

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

Contents

Page	
3	Name
3	Charity Registration Number
3	Address
3	Constitution
3	Aims
3-4	Achieving the Aims
4	Organisation
4	Public Benefit
5	Trustees
6	Investment Policy and Reserves
6	Professional Advisers
6-8	Progress and Achievements: Reports of the Director, Treasurer and Statistical Information
9	Report of Independent Examiners
10-15	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 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 1 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 Unrestricted Fund £	2024 Restricted Fund £	2024 Total Funds £	2023 Unrestricted Fund £	2023 Restricted Fund £	2023 Total 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. Bond

J Ritchie
Treasurer

J Ritchie

Date 21.10.24

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

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**

	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.

