

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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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 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)**

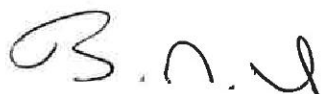
13 Statistical information

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.

(i) 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

	£	£
	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).