



**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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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 2022

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 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

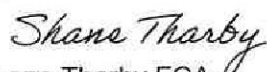
I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

- (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	<u></u>	<u>34,560</u>
	<u>597,970</u>	<u>606,341</u>

Signed

B Bond
Director

B. Bond

P J Ainscough
Treasurer

P. J. Ainscough

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).