel Road, Cambridge, CB1 1JW.

4 The Charity is recognised as a Branch of Samaritans, a registered Charity and a company limited by guarantee not having share capital, incorporated under the Companies Act 1948 on 11 April 1963, whose registered office is – The Upper Mill, Kingston Road, Ewell, KT17 2AF.

5 The Aims of the Charity are:

- To work for the assistance of persons who are suicidal, despairing or in distress by providing a service, primarily intended for the benefit of persons in Cambridge and the surrounding area (but without specific limitations as to the area);
- To enable such persons to receive immediate help, compassion and befriending from members of the Charity selected and prepared for the purpose, working under direction;
- Where appropriate, in accordance with Samaritan procedure, to refer to persons having specialist or professional skills; and to support the Charity and aid in the establishment and support of probationary branches and the support of recognised branches of Samaritans.

6 To Achieve the Aims

- The Charity maintains a minimum of two volunteers on duty in the Centre, supported by a Leader and Director on call. At least two telephone lines are open to receive calls; callers may visit the Centre between 10.30am and 10.00pm every day. As a Branch of the Samaritans' e-mailing befriending service, the Charity responds to messages on a daily basis. Regular visits are arranged to HMP Littlehey and the Charity is represented on the Safer Custody Group. It also works with organisations to enable it to deliver its services outside the branch.
- All members of the Charity, including the Director and other office holders, are volunteers and receive no remuneration for the considerable time and commitment they contribute to furthering the Aims. New volunteers, after rigorous selection, receive initial training and serve a probationary period before being accepted as members of the Charity. Volunteers attend team meetings and regular retraining sessions and representatives of the Charity attend meetings and training workshops with other branches, regionally and nationally.
- The Charity receives Visitors appointed by the Council of Samaritans on a regular basis to ensure standards are consistent throughout the movement.
- As well as benefiting from national publicity, the Charity raises awareness of its services through advertisements in the local media, through attendance at local events and by distributing posters and leaflets. Volunteers also give talks to other organisations on request to ensure that more people are aware of the services on offer.

**Annual Report of the Trustees of Cambridge Samaritans
31 March 2021 (cont)**

- A Fundraising Committee of volunteers within the Charity assists by applying for funding from institutional and other donors and collecting from supporters in the local community: a number of other organisations, individuals and sponsors also generously support the Charity by way of gifts, grants, donations and legacies. The activities of the former Friends Group have now been merged with the Fundraising Committee. The Charity operates with the considerable assistance of the Samaritans Central Charity on recruitment, communications, training and the setting of standards and in turn contributes part of its income and assets to support the central Samaritans organisation.
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- In planning our activities for the year, the Trustees kept in mind the Charity Commission guidance on public benefit.
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**Annual Report of the Trustees of Cambridge Samaritans
31 March 2021 (cont)**

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Name	Position held	Term of appointment
John Humpston	Trustee/Director	<i>Ex Officio</i> from 6 Jan 2020 Retired on 17 January 2021
Brenda Bond	Trustee/Director	<i>Ex Officio</i> from 17 January 2021
Paul Ainscough	Trustee/ Treasurer	Re-elected at AGM June 2020
Charlotte Berrill	Trustee/ Secretary	Re-elected at AGM June 2020
Margaret Waddy	Trustee	Re-elected at AGM June 2019 Retired at AGM June 2020
John McCutcheon	Trustee	Re-elected at AGM June 2020
Adrian Steward	Trustee	Re-elected at AGM June 2020
Nancy Sneddon	Trustee	Re-elected at AGM June 2020
Alison Gordon	Trustee	Re-elected at AGM June 2020
Molly Arnell	Trustee	Elected at AGM June 2020
Nina Heaps	Trustee	Elected at AGM June 2020
Silke Sheppard	Trustee	Elected at AGM June 2020
Ian Prosser	Trustee	Elected at AGM June 2020
Peter Woodsford	Trustee	Co-opted from 21 September 2020

**Annual Report of the Trustees of Cambridge Samaritans
31 March 2021 (cont)**

Trustees (other than the Director) are elected by volunteers or co-opted by the Trustees. All Trustees complete the Samaritans Trustee induction on-line training and are expected to participate in other relevant training as appropriate. Co-opted members who are not listening volunteers are asked to attend the first session of initial training for volunteers in order to understand more fully the ethos of the organisation.

The Trustees regularly consider the major risks to which the charity is exposed notably potential financial risks, and consider the various safeguards to mitigate these risks including internal controls and systems. The branch has an annual budget; management accounts are presented regularly to the Committee.

10 Investment Policy and Reserves

Funds in excess of day-to-day needs are invested in funds managed by CCLA Investment Management who offer a range of investments designed for Charities. These are reviewed regularly by the Trustees to ensure that they continue to perform adequately and offer a responsible and ethical investment medium.

After allowing for fixed assets and a designated fund of £175,783 in relation to essential building renovation, the free reserves of the Charity amount to about £42,000 (based on one year's normal operating expenditures excluding the New Branch Contribution). The Trustees consider that as a Charity dependent almost wholly on voluntary giving and larger one-off contributions, it is appropriate to maintain commensurate reserves which would enable the Charity to continue to fund its activities for a year.

11 Professional advisers

Banks	National Westminster Bank, 56 St Andrews Street, Cambridge Barclays Bank, Cherry Hinton Road, Cambridge
Insurers	Ecclesiastical Insurance Group, Beaufort House, Brunswick Road, Gloucester, GL1 1JZ
Independent Examiners	Streets Chartered Accountants, 3 Wellbrook Court, Girton, Cambridge, CB3 0NA

**Annual Report of the Trustees of Cambridge Samaritans
31 March 2021 (cont)**

12 Progress and Achievements in 2020-21:

Director's Annual Report (Brenda Bond)

I took over as Branch Director in January 2021 from John 18, who had done an excellent job as Interim Director in 2020. John handed over a healthy branch with a definite plan in place for Branch Refurbishment and a strong Leadership team. The Branch thanked John with only a limited fanfare as all gatherings were still impossible due to the ongoing Covid 19 lockdowns and restrictions. Thank you, John for your "legacy" and for leading the branch so ably during a strange and difficult year. The amazing success of volunteers in facing the Covid challenges head on and maintaining our full service to callers whilst keeping everyone safe is appreciated by all of us.

Covid was the story of 2020 and at the time of writing continues to affect everything we do and don't do. As the vaccine continues to be rolled out we are starting to plan for reintroducing outreach, schools and prisons work, re-establishing our local partnerships and looking towards new fund and awareness raising events. On the phones and email, and with up to 40 volunteers needing to shield at any one time we are very proud to say that we maintained the level of calls answered throughout the year. Some of those shielding volunteered for the NHS frontline staff helpline, working from home and others put themselves more often on the leaders' rota, or volunteered to do skills practice with trainees.

Special mention goes to those who achieved the massive, rapid and necessary transition to on line working:

- IT and telephony volunteers who moved our Operations Room lock, stock and barrel into our big Hall to ensure we could socially distance whilst working at the centre
- Health 2020 who have followed the science and the health advice, assessed risk and issued clear and firm guidance to keep us all safe
- Recruitment and selection of prospective volunteers, including new interviewing protocols
- Training through Core Development, Embedding Development and Continuous Development stages including all new training materials
- Skills Practice volunteers learning to work remotely
- Rota team responding to regional assistance in agreeing to and managing priority hours to ensure an even service
- Trustees, Deputy Directors and Leaders all meeting on Zoom throughout
- Our fundraising team, who rapidly identified and learned new ways to raise vital funds to keep the branch running and able to pay the bills
- Friends of Cambridge Samaritans who were suddenly unable to continue their usual fundraising efforts and during the year, merged with the fundraising team to support a wider range of opportunities
- And every single person who covered their own and extra duties to keep our contribution high and meet the increased needs of callers every day

There is no doubt that online platforms such as Zoom have been a lifeline but nothing beats a face to face meeting of minds over a cuppa and a biscuit; we anticipate continuing with remote meeting as an option for some meetings and maybe we will learn to have a mixture of people attending the same meetings in person and on Zoom simultaneously in the near future.

**Annual Report of the Trustees of Cambridge Samaritans
31 March 2021 (cont)**

Cambridge Branch owns the building at 4 Emmanuel Road and the trustees, as guardians of this significant charitable asset, have a duty to maintain the building in good condition and to use it to its full capacity by providing a supportive and pleasant working environment for volunteers. In 2021 we are looking forward to completing a major building development project which has been in the planning stages for a long time but can now go ahead with the guidance and support of our dedicated Building Development Group. This will give us more flexible and useful space as well as capacity to expand our operations. After approval from trustees we entered into a contract with Custom Builders to undertake this work for a sum of £112k plus VAT (of which £10k was expended in 20/21).

Looking forward, in addition to the building development, we are about to introduce instant messaging as part of a national roll out of this additional way for people to contact us. Early pilots have shown that contacts through Online Chat tend to be longer, more intense and used by a different demographic, thereby reaching new audiences. The Branch Leadership Team are working on a new forward plan; our Outreach, Schools, Prisons and fundraising teams are working towards reinstating our activities outside the branch as Covid restrictions are lifted and it is safe to venture out once more. The training teams are looking forward to actually being able to physically meet trainees after a full year of remote training and learning and we are all eagerly awaiting the day we can safely meet together again over that cup of tea!

The resilience and determination of the whole branch to continue, to continually improve and to achieve carefully managed growth of our services has been demonstrated over and over again throughout the year as callers' needs have increased due to the many detrimental effects of Covid 19. I'm proud to have the opportunity to continue the tradition of Cambridge Samaritans being a sustainable, busy, productive and respected branch of such an amazing organisation.

The Trustee Committee

Anyone who is interested in joining the Trustee Committee would be made very welcome. Please speak to Brenda 1 or any other member of the Committee.

Treasurer's Report (Paul 4)

Income at £81,416 was significantly above last year (£44,353) as a result of very proactive fundraising undertaken by the Fundraising Committee which materially raised the level of institutional donations. Our normal operating expenditure was approximately in line with Budget (excluding additional expenditure of c.£20k converting the hall, communications infrastructure and access arrangements to function as a Covid secure socially distanced operations unit during the pandemic).

Our New Branch Contribution (under the continued revised method of calculation) is running at £14,634 per annum. This was however offset by investment gains of £45,380 in the year – and these, together with the strong fundraising performance, resulted in branch net assets increasing by £44,020 over the year. This puts us in a good position to continue the essential planned branch redevelopment work in 2021/22.

**Annual Report of the Trustees of Cambridge Samaritans
31 March 2021 (cont)**

13 Statistical information

KPIs:	2020/21	2019/20
Contacts - total	30,572	35,951
Number of telephone contacts	28,294	32,308
Number of visits to the Centre	0	171
Number of e-mail contacts	1,582	1,664
Number of SMS	0	1,808
Number volunteers at Year End	194	185

14 Accounts and balance sheet

The accounts and balance sheet of the Charity for the period ended 31 March 2021 and the independent examiners' report are attached and form a part of this Trustees' Report.

Signed:



Brenda Bond
Director
On behalf of Cambridge Samaritans

Independent examiner's report to the Trustees of Cambridge Samaritans

I report to the trustees on my examination of the accounts of Cambridge Samaritans (the Charity) for the year ended 31 March 2021 as set out on pages 11 to 16.

Responsibilities and basis of report

As the charity trustees of the Trust 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 Trustee'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 2011 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 giving me cause to believe that in any material respect:

- (1) accounting records were not kept in respect of the Trust as required by section 130 of the Act; or
- (2) the accounts do not accord with those records; or
- (3) the accounts do 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.

Signed: 

Dated: 17 June 2021

Shane Tharby FCA
For and on behalf of
Streets Chartered Accountants

3 Wellbrook Court
Girton
Cambridge
CB3 0NA

CAMBRIDGE SAMARITANS
STATEMENT OF FINANCIAL ACTIVITIES FOR THE PERIOD ENDED 31 MARCH 2021

	2021 Unrestricted Fund £	2021 Restricted Fund £	2021 Total Funds £	2020 Unrestricted Fund £	2020 Restricted Fund £	2020 Total Funds £
Income and endowments						
Donations and legacies						
Donations and fund raising	45,883	26,866	72,749	25,830	10,068	35,898
Legacies	1,000	0	1,000	0	0	0
Friends of Cambridge Samaritans	3,780	0	3,780	1,450	5,984	7,434
Sundry other donations	3,878	0	3,878	971	0	971
Total Donations and legacies	54,541	26,866	81,407	28,251	16,052	44,303
Investment income						
Interest	9	0	9	50	0	50
Total investment income	9	0	9	50	0	50
Total income	54,550	26,866	81,416	28,301	16,052	44,353
Expenditure						
Expenditure on raising funds						
Friends of Cambridge Samaritans	425	0	425	764	0	764
Net income available for charitable purposes	54,125	26,866	80,991	27,537	16,052	43,589
Charitable expenditure						
Premises	13,577	4,500	18,077	12,799	0	12,799
Training and travel	0	0	0	1,808	0	1,808
Furniture and equipment	167	0	167	40	0	40
Repairs and renewals	3,624	500	4,124	2,009	0	2,009
Recruitment and publicity	0	500	500	1,054	0	1,054
Communications and IT	2,811	3,000	5,811	5,692	0	5,692
Volunteer expenses	0	7,057	7,057	8,392	1,701	10,093
Other office expenses	27,638	3,605	31,243	5,192	0	5,192
New Branch Contribution (NBC)	13,634	1,000	14,634	25,014	0	25,014
Governance costs	738	0	738	2,651	0	2,651
Total expenditure	62,614	20,162	82,776	65,415	1,701	67,116
Other recognised gains and losses						
Net investment gains (losses)	45,380	0	45,380	4,352	0	4,352
Net Movement in funds	37,316	6,704	44,020	-32,762	14,351	-18,411
Balance b/fwd as at 1 April 2020	534,465	27,856	562,321	567,227	13,505	580,732
Balance c/fwd at 31 March 2021	571,781	34,560	606,341	534,465	27,856	562,321

**CAMBRIDGE SAMARITANS
BALANCE SHEET AT 31 MARCH 2021**

	2021 £	2020 £
Fixed assets		
Freehold property		
No. 4 Emmanuel Road at cost	353,998	353,998
Investments		
COIF Charities deposit fund	1,908	1,906
COIF Charities investment fund	227,892	183,010
COIF Charities fixed interest shares	<u>21,120</u>	<u>20,624</u>
	250,920	205,540
Current assets		
Debtors	250	250
Current account	2,474	2,246
Business reserve account	28,500	16,761
Friends of the Samaritans bank accounts:		
Current account	<u>18,080</u>	<u>14,726</u>
	49,304	33,983
Accruals	32,881	31,200
Deferred Income	<u>15,000</u>	<u>0</u>
	47,881	31,200
Net current assets (liabilities)	1,423	2,783
	<u>606,341</u>	<u>562,321</u>
Represented by		
Unrestricted Fund		
Designated Property Fund	353,998	353,998
Designated Building Renovation Fund	175,783	138,467
General Fund	<u>42,000</u>	<u>42,000</u>
	571,781	534,465
Restricted Fund		
Restricted Building Renovation Fund	34,560	27,856
	<u>606,341</u>	<u>562,321</u>

Signed

B Bond
Director

B. Bond

P J Ainscough
Treasurer

P. J. Ainscough

Date 14/06/2021

**CAMBRIDGE SAMARITANS
NOTES TO THE ACCOUNTS 31 MARCH 2021**

1 – General information

The charity is a charitable incorporated organisation, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is 4 Emmanuel Road, Cambridge, CB1 1JW.

2 – Statement of Compliance

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

3 – Trustee remuneration and expenses

No remuneration or other benefits were received by the Trustees from the Charity or a related entity in the current or previous year.

No expenses were reimbursed to the trustees in either the current or previous year.

4 – Accounting Policies

(a) Basis of preparation

The financial statements have been prepared on the historic cost basis except for investments which are accounted for at sale market value. The financial statements are prepared in sterling, which is the functional currency of the entity.

(b) Going concern

There are no material uncertainties about the charity's ability to continue.

(c) Judgements and key sources of estimation uncertainty

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Significant judgements

There are no judgements (apart from those involving estimations) that management has made in the process of applying the charity's accounting policies

(d) Tangible Fixed Assets

The Charity owns the freehold of No 4 Emmanuel Road, the building from which it provides its services. This property is valued at historic cost and is not depreciated as the trustees believe that the current market value is materially in excess of cost.

**CAMBRIDGE SAMARITANS
NOTES TO THE ACCOUNTS 31 MARCH 2021**

(e) Investments

Investments are valued at their market sale value

(f) Fund Accounting

Unrestricted funds are available for use, at the discretion of the trustees, in furtherance of the objectives of the Charity. Designated funds comprise unrestricted funds that have been set aside by the trustees for particular purposes. Restricted funds are funds that are to be used in accordance with specific restrictions imposed by donors or that have been raised by the Charity for particular purposes. Costs relating to such funds are charged against specific funds.

(g) Analysis of net assets between funds

	2021	2021	2021	2020	2020	2020
	Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
	Fund	Fund	Funds	Fund	Fund	Funds
	£	£	£	£	£	£
Tangible assets	353,998		353,998	353,998		353,998
Investments	250,920		250,920	205,540		205,540
Current assets	14,745	34,560	49,304	6,127	27,856	33,983
Current liabilities	(47,881)		(47,881)	(31,200)		(31,200)
Net assets	571,782	34,560	606,341	534,465	27,856	562,321

(h) Income

All incoming resources are included in the SOFA when the Charity is legally entitled to the income, there is reasonable certainty of receipt and the amount can be quantified with reasonable accuracy. The following specific policies apply to categories of income:

- Donations/Collections – These are accounted for when received.
- Legacies – Entitlement is the earlier of the Charity receiving the final estate accounts or the legacy being received. No value is included where the legacy is subject to a life interest held by another party.
- Donated Goods/Services – This is included at the value to the Charity where this can be quantified.
- Grants – Where these are related to performance and specific deliverables, they are accounted for as the Charity earns the right to consideration by its performance. Where income is received in advance, its recognition is deferred and included in creditors. Where entitlement occurs before income is received, the income is accrued. Capital grants are accounted for as income in the SOFA as soon as they are received.

(i) Expenditure

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to that category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of the resource. Support costs have been allocated on the basis of time spent on the activity by volunteers. The following specific policies apply to categories of expenditure:

- Fundraising Costs – Fundraising Costs are those costs incurred in seeking voluntary contributions.

**CAMBRIDGE SAMARITANS
NOTES TO THE ACCOUNTS 31 MARCH 2021**

- **Governance Costs** – Governance Costs are the costs associated with the governance arrangements of the Charity, which relate to the general running of the Charity as opposed to those costs associated with fundraising or charitable activities. Included within this category are costs associated with the strategic as opposed to the day to day management of the Charity's activities.
- **Support Costs** – Support costs comprise the costs of activities such as the management, financial, administrative and IT, together with common services, office accommodation and communication costs. These are allocated across the categories of charitable expenditure, governance costs and the costs of generating funds where applicable. In these accounts all support costs have been allocated to charitable expenditure.
- **Depreciation** – No depreciation is charged in respect of the freehold property.

(j) Taxation

Cambridge Samaritans is a registered Charity and is therefore potentially exempt from taxation on its income and gains to the extent that they fall within section 505 of the Income and Corporation Taxes Act 1998 and section 256 of the Taxation of Chargeable Gains Act 1992. No tax charge has arisen in the year.

4 - Governance

	£	£
	2021	2020
Fees Paid to Independent Examiner	738	762

5 – Description of Reserves

Designated Funds – Funds which have been set aside by the trustees for particular purposes.

General Fund – Funds held available for the ordinary purposes of the Charity.

Restricted Funds – Funds granted for expenses incurred by volunteers involved in Prison activities or for the purpose of renovation of the Samaritans building.

Analysis of movements in restricted funds

	Fund balances b/fwd	Income	Expenditure	Fund balances c/fwd
	£	£	£	£
Building renovation	27,856	6,704	0	34,560
Prison activities	0	1,162	1,162	0
Operational costs	0	19,000	19,000	0
Net assets	27,856	26,866	20,162	34,560

**CAMBRIDGE SAMARITANS
NOTES TO THE ACCOUNTS 31 MARCH 2021**

6 – Related party transactions

There have been no related party transactions in the reporting period.

7 – Capital commitments

The charity had commitments at the year-end in relation to building renovations that were contracted for but not provide in the accounts amounting to £124,460 (2020 £nil).