

NORWICH SAMARITANS

England & Wales · Charity number 1168681

Details

Other names SAMARITANS OF NORWICH, THE SAMARITANS (NORWICH)

Status Registered

Legal form CIO

Registered 2016-08-09

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

Contact

Address The Samaritans
Varah House
19 St. Stephens Square
Norwich
NR1 3SS

Phone 01603558298

Email admin@norwichsams.org.uk

Website www.samaritans.org/branches/samaritans-norwich

Activities

Objects: 3.1 TO ENABLE PERSONS IN NORWICH 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; 3.2 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; AND 3.3 TO COLLABORATE WITH AND SUPPORT SAMARITANS CENTRAL CHARITY AND ITS AFFILIATED BRANCHES IN FULFILLING THESE OBJECTS.

Activities: Emotional and suicidal support service

Classification

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

Geography

- Norfolk

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£299,790	£375,807	-	-
2024-03-31	£346,814	£333,940	-	-
2023-03-31	£861,782	£241,587	£1,226,653	4
2022-03-31	£397,619	£157,947	-	-
2021-03-31	£271,319	£202,460	-	-

Trustees

Name	Role	Appointed
Jane Brown	Chair	2024-03-20
Annie Kay		2025-10-18
Charles Graham		2021-10-09
Ian Dallas		2025-10-18
Nick Francis		2025-10-18
Oliver Holmes		2025-10-18
Sarah Mason		2023-10-07
Tom Dutton		2021-10-09

Linked charities

- THE SAMARITANS (NORWICH) (1168681-1)

NORWICH SAMARITANS

England & Wales - Charity number 1168681

Accounts

NORWICH SAMARITANS CIO

UNAUDITED

TRUSTEES' REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025

NORWICH SAMARITANS CIO

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NORWICH SAMARITANS CIO

**REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY, ITS TRUSTEES AND ADVISERS
FOR THE YEAR ENDED 31 MARCH 2025**

Trustees

J Brown
I Dallas (appointed 18 October 2025)
T Dutton
N Francis (appointed 18 October 2025)
C Graham
O Holmes (appointed 18 October 2025)
A Kay (appointed 18 October 2025)
N D Knight (resigned 18 October 2025)
P Leonard (resigned 18 October 2025)
S Mason
D Pritchard (resigned 18 October 2025)

**Charity registered
number**

1168681

Principal office

19 St Stephens Square
Norwich
Norfolk
NR1 3SS

Independent Examiner

BW Audit Ltd
Chartered Accountants
Berry & Warren
54 Thorpe Road
Norwich
NR1 1RY

NORWICH SAMARITANS CIO

DIRECTOR'S STATEMENT FOR THE YEAR ENDED 31 MARCH 2025

The Norwich Samaritans is registered as a Charitable Incorporated Organisation (CIO) with the Charity Commission. We are an affiliated branch of Samaritans Central Charity with the relationship governed by our Operating Agreement with them.

This last year we have continued focus on providing our services to callers 24 hours, 7 days a week and adapting to our shift patterns for volunteers in recent times, whilst also fundraising for the wider costs for the various needs of our branch and reaching out to bring awareness of the Samaritans service to the wider community.

We have experienced an ever-increasing demand for our service, while volunteer needs and expectations have continued to change. Nationally we know that the volunteering landscape is altering with people's priorities and lives ever changing also trying to maintain our 24/7 rota cover has been challenging and our efforts continue to be focused on the national charity's hours of greatest need, whilst trying to continue that overall cover. As a Branch, we have endeavoured to do our utmost in Norwich so that we are there when people need us the most when fewer volunteers available to take those calls throughout the country. With that our more flexible volunteering expectations has proven to be very successful. Helping to retain a lot of volunteers that we could have lost. Being available for our callers more than 30,000 hours this year. We are so very grateful to all our wonderful volunteers who give their time willingly to support those who are in distress.

Our branch is very proud of the fact we are one of the few national 'all service' branches. Whilst phoning Samaritans remains the main way of using our service, Online Chat and Email are still used significantly by callers. With Face-to -Face, although the least used, is still a highly valued service.

During the last twelve months the branch had 36,276 contacts with callers, of which the majority were by telephone (31,152) with changeable length of calls depending on the need of those callers. We are now firmly established as one of the highest supporting online chats branches within the national charity (2,760) and the number of emails (2,364) continue to be an important part of our service that we provide and, up until recent months, was the only branch in the region continuing this service outside the national email hub. Introducing an appointment system to aid our face-to-face service has proven to be successful and worthwhile, which helped reduce the chances of losing callers when volunteers were engaged on calls.

We have truly settled back in our refurbished branch at Varah House; the branch has reestablished a great atmosphere and a place where volunteers are happy and proud to meet and come on duty. Having said that there have been the inevitable teething issues. During the last year we have had to review the acoustics in the upstairs operations room and found a need to add soundproofing to the two enclosed booths to help prevent voices echoing throughout the room. Along with that, we secured an £8,000 grant from The Rackham Trust to kickstart the replacement of sound reducing headphones for our listening volunteers. These headphones are an additional aid to help sound quality for both our callers and volunteers.

As always, we have been at fundraising and outreach events. These contacts help to raise the profile and promote awareness of the service we offer locally, and once again we have been pleased to be able to do these events. We continue to raise awareness of our services within the local community via other means – PR, social media, advertising, etc.

Our activities and provision of Prison and Listener support have added to our responsibilities, and we continue to train and support the Listeners in HMP Norwich and Bure, of which there are approximately 200 across the two prisons, and where appropriate, we have direct contact with prison listeners giving that additional support. We are very fortunate that we have a dedicated and very experienced prison team who do an excellent job under difficult circumstances. Prison Service itself is under increasing financial and staffing pressure, so it is gratifying to know that the work that we do, in both prisons, is very much appreciated by Prison Governors, Safety Custody Officers and their staff.

NORWICH SAMARITANS CIO

**DIRECTOR'S STATEMENT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025**

Whilst it is true that we talk to those who are thinking about or are in the process of taking their own lives, thankfully they are a small proportion of the total contacts that we have. We are here for anybody in distress or despair, and we believe we have an important role to play in the community. Our Outreach team of volunteers have established visits to schools, universities, businesses and military establishments. Our relationship with Norwich City Football Club has enabled us to be one of the charities supporting their wellbeing hub at home match days and, in partnership, we help raise awareness of the need for good mental health and wellbeing. We have maintained involvement with the Norfolk Suicide Prevention Group, a body comprised of Local Government, Central Government Agencies and those charities involved with bereavement and the support of those who have been bereaved.

Outreach, Recruitment, Training, Publicity, Fundraising, Volunteer Care, as well as Branch Admin and Premises including Shops have all contributed to the success of the service we provide. I am thankful to all those volunteers who lead or participate in each of these functions, including Trainers, Mentors, Leaders, more especially those who take on extra responsibilities including members of the Branch Leadership Team and Trustees. Providing support to our volunteers on or off duty, is just as important as supporting our callers, this plays a crucial part in the service we provide; If our volunteers feel supported, they are in a good place to support our callers.

We also have a small number of employees who are essential to our operations, and I am more than grateful for the commitment, dedication and hard work they bring to the branch. Shifting more responsibilities to our permanent staff has lowered the burden on our volunteers and is ensuring long-term stability, continuation and succession between directorates. Last year, we employed a Growth Co-ordinator on a fixed-term contract to help recruit, maintain interest of potential volunteers, and established contacts in areas which would not only bring in new volunteers but also Outreach opportunities.

In October, we opened our third shop on Bridewell Alley, called Sams in the Lanes. All three shops continue to be the main financial source of income to cover our branch's running costs, with each shop being situated in a very different area and having its own unique environment to suit those areas of the city. The shops also function as community hubs that raise awareness of our service and will direct potential callers of need to our branch if needed.

A great amount of effort, time and money is invested into recruiting, training and mentoring new volunteers. Each new volunteer costs the branch circa £250 plus the fifty or so hours given by existing volunteers. We are very fortunate to have a dedicated team who consistently deliver a tremendous recruitment effort and high-quality training across both Core and Ongoing Training, helping to support the need for more volunteers to fill the increased need of our service. As the national charity continues to review and communicate its updates on our key policies; Safeguarding, Confidentiality and Self-Determination, the training team is used to evolve volunteers' skills with yearly Continuous Development training

Our organisation-wide Samaritans Safeguarding Policy continues to be reviewed and means we can protect the most vulnerable in our society and provide a clear and consistent process for volunteers to follow when they are concerned about someone's safety, with support from experienced safeguarding experts.

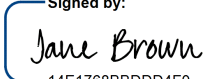
At the end of March 2025 we had 330 volunteers, of whom 248 were Listening volunteers and 82 were Support Volunteers (62 of whom were volunteers in our shops). We also have 7 paid staff which range from Admin, Operations, Recruitment and Shop Management.

NORWICH SAMARITANS CIO

**DIRECTOR'S STATEMENT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025**

A key focus for us in the future, will be to recruit and train more volunteers with specific availability for the hours of greatest need. This will be a major project, and we will be looking for more staff support, volunteer support and funds to be able to grow our number.

Having reached 64 years of service, all this is done with the view that Norwich Samaritans will continue to be here as long as we are needed.

Signed by:

.....14E1768BDDDD4F0.....
J Brown
Director
Date: 1/28/2026

NORWICH SAMARITANS CIO

TRUSTEES' REPORT FOR THE YEAR ENDED 31 MARCH 2025

The Trustees present their annual report together with the financial statements of the Norwich Samaritans CIO for the year 1 April 2024 to 31 March 2025. The Trustees have adopted the provisions of Accounting and Reporting by Charities; 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) (effective 1 January 2019).

The Charity also trades under the name Norwich Samaritans.

Objectives and activities

a. Policies and objectives

The charity's objects are:

- To enable persons in Norwich and the surrounding areas and elsewhere who are experiencing feelings of distress or despair, including those who may be at risk of suicide, to receive confidential emotional support at any time of the day or night in order to improve their emotional health and to reduce the incidence of suicide;
- 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;
- To collaborate with and support Samaritans Central Charity and its affiliated branches in fulfilling these objects.

The Vision

Samaritans' vision is that fewer people die by suicide. Samaritans aims to achieve this by:

- Reducing the feelings of distress and crisis that can lead to suicide;
- Increasing access to support for people in distress and crisis;
- Reducing the risk of suicide in specific settings and vulnerable groups;
- Influencing governments and other agencies to take action to reduce suicide.

The Values

Samaritans is underpinned by a set of values that are core to its service:

- Listening - Exploring feelings alleviates distress and helps people to reach a better understanding of their situation and options open to them;
- Confidentiality - If people feel safe, they are more likely to be open to talk about their feelings;
- Non-judgemental - Samaritans want people to be able to talk to them without fear of prejudice or rejection;
- People making their decisions wherever possible - Samaritans believe that people have the right to find their own solution and that telling people what to do takes responsibility away from them;
- Human contact - Giving people time, undivided attention and empathy meets a fundamental emotional need and reduces distress and despair.

In setting objectives and planning for activities, the Trustees have given due consideration to general guidance published by the Charity Commission relating to public benefit, including the guidance 'Public benefit: running a charity (PB2)'.

NORWICH SAMARITANS CIO

TRUSTEES' REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

Achievements and performance

a. Review of activities

Charitable activities - Report from the Branch Prison Support Officer

The Prison Team

Currently, our team consists of 11 dedicated volunteers. We are pleased to welcome Lisa and Liz, who recently joined us.

The Prison Listening Team

The Listening Team currently has 46 trained listeners:

- HMP Norwich – 23
- HMP Bure – 25

Over the past year, we successfully trained 27 new listeners through four training sessions. Notably, the restriction that previously required listeners to wait six months before being transferred or released has been lifted. While this change has created some challenges, including several listeners being transferred to other establishments, we have maintained strong support for our teams. At one point during this period, the number of listeners in HMP Norwich fell to its lowest point in years, reaching just seven.

Ongoing Support and Development

Throughout the year, we have ensured regular weekly and bi-weekly visits to both establishments, providing vital support for our listeners. These visits help maintain high standards of care and allow us to address any emotional support needs that our listeners may have.

The Samaritans, in partnership with HMPPS, have renewed their long-standing collaboration. We have reinforced, and are working with the "Organisational Responsibilities and Guidance" document, which outlines our mutual expectations and responsibilities. This document is available for review on Samaritans' internal portal (Sams Home).

Acknowledgements

I would like to take this opportunity to extend my heartfelt thanks to the entire team. Without their dedication and hard work, the scheme would not be as successful as it is today. I would also like to recognise the unwavering commitment of the listeners in both prisons, who carry out their roles with pride and professionalism.

Charles Graham
Branch Prison Support Officer

NORWICH SAMARITANS CIO

TRUSTEES' REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

Achievements and performance (continued)

b. Fundraising activities - Shops Deputy Director's Report

This report outlines the charity shop's financial performance over the past year and highlights the remarkable contributions of our dedicated volunteers, whose efforts continue to play a critical role in our success.

The shops have faced great challenges this year, with the biggest of those being that Luke, the manager of our Westlegate shop, died suddenly in April; this was a huge loss to us all, both personally and professionally. We have a lot to be thankful to him for: as the heart of the shop, he played a huge part in the increasing success of the Westlegate shop during his tenure, including the moving of premises in 2023. It is fitting to his love for and commitment to his role that our team of staff and volunteers continue to be as enthusiastic as ever to keep the shop open and running successfully.

The change of managerial structure across the shops has meant that my role, which was that of Shop Manager at Aylsham Road, has evolved to become Retail Manager overseeing the shops overall, alongside Assistant Managers working in the individual shops. Despite these challenges, alongside continuing shifts in consumer behaviour and economic pressures, the collective commitment of our volunteers and team has allowed us to maintain steady progress towards our financial and community engagement goals.

During the 2024-25 financial year, our charity shops continued to play a vital role in supporting Norwich Samaritans by generating significant revenue. This financial contribution has been crucial in ensuring that our listening volunteers are able to provide essential emotional support to individuals in need within our community.

Norwich Samaritans now operates three charity shops within the city. Of our two established shops, one is located on Aylsham Road, serving the northern area of Norwich, whilst the other, Sams in the City, is situated in the city centre. In November, inspired by the success of those two shops, we opened a third shop, Sams in the Lanes, on Bridewell Alley; this new shop serves the community of characterful independent shops through a carefully curated selection of the more alternative and unusual donated items. These shops not only provide essential revenue to support the ongoing work of our branch and listening services, but they also offer affordable, high-quality products to the local community, reinforcing our connection with residents.

Our team of four dedicated staff members, alongside 80 committed shop volunteers, forms the backbone of this operation. Their tireless efforts and enthusiasm have been invaluable in driving the success of our charity, making a profound impact on the organisation's ability to fulfil its mission. During this year, Tracy – our Assistant Manager at Aylsham Road – celebrated twenty years of working for us since starting as a volunteer in 2004, which is a remarkable achievement. In January, we recruited a new Assistant Manager – Adam – who has already made his mark on the shop, creating a diverse array of artistic window displays and inspiring our growing team of volunteers with his sheer enthusiasm.

In conclusion, the performance of our charity shops, combined with the dedication of our staff and volunteers, has been instrumental in ensuring the continued support of those in need throughout our community.

Financial Highlights for 2024-25

Total Revenue:	£197,851
Total Expenditure:	£188,569 (pre depreciation)
Net Profit:	£9,282

In addition to sales revenue, 31.32% of our donated goods were eligible for Gift Aid, adding an additional £15,403.31 to our overall income. This underlines the continued generosity of our local community and the importance of effective donation processing systems.

NORWICH SAMARITANS CIO

TRUSTEES' REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

Achievements and performance (continued)

Volunteer Dedication and Impact

The success of our charity shops would not have been possible without the invaluable dedication of our volunteers. Their commitment to our mission has been a driving force behind both operational efficiency and community engagement.

Over the past year, our volunteers contributed a total of around 20,000 hours, averaging 250 hours per volunteer a year. Their flexibility in adapting to changing schedules and stepping in during busy periods in multiple shops ensured the shops have been able to maintain consistent operating hours, even during challenging times.

Our volunteers play a vital role in fostering strong relationships with the local community. They have not only managed in-store operations but also actively promoted donation drives, local events, and awareness campaigns that have furthered our outreach efforts. Their personal connections and genuine passion for our cause have made our shops a welcoming and trusted presence in the community.

Challenges and Opportunities

In the coming year, our charity shops face both exciting opportunities and notable challenges.

Firstly, we'll be taking on a new Shop Manager at Westlegate. After the challenges of the last year, we're excited by the possibilities that someone new and well-versed in high-street retail can bring to our flagship city-centre shop, ensuring that it maintains its prominent position in the marketplace and can meet the evolving needs of our community.

We're also looking to expand our presence online, both through promotion via a new social media account and a return to online sales. We feel that social media will be the best way to reach the target audience of our shop on Bridewell Alley, raise awareness and boost sales – and online sales will help us sell those items that struggle to sell in the shops. An increasing challenge for us is raising money through recycling unsold items, as the rag industry across the country continues to struggle - so we're looking at building a team of dedicated volunteers who'll oversee online sales, which we hope will significantly broaden our reach and raise more money from the items we receive.

As shop utility expenses continue to rise, we'll be implementing a price rise across our shops of roughly 20%. We feel that this help offset those increased expenses whilst allowing us to maintain our place in a competitive market and ensuring affordability, which is crucial for our communities that continue to battle with the cost of living.

Finally, the size of our new shop on Bridewell Alley – specifically, the top floor of the building – presents an exciting opportunity to take our shops to new places. Initially, we're turning it into an alternative wedding boutique befitting of the shop's style, but beyond that, we're considering it as a pop-up space of changeable use, which could allow for fundraising events such as craft workshops, or hosting works by local artisans and creatives, helping us to further our involvement with the community whilst raising both awareness and income.

We're excited about the possibilities that the future holds for the charity shops, and their determination to make an even greater impact. We look forward to the future with optimism, confident that our charity shops will continue to grow and make an even more significant difference in the community.

NORWICH SAMARITANS CIO

**TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025**

Achievements and performance (continued)Acknowledgments

The performance of our shops and the hard work of our volunteers have been key to our success this year. Despite facing significant challenges, the shop's financial health has remained strong, thanks to the dedication of our volunteers, who have helped us stay connected with the community. We sincerely thank everyone who has contributed their time and skills to our cause, and we're excited to build on this momentum in the coming year.

Together, we are dedicated to making a real difference in the lives of those we serve.

Financial review**a. Going concern**

After making appropriate enquiries, the Trustees have a reasonable expectation that the Charity has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements. Further details regarding the adoption of the going concern basis can be found in the accounting policies.

b. Reserves policy

The charity maintains a reserves policy designed to ensure that sufficient unrestricted funds are held to enable Norwich Samaritans to continue its activities, meet its financial obligations as they fall due, and manage operational and financial risk.

At the balance sheet date, the level of unrestricted reserves was below the target level set out in the current reserves policy. Trustees are aware of this position and have considered it carefully in the context of the charity's overall financial position and future commitments.

Notwithstanding this, the charity continues to hold significant total reserves, including substantial restricted funds, and remains financially stable. The current reserves position reflects a period of planned investment alongside broader financial pressures affecting income generation.

In light of the current financial and operating climate, the trustees are actively reviewing the reserves policy to ensure that it remains appropriate, proportionate, and responsive to changing circumstances. This review is intended to introduce a more dynamic approach, taking into account current and forecast income, expenditure requirements, operational risks, and the charity's strategic priorities.

The trustees will continue to monitor the charity's financial performance, cash flow, and reserves position closely and will update the reserves policy as necessary to support both the short-term sustainability and long-term objectives of the charity.

At 31 March 2025, the charity held total funds of £1,167,635 (2024: £1,243,147) of which £315,245 (2024: £393,258) was unrestricted. Free reserves of £149,346 (2024: £240,776) equates to 39.74% of annual expenditure (2024: 72.10%).

NORWICH SAMARITANS CIO

TRUSTEES' REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

c. Financial Review - Treasurer's Report

The trustees present the Treasurer's Report for Norwich Samaritans for the financial year ended March 2025.

At the balance sheet date, the charity held net assets of £1,167,635. These assets are held across restricted and unrestricted funds in accordance with the purposes of the charity and the requirements of charity accounting regulations.

Restricted funds totalled £852,390 and comprise funds held for specific purposes as follows:

- £18,669 in respect of prison-related activities,
- £15,583 designated for training, and
- £818,138 relating to property, representing the value of premises held for the charity's use.

The charity also held unrestricted funds of £315,245, which are available to support the general activities and ongoing operational costs of the branch. These funds provide flexibility in meeting day-to-day expenditure and responding to operational needs.

During the financial year, the charity has been operating at a deficit. The trustees are aware of this position and have reviewed it as part of their ongoing financial oversight. The deficit has arisen primarily as a result of planned investment in the charity's activities, most notably the opening of a new shop, together with increased running and staffing costs associated with service delivery. In addition, the charity has experienced lower levels of general donations and grant income during the period.

Total incoming resources and total expenditure for the year are reported in full within the Statement of Financial Activities. Trustees are satisfied that the deficit reflects strategic decisions taken in furtherance of the charity's objectives and that it is being managed appropriately.

Structure, governance and management

a. Constitution

Norwich Samaritans CIO is a registered charity, number 1168681, and is constituted under a Trust deed. The constitution was adopted on 9th August 2016.

b. Methods of appointment or election of Trustees

The management of the Charity is the responsibility of the Trustees who are elected and co-opted under the terms of the Trust deed.

The Board of Trustees comprises the Branch Director (who automatically becomes a Trustee on appointment as Director) and the Elected Trustees. Elected Trustees are the Branch Treasurer, Branch Secretary (the roles of Branch Treasurer and Secretary can be held by one Trustee) and up to eight additional Trustees. The Board of Trustees can appoint a further two Trustees as 'co-opted Trustees'. The minimum number of Trustees on the Board of Trustees is three and the maximum number of Trustees is thirteen.

All Elected Trustees are nominated and elected by Members of the branch at the Annual General Meeting. Once elected, Trustees serve until the next Annual General Meeting at which point they retire from office (but may stand of re-election unless they have served for six or more consecutive years).

The Branch Director is responsible for and has absolute authority for the conduct and management of the branch to be pursued without undue restriction.

NORWICH SAMARITANS CIO

**TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025**

Structure, governance and management (continued)

c. Policies adopted for the induction and training of Trustees

Samaritans Central Office provide mandatory online training for all people becoming a trustee of a branch of Samaritans.

d. Financial risk management

The Trustees have assessed the major risks to which the Charity is exposed, in particular those related to the operations and finances of the Charity, and are satisfied that systems and procedures are in place to mitigate exposure to the major risks.

Statement of Trustees' responsibilities

The Trustees are responsible for preparing the Trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

The law applicable to charities in England & Wales requires the Trustees to prepare financial statements for each financial which give a true and fair view of the state of affairs of the Charity and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP (FRS 102);
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Charity will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the Charity's transactions and disclose with reasonable accuracy at any time the financial position of the Charity and enable them to ensure that the financial statements comply with the Charities Act 2011, the Charity (Accounts and Reports) Regulations 2008 and the provisions of the Trust deed. They are also responsible for safeguarding the assets of the Charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Approved by order of the members of the board of Trustees and signed on their behalf by:

Signed by:

.....773807C093759494.....
T Dutton

Date: 1/28/2026

NORWICH SAMARITANS CIO

**INDEPENDENT EXAMINER'S REPORT
FOR THE YEAR ENDED 31 MARCH 2025**

Independent examiner's report to the Trustees of Norwich Samaritans CIO ('the Charity')

I report to the charity Trustees on my examination of the accounts of the Charity for the year ended 31 March 2025.

Responsibilities and basis of report

As the Trustees of the Charity you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the 2011 Act').

I report in respect of my examination of the Charity's accounts carried out under section 145 of the 2011 Act and in carrying out my examination I have followed the applicable Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

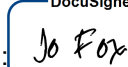
Since the Charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

I have completed my examination. I confirm that no 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 Charity as required by section 130 of the 2011 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.

This report is made solely to the Charity's Trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. My work has been undertaken so that I might state to the Charity's Trustees those matters I am required to state to them in an Independent examiner's report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the Charity and the Charity's Trustees as a body, for my work or for this report.

DocuSigned by:
Signed: 
23243B26D4FA42C...

Dated: 1/29/2026

Joanne Fox BA FCA

BW Audit Ltd
Chartered Accountants
Norwich

NORWICH SAMARITANS CIO

**STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2025**

	Note	Unrestricted funds 2025 £	Restricted funds 2025 £	Total funds 2025 £	<i>Total funds 2024 £</i>
Income from:					
Donations and legacies	3	65,788	23,479	89,267	76,196
Other trading activities	4	208,101	-	208,101	267,413
Investments	5	2,422	-	2,422	3,205
Total income		276,311	23,479	299,790	346,814
Expenditure on:					
Raising funds	6	197,397	16,172	213,569	175,346
Charitable activities	7	156,927	5,311	162,238	158,594
Total expenditure		354,324	21,483	375,807	333,940
Net (expenditure)/income before net gains on investments		(78,013)	1,996	(76,017)	12,874
Net gains on investments		-	505	505	3,620
Net movement in funds		(78,013)	2,501	(75,512)	16,494
Reconciliation of funds:					
Total funds brought forward		393,258	849,889	1,243,147	1,226,653
Net movement in funds		(78,013)	2,501	(75,512)	16,494
Total funds carried forward		315,245	852,390	1,167,635	1,243,147

The Statement of financial activities includes all gains and losses recognised in the year.

The notes on pages 15 to 32 form part of these financial statements.

NORWICH SAMARITANS CIO

**BALANCE SHEET
AS AT 31 MARCH 2025**

	Note	2025 £	2024 £
Fixed assets			
Tangible assets	12	901,101	903,857
Investments	13	54,125	53,620
		955,226	957,477
Current assets			
Debtors	14	51,826	80,180
Cash at bank and in hand		235,622	260,330
		287,448	340,510
Current liabilities			
Creditors: amounts falling due within one year	15	(75,039)	(54,840)
		212,409	285,670
Net current assets		212,409	285,670
Total assets less current liabilities		1,167,635	1,243,147
Total net assets		1,167,635	1,243,147
Charity funds			
Restricted funds	16	852,390	849,889
Unrestricted funds			
General funds	16	315,245	393,258
Total unrestricted funds	16	315,245	393,258
Total funds		1,167,635	1,243,147

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:

Signed by:



7788G7699769434.....

T Dutton

Date: 1/28/2026

The notes on pages 15 to 32 form part of these financial statements.

NORWICH SAMARITANS CIO

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

1. General information

Norwich Samaritans CIO is an unincorporated charity registered in England and Wales. The registered office is 19 St Stephens Square, Norwich, Norfolk NR1 3SS.

2. Accounting policies**2.1 Basis of preparation of financial statements**

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - Accounting and Reporting by Charities: 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) (effective 1 January 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Charities Act 2011.

The financial statements have been prepared to give a 'true and fair' view and have departed from the Charities (Accounts and Reports) Regulations 2008 only to the extent required to provide a 'true and fair' view. This departure has involved following the Charities SORP (FRS 102) published in October 2019 rather than the Accounting and Reporting by Charities: Statement of Recommended Practice effective from 1 April 2005 which has since been withdrawn.

Norwich Samaritans CIO meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

2.2 Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. The trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

2.3 Income

All income is recognised once the Charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

Grants are included in the Statement of financial activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the Balance sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

Gifts donated for resale are included as income when they are sold.

NORWICH SAMARITANS CIO

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

2. Accounting policies (continued)

2.4 Expenditure

Expenditure is recognised on an accruals basis once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

Expenditure on raising funds includes all expenditure incurred by the Charity to raise funds for its charitable purposes and includes costs of all fundraising activities events and non-charitable trading.

Expenditure on charitable activities is incurred on directly undertaking the activities which further the Charity's objectives, as well as any associated support costs.

All expenditure is inclusive of irrecoverable VAT.

2.5 Pensions

The Charity operates a defined contribution pension scheme and the pension charge represents the amounts payable by the Charity to the fund in respect of the year.

2.6 Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the Charity; this is normally upon notification of the interest paid or payable by the institution with whom the funds are deposited.

2.7 Tangible fixed assets and depreciation

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition should be included in the measurement of cost.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives.

Depreciation is provided on the following basis:

Freehold property	-	4%	straight line from date asset comes into use
Long-term leasehold property	-		over the period of the lease
Motor vehicles	-	20%	straight line
Office equipment	-	33%	straight line
Computer equipment	-	33%	straight line

Gains and losses on disposals are determined by comparing the proceeds with the carrying amount and are recognised in the Statement of financial activities.

NORWICH SAMARITANS CIO

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

2. Accounting policies (continued)**2.8 Investments**

Fixed asset investments are a form of financial instrument and are initially recognised at their transaction cost and subsequently measured at fair value at the Balance sheet date, unless the value cannot be measured reliably in which case it is measured at cost less impairment. Investment gains and losses, whether realised or unrealised, are combined and presented as 'Gains/(Losses) on investments' in the Statement of financial activities.

2.9 Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

2.10 Cash at bank and in hand

Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

2.11 Liabilities and provisions

Liabilities are recognised when there is an obligation at the Balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the Charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

2.12 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Charity for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Investment income, gains and losses are allocated to the appropriate fund.

NORWICH SAMARITANS CIO

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

3. Income from donations and legacies

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total funds 2025 £
Donations and grants	50,988	-	50,988
Grants	14,800	23,479	38,279
	<u>65,788</u>	<u>23,479</u>	<u>89,267</u>
	<i>Unrestricted funds 2024 £</i>	<i>Restricted funds 2024 £</i>	<i>Total funds 2024 £</i>
Donations and grants	54,838	12,000	66,838
Grants	1,000	8,358	9,358
	<u>55,838</u>	<u>20,358</u>	<u>76,196</u>

4. Income from other trading activities

Income from fundraising events

	Unrestricted funds 2025 £	Total funds 2025 £	<i>Total funds 2024 £</i>
200 Club	4,255	4,255	3,940
Anniversary Ball	-	-	61,346
Firewalk	5,995	5,995	-
	<u>10,250</u>	<u>10,250</u>	<u>65,286</u>

NORWICH SAMARITANS CIO

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

4. Income from other trading activities (continued)

Income from non charitable trading activities

	Unrestricted funds 2025 £	Total funds 2025 £	<i>Total funds 2024 £</i>
Income from resale of donated goods	197,851	197,851	202,127
	<u>197,851</u>	<u>197,851</u>	<u>202,127</u>

5. Investment income

	Unrestricted funds 2025 £	Total funds 2025 £	<i>Total funds 2024 £</i>
Interest receivable	2,422	2,422	3,205
	<u>2,422</u>	<u>2,422</u>	<u>3,205</u>

6. Expenditure on raising funds

Costs of raising voluntary income

	Unrestricted funds 2025 £	Total funds 2025 £	<i>Total funds 2024 £</i>
Telephone	-	-	305
Postage and stationery	-	-	575
200 club prizes	2,035	2,035	2,220
Anniversary ball	-	-	21,208
Firewalk	3,838	3,838	-
Staff costs	-	-	2,627
	<u>5,873</u>	<u>5,873</u>	<u>26,935</u>

NORWICH SAMARITANS CIO

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

6. Expenditure on raising funds (continued)

Fundraising trading expenses

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total funds 2025 £
Rent	60,575	-	60,575
Credit card charges	1,559	-	1,559
Till expenses	4,888	-	4,888
IT software and consumables	4,561	-	4,561
Vehicle expenses	2,267	-	2,267
Rates and refuse	8,566	-	8,566
Light, heat and water	8,472	-	8,472
Telephone	1,430	-	1,430
Maintenance and repairs	3,131	-	3,131
Cleaning	414	-	414
Legal and professional fees	12,228	-	12,228
Cost of goods sold	4,162	-	4,162
General shop expenses	1,651	-	1,651
Advertising and marketing	1,262	-	1,262
Staff costs	73,403	-	73,403
Depreciation	2,955	16,172	19,127
	<u>191,524</u>	<u>16,172</u>	<u>207,696</u>

NORWICH SAMARITANS CIO

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

6. Expenditure on raising funds (continued)

Fundraising trading expenses (continued)

	<i>Unrestricted funds 2024 £</i>	<i>Total funds 2024 £</i>
Rent	40,077	40,077
Credit card charges	3,516	3,516
Till expenses	5,152	5,152
IT software and consumables	3,340	3,340
Bank charges	753	753
Vehicle expenses	1,210	1,210
Rates and refuse	9,996	9,996
Light, heat and water	5,848	5,848
Telephone	1,568	1,568
Cleaning	337	337
Legal and professional fees	1,294	1,294
Cost of goods sold	3,705	3,705
Staff costs	60,436	60,436
Depreciation	11,179	11,179
	<u>148,411</u>	<u>148,411</u>

7. Analysis of expenditure on charitable activities

Summary by fund type

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £
Emotional support	144,285	3,817	148,102
Emotional support in Prisons	12,642	1,494	14,136
	<u>156,927</u>	<u>5,311</u>	<u>162,238</u>

NORWICH SAMARITANS CIO

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

7. Analysis of expenditure on charitable activities (continued)

Summary by fund type (continued)

	<i>Unrestricted funds 2024 £</i>	<i>Restricted funds 2024 £</i>	<i>Total 2024 £</i>
Emotional support	140,625	2,080	142,705
Emotional support in Prisons	13,553	2,336	15,889
	<u>154,178</u>	<u>4,416</u>	<u>158,594</u>

8. Analysis of expenditure by activities

	Activities undertaken directly 2025 £	Support costs 2025 £	Total funds 2025 £
Emotional support	26,282	121,820	148,102
Emotional support in Prisons	2,286	11,850	14,136
Total 2025	<u>28,568</u>	<u>133,670</u>	<u>162,238</u>

	<i>Activities undertaken directly 2024 £</i>	<i>Support costs 2024 £</i>	<i>Total funds 2024 £</i>
Emotional support	19,658	123,047	142,705
Emotional support in Prisons	2,336	13,553	15,889
	<u>21,994</u>	<u>136,600</u>	<u>158,594</u>

NORWICH SAMARITANS CIO

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

8. Analysis of expenditure by activities (continued)

Analysis of direct costs

	Emotional support 2025 £	Emotional support in Prisons 2025 £	Total funds 2025 £
Publicity	5,834	648	6,482
Travel and parking	20,406	144	20,550
Listener scheme and outreach	42	1,494	1,536
	<u>26,282</u>	<u>2,286</u>	<u>28,568</u>
	<u><u>26,282</u></u>	<u><u>2,286</u></u>	<u><u>28,568</u></u>
	<i>Emotional support 2024 £</i>	<i>Emotional support in Prisons 2024 £</i>	<i>Total funds 2024 £</i>
Publicity	4,178	-	4,178
Travel and parking	15,312	-	15,312
Listener scheme and outreach	168	2,336	2,504
	<u>19,658</u>	<u>2,336</u>	<u>21,994</u>
	<u><u>19,658</u></u>	<u><u>2,336</u></u>	<u><u>21,994</u></u>

NORWICH SAMARITANS CIO

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

8. Analysis of expenditure by activities (continued)

Analysis of support costs

	Emotional support 2025 £	Emotional support in Prisons 2025 £	Total funds 2025 £
Staff costs	73,595	8,417	82,012
Rent and rates	226	25	251
Telephone	4,098	455	4,553
Insurance	2,130	-	2,130
Light, heat and water	3,181	353	3,534
Postage and stationery	6,113	679	6,792
Maintenance and repairs	4,084	454	4,538
Cleaning	6,000	666	6,666
Conference expense and training	5,678	-	5,678
Accountancy	2,318	257	2,575
AGM	2,826	314	3,140
Annual levy to Samaritans	9,517	-	9,517
Legal and professional fees	917	102	1,019
Bank charges	469	52	521
Subscriptions	668	76	744
	<u>121,820</u>	<u>11,850</u>	<u>133,670</u>

NORWICH SAMARITANS CIO

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

8. Analysis of expenditure by activities (continued)

Analysis of support costs (continued)

	<i>Emotional support 2024 £</i>	<i>Emotional support in Prisons 2024 £</i>	<i>Total funds 2024 £</i>
Staff costs	44,664	5,254	49,918
Rent and rates	15,794	1,755	17,549
Telephone	5,134	604	5,738
Insurance	4,517	-	4,517
Light, heat and water	9,042	1,005	10,047
Postage and stationery	9,747	1,148	10,895
Maintenance and repairs	12,500	1,389	13,889
Cleaning	5,244	575	5,819
Conference expense and training	7,385	820	8,205
Accountancy	2,205	245	2,450
AGM	1,561	173	1,734
Annual levy to Samaritans	2,764	-	2,764
Legal and professional fees	594	66	660
Bank charges	244	28	272
Gift Aid costs	1,338	149	1,487
Subscriptions	314	342	656
	<u>123,047</u>	<u>13,553</u>	<u>136,600</u>

9. Independent examiner's remuneration

The independent examiner's remuneration amounts to an independent examiner fee of £2,575 (2024 - £2,450).

NORWICH SAMARITANS CIO

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

10. Staff costs

	2025	2024
	£	£
Wages and salaries	144,816	106,769
Social security costs	6,700	3,458
Contribution to defined contribution pension schemes	3,899	2,754
	<u>155,415</u>	<u>112,981</u>

The average number of persons employed by the Charity during the year was as follows:

	2025	2024
	No.	No.
Generating funds (shop employees)	6	4
Charitable activities	1	1
	<u>7</u>	<u>5</u>

No employee received remuneration amounting to more than £60,000 in either year.

The Trustees are considered to be the Key Management Personnel for the charity.

11. Trustees' remuneration and expenses

During the year, no Trustees received any remuneration or other benefits (2024 - £NIL).

During the year ended 31 March 2025, no Trustee expenses have been incurred (2024 - £NIL).

NORWICH SAMARITANS CIO

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

12. Tangible fixed assets

	Freehold property £	Long-term leasehold property £	Motor vehicles £	Office equipment £	Computer equipment £	Total £
Cost or valuation						
At 1 April 2024	849,811	33,141	13,300	103,399	40,369	1,040,020
Additions	-	-	-	7,671	8,700	16,371
At 31 March 2025	<u>849,811</u>	<u>33,141</u>	<u>13,300</u>	<u>111,070</u>	<u>49,069</u>	<u>1,056,391</u>
Depreciation						
At 1 April 2024	-	33,141	13,300	53,434	36,288	136,163
Charge for the year	-	-	-	17,062	2,065	19,127
At 31 March 2025	<u>-</u>	<u>33,141</u>	<u>13,300</u>	<u>70,496</u>	<u>38,353</u>	<u>155,290</u>
Net book value						
At 31 March 2025	<u>849,811</u>	<u>-</u>	<u>-</u>	<u>40,574</u>	<u>10,716</u>	<u>901,101</u>
At 31 March 2024	<u>849,811</u>	<u>-</u>	<u>-</u>	<u>49,965</u>	<u>4,081</u>	<u>903,857</u>

13. Fixed asset investments

	Listed investments £
Cost or valuation	
At 1 April 2024	53,620
Revaluations	505
At 31 March 2025	<u>54,125</u>

NORWICH SAMARITANS CIO

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

14. Debtors

	2025	2024
	£	£
Due within one year		
Trade debtors	6,717	38,894
Other debtors	3,746	1,886
Prepayments and accrued income	41,363	39,400
	51,826	80,180

15. Creditors: Amounts falling due within one year

	2025	2024
	£	£
Trade creditors	54,609	38,106
Other taxation and social security	2,825	5,634
Other creditors	3,893	3,871
Accruals and deferred income	13,712	7,229
	75,039	54,840

NORWICH SAMARITANS CIO

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

16. Statement of funds

Statement of funds - current year

	Balance at 1 April 2024 £	Income £	Expenditure £	Gains/ (Losses) £	Balance at 31 March 2025 £
Unrestricted funds					
General Funds	393,258	276,311	(354,324)	-	315,245
Restricted funds					
Prisons	16,084	4,079	(1,494)	-	18,669
Training	-	19,400	(3,817)	-	15,583
Project Diamond	833,805	-	(16,172)	505	818,138
	<u>849,889</u>	<u>23,479</u>	<u>(21,483)</u>	<u>505</u>	<u>852,390</u>
Total of funds	<u><u>1,243,147</u></u>	<u><u>299,790</u></u>	<u><u>(375,807)</u></u>	<u><u>505</u></u>	<u><u>1,167,635</u></u>

Prison fund supports The Listener Scheme, training prisoners to provide emotional support to their peers by becoming 'Listeners'.

Training fund supports the training of new volunteers.

Project Diamond represents the major renovation project to refurbish the charity's city centre branch.

NORWICH SAMARITANS CIO

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

16. Statement of funds (continued)

Statement of funds - prior year

	<i>Balance at 1 April 2023</i>	<i>Income</i>	<i>Expenditure</i>	<i>Transfers in/out</i>	<i>Gains/ (Losses)</i>	<i>Balance at 31 March 2024</i>
	£	£	£	£	£	£
Unrestricted funds						
General Funds	396,172	326,456	(329,524)	154	-	393,258
Restricted funds						
Prisons	10,062	8,358	(2,336)	-	-	16,084
Training	2,080	-	(2,080)	-	-	-
Debifrillator	154	-	-	(154)	-	-
IT refresh	2,408	-	-	(2,408)	-	-
Workstations	536	-	-	(536)	-	-
Windows	831	-	-	(831)	-	-
Branch improvements	3,071	-	-	(3,071)	-	-
2nd Ops Room	2,066	-	-	(2,066)	-	-
COVID survival	5,637	-	-	(5,637)	-	-
Project Diamond	803,636	12,000	-	14,549	3,620	833,805
	<u>830,481</u>	<u>20,358</u>	<u>(4,416)</u>	<u>(154)</u>	<u>3,620</u>	<u>849,889</u>
Total of funds	<u><u>1,226,653</u></u>	<u><u>346,814</u></u>	<u><u>(333,940)</u></u>	<u><u>-</u></u>	<u><u>3,620</u></u>	<u><u>1,243,147</u></u>

NORWICH SAMARITANS CIO

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

17. Analysis of net assets between funds

Analysis of net assets between funds - current year

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total funds 2025 £
Tangible fixed assets	165,899	735,202	901,101
Fixed asset investments	-	54,125	54,125
Current assets	224,385	63,063	287,448
Creditors due within one year	(75,039)	-	(75,039)
Total	315,245	852,390	1,167,635

Analysis of net assets between funds - prior year

	<i>Unrestricted funds 2024 £</i>	<i>Restricted funds 2024 £</i>	<i>Total funds 2024 £</i>
Tangible fixed assets	152,482	751,375	903,857
Fixed asset investments	-	53,620	53,620
Current assets	295,616	44,894	340,510
Creditors due within one year	(54,840)	-	(54,840)
Total	393,258	849,889	1,243,147

NORWICH SAMARITANS CIO

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

18. Pension commitments

The charity operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the group in an independently administered fund. The pension cost charge represents contributions payable by the group to the fund. At 31 March 2025 £1,419 (2024 - £505) was payable to the fund and is included in creditors.

19. Operating lease commitments

At 31 March 2025 the Charity had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	2025	<i>2024</i>
	£	£
Not later than 1 year	38,750	<i>44,250</i>
Later than 1 year and not later than 5 years	68,438	<i>107,188</i>
	<u>107,188</u>	<u><i>151,438</i></u>

NORWICH SAMARITANS

England & Wales - Charity number 1168681

Accounts

NORWICH SAMARITANS CIO

UNAUDITED

TRUSTEES' REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

NORWICH SAMARITANS CIO

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NORWICH SAMARITANS CIO

REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY, ITS TRUSTEES AND ADVISERS
FOR THE YEAR ENDED 31 MARCH 2024

Trustees J Brown (appointed 20 March 2024)
T Dutton
J Ellis (resigned 20 March 2024)
C Graham
B Handford (resigned 7 October 2023)
N D Knight
P Leonard
S Mason (appointed 7 October 2023)
A McNeil (resigned 19 September 2023)
D Pritchard
R Quantrill (resigned 7 October 2023)

Charity registered number 1168681

Principal office 19 St Stephens Square
Norwich
Norfolk
NR1 3SS

Independent Examiner BW Audit Ltd
Chartered Accountants
Berry & Warren
54 Thorpe Road
Norwich
NR1 1RY

NORWICH SAMARITANS CIO

DIRECTOR'S STATEMENT FOR THE YEAR ENDED 31 MARCH 2024

The Norwich Samaritans is registered as a Charitable Incorporated Organisation (CIO) with the Charity Commission. We are an affiliated branch of Samaritans Central Charity with the relationship governed by our Operating Agreement with them.

The last year has seen a continued focus on providing our services to callers 24/7 and adapting to a shifting volunteer landscape in recent times, along with the fundraising needed for our long running project building refurbishment (Project Diamond - Varah House) but also for the wider costs for the various needs of our branch.

The total cost of this ambitious project has been met from the kind donations from these organisations and through our branch grant and fundraising efforts. We were able to complete the building refurbishment project as planned in October 2023, which meant we were able to reverse move with our volunteers and staff now operating from our newly refurbished Varah House. And thus our temporary operating premises became our new Westlegate Shop, allowing us to fulfil a long needed larger floor space.

We have had continued increase in demand for our service, while volunteer needs and expectations have changed over this time. Nationally we know that the volunteering landscape has altered especially since the pandemic, with people's priorities and lives having changed. It has been challenging to cover the rota 24/7 and our focus has been to cover more of the national charity's hours of greatest need. As an organisation we are not always able to answer all of the calls coming into Samaritans and our efforts have been to do our utmost in Norwich to be there when people need us the most, and when fewer volunteers are available to take calls in other parts of the country. With that we have had to become more flexible with our volunteering expectations to meet this changing environment. Being available for our callers more than 20,000 hours this year. We are incredibly grateful to all our wonderful volunteers who give their time willingly to support those who are in distress.

Thanks to the continuing provision of Freephone (116123) our callers can benefit by calling Samaritans free of charge. Calling by phone is not the only way of receiving the service and there is an increasing use of Online Chat and Email including Face to Face. Our branch is very proud of the fact we are able to provide all of these services, making us an 'all service' branch. Although Face to Face caller numbers is not anywhere near those of pre-pandemic; they are steady and with the introduction of an appointment service we hope numbers will increase. It is a point of pride to be one of the few branches that re-opened this particular service to callers after pandemic restrictions were lifted.

During the last twelve months the branch had 31,024 contacts with callers, of which the majority were by telephone (29,285). We have taken part in online chats (1,591) and the number of emails (1,588) continue to be an important part of our service that we provide. We are also finding that the length of contact time in telephone calls is increasing slightly again this year.

Our activities and provision of Prison and Listener support have added another 3,000 hours of contact time. We continue to train and support the Listeners in HMP Norwich and Bure and, where appropriate, have direct contact with prisoners. We are very fortunate that we have a dedicated and very experienced prison team who do an excellent job under difficult circumstances. Prison Service itself is under increasing financial and staffing pressure it is gratifying to know that the work that we do, in both prisons, is very much appreciated by Prison Governors, Safety Custody Officers and their staff.

We have been getting out and about at fundraising and outreach events. These contacts help to raise the profile and promote awareness of the service we offer locally, and we have been pleased to be able to do these events again. We continue to raise awareness of our services within the local community via other means - PR, social media, advertising, etc. The coming year we will be celebrating our 60th Anniversary and with that a major fundraising / celebration ball was organised. After a lot of work, especially by our operating and admin staff, this event took place and raised over £30,000 towards our operating costs; A great success!

NORWICH SAMARITANS CIO

DIRECTOR'S STATEMENT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

Whilst it is true that we talk to those who are thinking about or are in the process of taking their own lives, thankfully they are a small proportion of the total contacts that we have. We are here for anybody in distress or despair, and we believe we have an important role to play in the community. Our Outreach team of volunteers have established visits to schools, universities, businesses and military establishments, with an increasing relationship with Norwich City Football Club, to raise awareness of the need for good mental health and wellbeing. We have maintained involvement with the Norfolk Suicide Prevention Group, a body comprised of Local Government, Central Government Agencies and those charities involved with bereavement and the support of those who have been bereaved.

The branch has a number of areas of responsibility that contribute to the successful provision of the service. These are Outreach, Recruitment, Training, Publicity, Fundraising, Volunteer Care, as well as Branch Admin and Premises. I am thankful to all those volunteers who lead or participate in each of these functions. My thanks also to all our Leaders who provide support and guidance to those on duty. It is an important role and plays a crucial part in the service we provide; If our volunteers feel supported, they are in a good place to support our callers.

Many of our support volunteers work in our two shops where we generate most of the income which we need to keep the service running. My thanks go to those volunteers and staff who lead or operate the shops. The branch's support volunteers bring specialist skills and support the work of the branch by helping with areas such as administration, fundraising and maintenance; thank you.

We also have a small number of employees who are essential to our operations, and I am so very grateful for the commitment and dedication they bring to the branch. Working on a more sustainable model for working between volunteers and paid employees. We have done this by shifting more responsibilities into permanent staff positions, which will both lower the burden on our volunteers and ensure long-term stability, continuation and succession between directorates.

A great amount of effort, time and money is invested into recruiting, training and mentoring new volunteers. Each new volunteer costs the branch circa £350 plus the fifty or so hours given by existing volunteers. We are very fortunate to have a dedicated team who consistently deliver a tremendous recruitment effort and high-quality training across both Initial and Ongoing Training. With the need for more volunteers to fill the increased need of our service.

The organisation-wide Samaritans Safeguarding Policy continues to be reviewed and communicated, plus regular ongoing training of volunteers is provided. Our Safeguarding Policy means we can protect the most vulnerable in our society and provide a clear and consistent process for volunteers to follow when they are concerned about someone's safety, with support from experienced safeguarding experts.

At the end of March 2024 we had 255 volunteers, of whom 195 were Listening volunteers and 60 were Support Volunteers (52 of whom were volunteers in our shops).

It has been another busy year with much change to manage and I must pay tribute to the past and present members of the Branch Leadership Team for their support. The next twelve months will continue to be very challenging as we look to look for premises for a possible third shop and maintaining our service with the dedication and efforts of all our volunteers and staff we are determined to be there for our callers. What we do saves lives.

NORWICH SAMARITANS CIO

**DIRECTOR'S STATEMENT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024**

A key focus for us in the future, settling into our refurbished branch, will be looking to recruit and train more volunteers. We know that we need to be there more for our callers, especially in the hours of greatest need (especially at night). This will be a major project, and we will be looking for more staff support, volunteer support and funds to be able to grow our number. Along with that, as mentioned before we will reach 60 years in service, there will another major fundraising event to organise.

J Brown
Director

NORWICH SAMARITANS CIO

TRUSTEES' REPORT FOR THE YEAR ENDED 31 MARCH 2024

The Trustees present their annual report together with the financial statements of the Norwich Samaritans CIO for the year 1 April 2023 to 31 March 2024. The Trustees have adopted the provisions of Accounting and Reporting by Charities; 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) (effective 1 January 2019).

The Charity also trades under the name Norwich Samaritans.

Objectives and activities

a. Policies and objectives

The charity's objects are:

- To enable persons in Norwich and the surrounding areas and elsewhere who are experiencing feelings of distress or despair, including those who may be at risk of suicide, to receive confidential emotional support at any time of the day or night in order to improve their emotional health and to reduce the incidence of suicide;
- 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;
- To collaborate with and support Samaritans Central Charity and its affiliated branches in fulfilling these objects.

The Vision

Samaritans' vision is that fewer people die by suicide. Samaritans aims to achieve this by:

- Reducing the feelings of distress and crisis that can lead to suicide;
- Increasing access to support for people in distress and crisis;
- Reducing the risk of suicide in specific settings and vulnerable groups;
- Influencing governments and other agencies to take action to reduce suicide.

The Values

Samaritans is underpinned by a set of values that are core to its service:

- Listening - Exploring feelings alleviates distress and helps people to reach a better understanding of their situation and options open to them;
- Confidentiality - If people feel safe, they are more likely to be open to talk about their feelings;
- Non-judgemental - Samaritans want people to be able to talk to them without fear of prejudice or rejection;
- People making their decisions wherever possible - Samaritans believe that people have the right to find their own solution and that telling people what to do takes responsibility away from them;
- Human contact - Giving people time, undivided attention and empathy meets a fundamental emotional need and reduces distress and despair.

In setting objectives and planning for activities, the Trustees have given due consideration to general guidance published by the Charity Commission relating to public benefit, including the guidance 'Public benefit: running a charity (PB2)'.

NORWICH SAMARITANS CIO

TRUSTEES' REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

Achievements and performance

a. Review of activities

Charitable activities - Report from the Branch Prison Support Officer

The Prison Team

We currently have 10 volunteers in our Team. Anne 7, Chantelle 1 and Naz 1 joined the team during the year.

The Prison Listening Team

We have a total of 46 listeners:
HMP Norwich – 23 HMP Bure – 23

Between April 2023 and March 2024 we have trained 46 new listeners - seven training sessions. Six sessions at HMP Norwich and one at HMP Bure.

A hold is put on Listeners for 6 months after training but this sometimes cannot be fulfilled and listeners are transferred/released to other establishments.

This is particularly common in HMP Norwich, so we constantly have to review our numbers.

Throughout the year

Regular visits weekly and bi-weekly to both establishments ensuring that our Listeners are supported in their valiant efforts and that high standards are maintained.

These visits also ensure that their own needs are met should they need emotional support.

We have represented Samaritans at one Well Being Day hosted in Norwich. These sessions are for the benefit of officers and staff and are always very successful and well attended.

During the summer months 8 Samaritans have visited the prison to gain a bit of insight into prison life, meeting officers, prisoners and listeners. These experiences make taking a call from a prisoner a bit easier.

A new telephone system is being introduced within the coming months allowing the prisoners to call Samaritans using their personal pin directly from their cell. This call remains free to the prisoner.

The Samaritans in conjunction with HMPPS have renewed the long-standing partnership and mutual expectation - "Organisational Responsibilities and Guidance". This document can be reviewed on Sams Home.

I take this opportunity to express my thanks to the Team. Without their hard work and dedication the scheme would not be as successful as it currently is. Praise should also be given to the group of listeners in both prisons, who perform their function with commitment and pride.

Charles Graham
Branch Prison Support Officer

NORWICH SAMARITANS CIO

TRUSTEES' REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

Achievements and performance (continued)

b. Fundraising activities - Shops Deputy Director's Report

This report outlines the charity shop's financial performance over the past year and highlights the remarkable contributions of our dedicated volunteers, whose efforts continue to play a critical role in our success. Despite the challenges faced throughout the year, including shifts in consumer behaviour and economic pressures, the collective commitment of our volunteers and team has allowed us to maintain steady progress towards our financial and community engagement goals.

During the 2023-24 financial year, our two charity shops continued to play a vital role in supporting the Norwich Samaritans by generating significant revenue. This financial contribution has been crucial in ensuring that our listening volunteers are able to provide essential emotional support to individuals in need within our community.

Our team of three dedicated staff members, alongside 50 committed shop volunteers, forms the backbone of this operation. Their tireless efforts and enthusiasm have been invaluable in driving the success of our charity, making a profound impact on the organization's ability to fulfil its mission.

Norwich Samaritans operates two charity shops within the city. One is located on Aylsham Road, serving the northern area of Norwich, while the other, Sams in the City, is situated in the city centre. These shops not only provide essential revenue to support the ongoing work of our branch and listening services, but they also offer affordable, high-quality products to the local community, reinforcing our connection with residents.

Our charity shop at Westlegate successfully moved into larger premises this year, offering a significant upgrade with a 50% increase in floor space. This expansion has allowed them to create more engaging and spacious displays, providing a brighter and more welcoming atmosphere for our customers. With the additional room, they have been able to showcase a wider range of products, enhancing the overall shopping experience. As a result, the shop has seen a remarkable 30% increase in revenue, directly contributing to the ongoing success of our charity's work.

In conclusion, the performance of our charity shops, combined with the dedication of our staff and volunteers, has been instrumental in ensuring the continued support of those in need throughout our community.

Financial Highlights for 2023-24

Total Revenue:	£202,127
Total Expenses:	£148,411
Net Income:	£53,716

In addition to sales revenue 42.7% were eligible for Gift Aid, adding an additional £20,330 to our overall income. This underlines the continued generosity of our local community and the importance of effective donation processing systems.

Volunteer Dedication and Impact

The success of our charity shops would not have been possible without the invaluable dedication of our volunteers. Their commitment to our mission has been a driving force behind both operational efficiency and community engagement.

Over the past year, our volunteers contributed a total of over 12,600 hours, averaging 250 hours per volunteer a year. Their flexibility in adapting to changing schedules and stepping in during busy periods ensured the shop was able to maintain consistent operating hours, even during challenging times.

NORWICH SAMARITANS CIO

TRUSTEES' REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

Achievements and performance (continued)

Our volunteers play a vital role in fostering strong relationships with the local community. They have not only managed in-store operations but also actively promoted donation drives, local events, and awareness campaigns that have furthered our outreach efforts. Their personal connections and genuine passion for our cause have made our shop a welcoming and trusted presence in the community.

Challenges and Opportunities

In the coming year, our charity shops face both exciting opportunities and notable challenges. One major opportunity is the opening of our third shop in The Lanes, which will expand our presence in the heart of Norwich and create new revenue streams. At the same time, continued works at Aylsham Road aim to improve access and ventilation, enhancing the shopping environment and customer experience. However, limited storage space for stock remains a significant challenge, requiring creative solutions to manage inventory effectively.

We are also exploring the potential of opening a fourth shop outside of Norwich, which presents a promising growth opportunity but will require careful planning and resources. Maintaining volunteer numbers will be essential to support these expansions, as the dedication of our volunteers is crucial to our operations. Balancing growth while overcoming logistical hurdles will be key to our success in the year ahead.

We are excited about the possibilities that the future holds for the charity shops, and their determination to make an even greater impact.

We look forward to the future with optimism, confident that our charity shops will continue to grow and make an even more significant difference in the community.

Acknowledgments

The performance of our charity shop and the hard work of our volunteers have been key to our success this year. Despite facing various challenges, the shop's financial health has remained strong, thanks to the dedication of our volunteers, who have helped us stay connected with the community. We sincerely thank everyone who has contributed their time and skills to our cause, and we're excited to build on this momentum in the coming year.

Together, we are dedicated to making a real difference in the lives of those we serve.

Financial review

a. Going concern

After making appropriate enquiries, the Trustees have a reasonable expectation that the Charity has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements. Further details regarding the adoption of the going concern basis can be found in the accounting policies.

NORWICH SAMARITANS CIO

TRUSTEES' REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

b. Reserves policy

It is the policy of the charity that unrestricted funds which have not been designated for a specific use should be maintained at a level equivalent to 75-80% of annual expenditure, the equivalent of approximately nine month's expenditure. The trustees consider that reserves at this level will ensure that, in the event of a significant drop in funding, they will be able to continue the charity's current activities while consideration is given to ways in which additional funds may be raised. This level of reserves has been maintained throughout the year.

At 31 March 2024, the charity held total funds of £1,243,147 (2023: £1,226,653) of which £393,258 (2023: £396,172) was unrestricted. Free reserves of £240,776 (2023: £236,597) equates to 72.10% of annual expenditure (2023: 97.93%).

c. Financial Review - Treasurer's Report

My report refers to the combined income, expenditure and assets of both Norwich Samaritans and Samaritans (Norwich), which remains as a "shell".

Our total net assets rose from £1,226,653 at the end of March 2023 to £1,243,147 an increase £16,494. The capitalisation of the branch renovation costs finished in the year and these costs will be written off over 25 years to the project diamond restricted fund.

The shops continue to be a major source of funds contributing towards the branch running costs. Since the end of the financial year we have opened our third shop. We continue to be very pleased with how our shops have performed since reopening last year and are very grateful to our shop managers and volunteers for all they continue to do to support the branch and enable us to continue offer our service to those in need.

The fundraising towards the branch renovation continued into this financial year and by the 31 March 2024 the restricted fund stood at £849,889 (2023: £830,481). The amortisation of the building renovation costs will be debited to this restricted fund each year.

The financial position of the branch remains secure in the short term due to its accumulated reserves that have built up of several years due to prudent financial management by successive trustees. The trustees are mindful of the current economic climate and the potential impact upon our finances and are planning for the next three years to ensure that we can continue to offer our service to callers

Structure, governance and management

a. Constitution

Norwich Samaritans CIO is a registered charity, number 1168681, and is constituted under a Trust deed. The constitution was adopted on 9th August 2016.

NORWICH SAMARITANS CIO

TRUSTEES' REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

Structure, governance and management (continued)

b. Methods of appointment or election of Trustees

The management of the Charity is the responsibility of the Trustees who are elected and co-opted under the terms of the Trust deed.

The Board of Trustees comprises the Branch Director (who automatically becomes a Trustee on appointment as Director) and the Elected Trustees. Elected Trustees are the Branch Treasurer, Branch Secretary (the roles of Branch Treasurer and Secretary can be held by one Trustee) and up to eight additional Trustees. The Board of Trustees can appoint a further two Trustees as 'co-opted Trustees'. The minimum number of Trustees on the Board of Trustees is three and the maximum number of Trustees is thirteen.

All Elected Trustees are nominated and elected by Members of the branch at the Annual General Meeting. Once elected, Trustees serve until the next Annual General Meeting at which point they retire from office (but may stand of re-election unless they have served for six or more consecutive years).

The Branch Director is responsible for and has absolute authority for the conduct and management of the branch to be pursued without undue restriction.

c. Policies adopted for the induction and training of Trustees

Samaritans Central Office provide mandatory online training for all people becoming a trustee of a branch of Samaritans.

During the year two Trustees who were on the finance sub committee have undertaken a day's training understanding charity accounts and finances.

d. Financial risk management

The Trustees have assessed the major risks to which the Charity is exposed, in particular those related to the operations and finances of the Charity, and are satisfied that systems and procedures are in place to mitigate exposure to the major risks.

NORWICH SAMARITANS CIO

**TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024**

Statement of Trustees' responsibilities

The Trustees are responsible for preparing the Trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

The law applicable to charities in England & Wales requires the Trustees to prepare financial statements for each financial which give a true and fair view of the state of affairs of the Charity and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP (FRS 102);
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Charity will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the Charity's transactions and disclose with reasonable accuracy at any time the financial position of the Charity and enable them to ensure that the financial statements comply with the Charities Act 2011, the Charity (Accounts and Reports) Regulations 2008 and the provisions of the Trust deed. They are also responsible for safeguarding the assets of the Charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Approved by order of the members of the board of Trustees and signed on their behalf by:

N D Knight

Date: 31 January 2025

NORWICH SAMARITANS CIO

INDEPENDENT EXAMINER'S REPORT
FOR THE YEAR ENDED 31 MARCH 2024

Independent examiner's report to the Trustees of Norwich Samaritans CIO ('the Charity')

I report to the charity Trustees on my examination of the accounts of the Charity for the year ended 31 March 2024.

Responsibilities and basis of report

As the Trustees of the Charity you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the 2011 Act').

I report in respect of my examination of the Charity's accounts carried out under section 145 of the 2011 Act and in carrying out my examination I have followed the applicable Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

Since the Charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

I have completed my examination. I confirm that no 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 Charity as required by section 130 of the 2011 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.

This report is made solely to the Charity's Trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. My work has been undertaken so that I might state to the Charity's Trustees those matters I am required to state to them in an independent examiner's report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the Charity and the Charity's Trustees as a body, for my work or for this report.

Signed:



Dated: 31 January 2025

Joanne Fox BA FCA

BW Audit Ltd
Chartered Accountants
Norwich

NORWICH SAMARITANS CIO

STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2024

	Note	Unrestricted funds 2024 £	Restricted funds 2024 £	Total funds 2024 £	Total funds 2023 £
Income from:					
Donations and legacies	3	55,838	20,358	76,196	684,183
Other trading activities	4	267,413	-	267,413	178,935
Investments	5	3,205	-	3,205	1,649
Total income		326,456	20,358	346,814	864,767
Expenditure on:					
Raising funds	6	175,346	-	175,346	139,422
Charitable activities	7	154,178	4,416	158,594	102,165
Total expenditure		329,524	4,416	333,940	241,587
Net (expenditure)/income before net gains on investments		(3,068)	15,942	12,874	623,180
Net gains on investments		-	3,620	3,620	-
Net (expenditure)/income		(3,068)	19,562	16,494	623,180
Transfers between funds	16	154	(154)	-	-
Net movement in funds		(2,914)	19,408	16,494	623,180
Reconciliation of funds:					
Total funds brought forward		396,172	830,481	1,226,653	603,473
Net movement in funds		(2,914)	19,408	16,494	623,180
Total funds carried forward		393,258	849,889	1,243,147	1,226,653

The Statement of financial activities includes all gains and losses recognised in the year.

The notes on pages 15 to 31 form part of these financial statements.

NORWICH SAMARITANS CIO

**BALANCE SHEET
AS AT 31 MARCH 2024**

	Note	2024 £	2023 £
Fixed assets			
Tangible assets	12	903,857	697,765
Investments	13	53,620	-
		<u>957,477</u>	<u>697,765</u>
Current assets			
Debtors	14	80,180	97,578
Cash at bank and in hand		260,330	441,968
		<u>340,510</u>	<u>539,546</u>
Creditors: amounts falling due within one year	15	(54,840)	(10,658)
		<u>285,670</u>	<u>528,888</u>
Total assets less current liabilities		<u>1,243,147</u>	<u>1,226,653</u>
Total net assets		<u>1,243,147</u>	<u>1,226,653</u>
Charity funds			
Restricted funds	16	849,889	830,481
Unrestricted funds			
General funds	16	393,258	396,172
Total unrestricted funds	16	<u>393,258</u>	<u>396,172</u>
Total funds		<u>1,243,147</u>	<u>1,226,653</u>

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:

.....
N D Knight

Date: 31 January 2025

The notes on pages 15 to 31 form part of these financial statements.

NORWICH SAMARITANS CIO

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

1. General information

Norwich Samaritans CIO is an unincorporated charity.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

2. Accounting policies

2.1 Basis of preparation of financial statements

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - Accounting and Reporting by Charities: 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) (effective 1 January 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Charities Act 2011.

The financial statements have been prepared to give a 'true and fair' view and have departed from the Charities (Accounts and Reports) Regulations 2008 only to the extent required to provide a 'true and fair' view. This departure has involved following the Charities SORP (FRS 102) published in October 2019 rather than the Accounting and Reporting by Charities: Statement of Recommended Practice effective from 1 April 2005 which has since been withdrawn.

Norwich Samaritans CIO meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

2.2 Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. The trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

2.3 Income

All income is recognised once the Charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

Grants are included in the statement of financial activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the balance sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

Gifts donated for resale are included as income when they are sold.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

2. Accounting policies (continued)

2.4 Expenditure

Expenditure is recognised on an accruals basis once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

Expenditure on raising funds includes all expenditure incurred by the Charity to raise funds for its charitable purposes and includes costs of all fundraising activities events and non-charitable trading.

Expenditure on charitable activities is incurred on directly undertaking the activities which further the Charity's objectives, as well as any associated support costs.

All expenditure is inclusive of irrecoverable VAT.

2.5 Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the Charity; this is normally upon notification of the interest paid or payable by the institution with whom the funds are deposited.

2.6 Tangible fixed assets and depreciation

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition should be included in the measurement of cost.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives.

Depreciation is provided on the following basis:

Freehold property	-	4%	straight line from date asset comes into use
Long-term leasehold property	-		over the period of the lease
Motor vehicles	-	20%	straight line
Office equipment	-	33%	straight line
Computer equipment	-	33%	straight line

Gains and losses on disposals are determined by comparing the proceeds with the carrying amount and are recognised in the statement of financial activities.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

2. Accounting policies (continued)

2.7 Investments

Fixed asset investments are a form of financial instrument and are initially recognised at their transaction cost and subsequently measured at fair value at the balance sheet date, unless the value cannot be measured reliably in which case it is measured at cost less impairment. Investment gains and losses, whether realised or unrealised, are combined and presented as 'Gains/(Losses) on investments' in the statement of financial activities.

2.8 Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

2.9 Cash at bank and in hand

Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

2.10 Liabilities and provisions

Liabilities are recognised when there is an obligation at the balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the Charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

2.11 Pensions

The Charity operates a defined contribution pension scheme and the pension charge represents the amounts payable by the Charity to the fund in respect of the year.

2.12 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Charity for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Investment income, gains and losses are allocated to the appropriate fund.

NORWICH SAMARITANS CIO

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024**

3. Income from donations and legacies

	Unrestricted funds 2024 £	Restricted funds 2024 £	Total funds 2024 £
Donations and grants	54,838	12,000	66,838
Grants	1,000	8,358	9,358
	55,838	20,358	76,196
	55,838	20,358	76,196
	<i>Unrestricted funds 2023 £</i>	<i>Restricted funds 2023 £</i>	<i>Total funds 2023 £</i>
Donations and grants	45,662	635,400	681,062
Grants	-	3,121	3,121
	45,662	638,521	684,183
	45,662	638,521	684,183

4. Income from other trading activities

Income from fundraising events

	Unrestricted funds 2024 £	Total funds 2024 £	<i>Total funds 2023 £</i>
200 Club	3,940	3,940	2,985
Anniversary Ball	61,346	61,346	-
	65,286	65,286	2,985
	65,286	65,286	2,985

NORWICH SAMARITANS CIO

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024**

4. Income from other trading activities (continued)

Income from non charitable trading activities

	Unrestricted funds 2024 £	Total funds 2024 £	<i>Total funds 2023 £</i>
Income from resale of donated goods	202,127	202,127	175,950

5. Investment income

	Unrestricted funds 2024 £	Total funds 2024 £	<i>Total funds 2023 £</i>
Interest receivable	3,205	3,205	1,649

6. Expenditure on raising funds

Costs of raising voluntary income

	Unrestricted funds 2024 £	Total funds 2024 £	<i>Total funds 2023 £</i>
Telephone	305	305	286
Postage and stationery	575	575	497
200 club prizes	2,220	2,220	2,220
Anniversary ball	21,208	21,208	-
Staff costs	2,627	2,627	1,231
	26,935	26,935	4,234

NORWICH SAMARITANS CIO

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

6. Expenditure on raising funds (continued)

Fundraising trading expenses

	Unrestricted funds 2024 £	Total funds 2024 £	Total funds 2023 £
Rent	40,077	40,077	37,410
Credit card charges	3,516	3,516	1,244
Till expenses	5,152	5,152	5,824
IT software and consumables	3,340	3,340	1,144
Bank charges	753	753	3,417
Vehicle expenses	1,210	1,210	1,577
Rates and refuse	9,996	9,996	6,097
Light, heat and water	5,848	5,848	8,056
Telephone	1,568	1,568	916
Maintenance and repairs	3,705	3,705	2,486
Cleaning	337	337	-
Legal and professional fees	1,294	1,294	-
Staff costs	60,436	60,436	51,874
Depreciation	11,179	11,179	15,143
	<u>148,411</u>	<u>148,411</u>	<u>135,188</u>

NORWICH SAMARITANS CIO

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

7. Analysis of expenditure on charitable activities

Summary by fund type

	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
Emotional support	140,625	2,080	142,705
Emotional support in Prisons	13,553	2,336	15,889
	<u>154,178</u>	<u>4,416</u>	<u>158,594</u>
	<u><u>154,178</u></u>	<u><u>4,416</u></u>	<u><u>158,594</u></u>
	<i>Unrestricted funds 2023 £</i>	<i>Restricted funds 2023 £</i>	<i>Total 2023 £</i>
Emotional support	93,122	-	93,122
Emotional support in Prisons	8,255	788	9,043
	<u>101,377</u>	<u>788</u>	<u>102,165</u>
	<u><u>101,377</u></u>	<u><u>788</u></u>	<u><u>102,165</u></u>

8. Analysis of expenditure by activities

	Activities undertaken directly 2024 £	Support costs 2024 £	Total funds 2024 £
Emotional support	19,658	123,047	142,705
Emotional support in Prisons	2,336	13,553	15,889
	<u>21,994</u>	<u>136,600</u>	<u>158,594</u>
Total 2024	<u><u>21,994</u></u>	<u><u>136,600</u></u>	<u><u>158,594</u></u>

NORWICH SAMARITANS CIO

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

8. Analysis of expenditure by activities (continued)

	<i>Activities undertaken directly</i> 2023 £	<i>Support costs</i> 2023 £	<i>Total funds</i> 2023 £
Emotional support	16,022	77,100	93,122
Emotional support in Prisons	788	8,255	9,043
	<u>16,810</u>	<u>85,355</u>	<u>102,165</u>

Analysis of direct costs

	Emotional support 2024 £	Emotional support in Prisons 2024 £	Total funds 2024 £
Publicity	4,178	-	4,178
Travel and parking	15,312	-	15,312
Listener scheme and outreach	168	2,336	2,504
	<u>19,658</u>	<u>2,336</u>	<u>21,994</u>

	<i>Emotional support</i> 2023 £	<i>Emotional support in Prisons</i> 2023 £	<i>Total funds</i> 2023 £
Sundry	516	-	516
Publicity	1,455	-	1,455
Travel and parking	14,051	788	14,839
	<u>16,022</u>	<u>788</u>	<u>16,810</u>

NORWICH SAMARITANS CIO

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024**

8. Analysis of expenditure by activities (continued)

Analysis of support costs

	Emotional support 2024 £	Emotional support in Prisons 2024 £	Total funds 2024 £
Staff costs	44,664	5,254	49,918
Rent and rates	15,794	1,755	17,549
Telephone	5,134	604	5,738
Insurance	4,517	-	4,517
Light, heat and water	9,042	1,005	10,047
Postage and stationery	9,747	1,148	10,895
Maintenance and repairs	12,500	1,389	13,889
Cleaning	5,244	575	5,819
Conference expense and training	7,385	820	8,205
Accountancy	2,205	245	2,450
AGM	1,561	173	1,734
Annual levy to Samaritans	2,764	-	2,764
Legal and professional fees	594	66	660
Bank charges	244	28	272
Gift Aid costs	1,338	149	1,487
Subscriptions	314	342	656
	<u>123,047</u>	<u>13,553</u>	<u>136,600</u>

NORWICH SAMARITANS CIO

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024**

8. Analysis of expenditure by activities (continued)

Analysis of support costs (continued)

	<i>Emotional support 2023 £</i>	<i>Emotional support in Prisons 2023 £</i>	<i>Total funds 2023 £</i>
Staff costs	20,932	2,463	23,395
Rent and rates	8,968	996	9,964
Telephone	4,862	572	5,434
Insurance	1,872	-	1,872
Light, heat and water	7,472	830	8,302
Postage and stationery	8,451	994	9,445
Maintenance and repairs	6,684	743	7,427
Cleaning	5,040	560	5,600
Conference expense and training	5,596	622	6,218
Accountancy	2,106	234	2,340
AGM	2,173	241	2,414
Annual levy to Samaritans	2,944	-	2,944
	<u>77,100</u>	<u>8,255</u>	<u>85,355</u>

9. Independent examiner's remuneration

The independent examiner's remuneration amounts to an independent examiner fee of £2,450 (2023 - £2,340).

NORWICH SAMARITANS CIO

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

10. Staff costs

	2024	2023
	£	£
Wages and salaries	106,769	74,020
Social security costs	3,458	440
Contribution to defined contribution pension schemes	2,754	2,040
	<u>112,981</u>	<u>76,500</u>

The average number of persons employed by the Charity during the year was as follows:

	2024	2023
	No.	No.
Generating funds (shop employees)	4	3
Charitable activities	1	1
	<u>5</u>	<u>4</u>

No employee received remuneration amounting to more than £60,000 in either year.

The Trustees are considered to be the Key Management Personnel for the charity.

11. Trustees' remuneration and expenses

During the year, A McNeil, Branch Secretary and Trustee (until 7 October 2023) received remuneration of £13,800 to October 2023 (2023 - £22,149) for her employed role.

During the year ended 31 March 2024, no Trustee expenses have been reimbursed (2023 - £NIL).

NORWICH SAMARITANS CIO

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

12. Tangible fixed assets

	Freehold property £	Long-term leasehold property £	Motor vehicles £	Office equipment £	Computer equipment £	Total £
Cost or valuation						
At 1 April 2023	685,143	33,141	13,300	54,882	36,288	822,754
Additions	164,668	-	-	48,517	4,081	217,266
At 31 March 2024	<u>849,811</u>	<u>33,141</u>	<u>13,300</u>	<u>103,399</u>	<u>40,369</u>	<u>1,040,020</u>
Depreciation						
At 1 April 2023	-	33,141	12,191	48,166	31,491	124,989
Charge for the year	-	-	1,109	5,268	4,797	11,174
At 31 March 2024	<u>-</u>	<u>33,141</u>	<u>13,300</u>	<u>53,434</u>	<u>36,288</u>	<u>136,163</u>
Net book value						
At 31 March 2024	<u>849,811</u>	<u>-</u>	<u>-</u>	<u>49,965</u>	<u>4,081</u>	<u>903,857</u>
At 31 March 2023	<u>685,143</u>	<u>-</u>	<u>1,109</u>	<u>6,716</u>	<u>4,797</u>	<u>697,765</u>

13. Fixed asset investments

	Listed investments £
Cost or valuation	
Additions	50,000
Revaluations	3,620
At 31 March 2024	<u>53,620</u>
Net book value	
At 31 March 2024	<u>53,620</u>

NORWICH SAMARITANS CIO

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

14. Debtors

	2024 £	2023 £
Due within one year		
Trade debtors	38,894	1,451
Other debtors	1,886	1,726
Prepayments and accrued income	39,400	94,401
	<u>80,180</u>	<u>97,578</u>

15. Creditors: Amounts falling due within one year

	2024 £	2023 £
Trade creditors	38,106	200
Other taxation and social security	5,634	-
Other creditors	3,871	1,214
Accruals and deferred income	7,229	9,244
	<u>54,840</u>	<u>10,658</u>

NORWICH SAMARITANS CIO

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

16. Statement of funds

Statement of funds - current year

	Balance at 1 April 2023 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2024 £
Unrestricted funds						
General Funds	396,172	326,456	(329,524)	154	-	393,258
Restricted funds						
Prisons	10,062	8,358	(2,336)	-	-	16,084
Training	2,080	-	(2,080)	-	-	-
Defibrillator	154	-	-	(154)	-	-
IT refresh	2,408	-	-	(2,408)	-	-
Workstations	536	-	-	(536)	-	-
Windows	831	-	-	(831)	-	-
Branch improvements	3,071	-	-	(3,071)	-	-
2nd Ops Room	2,066	-	-	(2,066)	-	-
COVID survival	5,637	-	-	(5,637)	-	-
Project Diamond	803,636	12,000	-	14,549	3,620	833,805
	830,481	20,358	(4,416)	(154)	3,620	849,889
Total of funds	1,226,653	346,814	(333,940)	-	3,620	1,243,147

Prison fund supports The Listener Scheme, training prisoners to provide emotional support to their peers by becoming 'Listeners'.

Training fund supports the training of new volunteers.

Project Diamond represents the major renovation project to refurbish the charity's city centre branch.

The IT refresh, workstations, windows, branch improvements, 2nd Ops Room and COVID survival fund are all historical ongoing capital projects. These projects have all now been transferred to Project Diamond as part of the complete refurbishment of our city centre branch.

The defibrillator fund has been transferred to unrestricted funds with agreement by the donor.

NORWICH SAMARITANS CIO

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024**

16. Statement of funds (continued)

Statement of funds - prior year

	<i>Balance at 1 April 2022</i>	<i>Income</i>	<i>Expenditure</i>	<i>Transfers in/out</i>	<i>Balance at 31 March 2023</i>
	£	£	£	£	£
Unrestricted funds					
Designated funds					
Building capital expenditure	111,892	-	-	(111,892)	-
F2F interview rooms	7,430	-	-	(7,430)	-
	<u>119,322</u>	<u>-</u>	<u>-</u>	<u>(119,322)</u>	<u>-</u>
General Funds	291,403	226,246	(240,799)	119,322	396,172
Total Unrestricted funds	<u>410,725</u>	<u>226,246</u>	<u>(240,799)</u>	<u>-</u>	<u>396,172</u>
Restricted funds					
Prisons	7,729	3,121	(788)	-	10,062
Training	2,080	-	-	-	2,080
Defibrillator	154	-	-	-	154
IT refresh	2,408	-	-	-	2,408
Workstations	536	-	-	-	536
Windows	831	-	-	-	831
Branch improvements	3,071	-	-	-	3,071
2nd Ops Room	2,066	-	-	-	2,066
COVID survival	5,637	-	-	-	5,637
Project Diamond	168,236	635,400	-	-	803,636
	<u>192,748</u>	<u>638,521</u>	<u>(788)</u>	<u>-</u>	<u>830,481</u>
Total of funds	<u>603,473</u>	<u>864,767</u>	<u>(241,587)</u>	<u>-</u>	<u>1,226,653</u>

NORWICH SAMARITANS CIO

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

17. Analysis of net assets between funds

Analysis of net assets between funds - current period

	Unrestricted funds 2024 £	Restricted funds 2024 £	Total funds 2024 £
Tangible fixed assets	152,482	751,375	903,857
Fixed asset investments	-	53,620	53,620
Current assets	295,616	44,894	340,510
Creditors due within one year	(54,840)	-	(54,840)
Total	393,258	849,889	1,243,147

Analysis of net assets between funds - prior period

	<i>Unrestricted funds 2023 £</i>	<i>Restricted funds 2023 £</i>	<i>Total funds 2023 £</i>
Tangible fixed assets	159,575	538,190	697,765
Current assets	247,255	292,291	539,546
Creditors due within one year	(10,658)	-	(10,658)
Total	396,172	830,481	1,226,653

NORWICH SAMARITANS CIO

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

18. Pension commitments

The charity operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the group in an independently administered fund. The pension cost charge represents contributions payable by the group to the fund. At 31 March 2024 £505 (2023: £351) was payable to the fund and is included in creditors.

19. Operating lease commitments

At 31 March 2024 the Charity had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	2024	<i>2023</i>
	£	<i>£</i>
Not later than 1 year	44,250	<i>47,000</i>
Later than 1 year and not later than 5 years	107,188	<i>104,000</i>
	151,438	<i>151,000</i>

NORWICH SAMARITANS

England & Wales - Charity number 1168681

Accounts

NORWICH SAMARITANS CIO

UNAUDITED

TRUSTEES' REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023

NORWICH SAMARITANS CIO

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NORWICH SAMARITANS CIO

REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY, ITS TRUSTEES AND ADVISERS
FOR THE YEAR ENDED 31 MARCH 2023

Trustees

- T Dutton
- J Ellis
- C Graham
- B Handford (appointed 8 October 2022)
- N D Knight
- P Leonard
- A McNeil (resigned 7 October 2023)
- L Powley (resigned 8 October 2022)
- D Pritchard
- R Quantrill

Charity registered number 1168681

Principal office

- 19 St Stephens Square
- Norwich
- Norfolk
- NR1 3SS

Independent Examiner

- BW Audit Limited
- Chartered Accountants
- 54 Thorpe Road
- Norwich
- Norfolk
- NR1 1RY

NORWICH SAMARITANS CIO

DIRECTOR'S STATEMENT FOR THE YEAR ENDED 31 MARCH 2023

This is the Report of the Norwich Samaritans CIO.

The Norwich Samaritans is registered as a Charitable Incorporated Organisation (CIO) with the Charity Commission. We are an Affiliated branch of The Samaritans with the relationship governed by our Operating Agreement with them.

The last year has seen a huge focus on fundraising for our building refurbishment project (Project Diamond – Varah House), moving all volunteers to temporary premises and beginning the Project Diamond refurbishment project. All whilst continuing to provide our services to callers 24/7 and adapting to a shifting volunteer landscape in recent times.

We have also been working on a more sustainable model for working between volunteers and paid employees. We have done this by shifting more responsibilities into permanent staff positions, which will both lower the burden on our volunteers and also ensure long-term stability, continuation and succession between directorates.

Thanks to donations from various grant raising organisations we have been able to start our building refurbishment project, which is due to complete in October 2023. The total cost of this ambitious project has been met from the kind donations from these organisations and through our branch fundraising efforts.

We have seen a continued increase in demand for our service, while volunteer needs and expectations have changed over this time. Nationally we know that the volunteering landscape has altered after the pandemic, with people's priorities and lives changing. It has been tougher to cover the rota 24/7 and our focus has been on covering the hours of greatest need. As an organisation we are not always able to answer of the calls coming into Samaritans. Therefore our efforts have been focused on ensuring that in Norwich branch we are there when people need us the most and fewer volunteers available to take calls in other parts of the country. We have had to become more flexible with our volunteering expectations to meet this changing environment.

We have been available for our callers in excess of 20,000 hours this year. We are incredibly grateful to all of our wonderful volunteers who give their time willingly to support those who are in distress.

Our outreach activities and provision of Prison and Listener support have added another 3,000 hours of contact time and once again we are very grateful to our volunteers who provide this support.

Norwich branch have been supporting the online chat pilot over the past 2.5 years – offering emotional support via this new medium and now running five evenings per week. We stand ready to support the organisation with any further rollout of this important new service. This will require more volunteers, more training, more space and more equipment in due course.

During the last twelve months the branch had 30,171 contacts with callers, of which the majority were by telephone (26,563). We have taken part in 1,459 online chats and the number of emails (1,906) continue to be an important part of our service that we provide. We are also finding that the length of contact time in telephone calls is increasing slightly again this year.

Thanks to the continuing provision of Freephone (116123) our callers are able to benefit by calling Samaritans free of charge. Calling by phone is not the only way of receiving the service and there is an increasing use of Online Chat and Email.

The Face to Face service has resumed after nearly two years and we are pleased to be offering this important service to our local community again. Previously we would have around 500 Face to Face contacts in the branch each year, although only 24 contacts have been made since we have restarted. We believe that this is

NORWICH SAMARITANS CIO

DIRECTOR'S STATEMENT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

both an after effect of the break in the service for such an extended period post pandemic, but also that we have moved to a temporary location while we undertake the building renovation works.

We have been getting out and about at fundraising and outreach events. These contacts help to raise the profile and promote awareness of the service we offer locally and we have been pleased to be able to do these events again as the national restrictions eased. We continue to raise awareness of our services within the local community via other means – PR, social media, advertising, etc.

Whilst it is true that we talk to those who are thinking about or are in the process of taking their own lives, thankfully they are a small proportion of the total contacts that we have. We are here for anybody in distress or crisis and we believe we have an important role to play in the community. Our Outreach team volunteers have been getting back to visiting schools, universities, businesses and military establishments again, to raise awareness of the need for good mental health and wellbeing. We are closely involved with the Norfolk Suicide Prevention Group, a body comprised of Local Government, Central Government Agencies and those charities involved with bereavement and the support of those who have been bereaved.

The branch has a number of areas of responsibility that contribute to the successful provision of the service. These are Volunteer Support, Outreach, Publicity, Fundraising, Recruitment, Training, Branch Admin and Premises. I would like to thank all those volunteers who lead or participate in each of these functions. My thanks also to all our Leaders who provide support and guidance to those on duty. It is an important role and plays a crucial part in the service we provide.

Many of our support volunteers work in our two shops where we generate most of the income which we need to keep the service running. My thanks go to those volunteers and staff who lead or operate the shops. The branch's support volunteers bring specialist skills and support the work of the branch by helping with areas such as administration, information technology, maintenance and training; thank you.

We also have a small number of employees who are essential to our operations and I am grateful for their commitment to the branch.

A great amount of effort, time and money is invested into recruiting, training and mentoring new volunteers. Each new volunteer costs the branch circa £350 plus the fifty or so hours given by existing volunteers.

We are very fortunate to have a dedicated team who consistently deliver a tremendous recruitment effort and high-quality training across both Initial and Ongoing Training.

We continue to train and support the Listeners in HMP Norwich and Bure and, where appropriate, have direct contact with prisoners. We are very fortunate that we have a dedicated and very experienced prison team who do an excellent job under difficult circumstances. At a time when the Prison Service itself is under increasing financial and staffing pressure it is gratifying to know that the work that we do, in both prisons, is very much appreciated by Prison Governors and their staff.

The organisation-wide Samaritans Safeguarding Policy continues to be reviewed and communicated, plus regular ongoing training of volunteers is provided. Our Safeguarding Policy means we can protect the most vulnerable in our society and provide a clear and consistent process for volunteers to follow when they are concerned about someone's safety, with support from experienced safeguarding experts.

At the end of March 2023 we had 230 volunteers, of whom 171 were Listening volunteers and 59 were Support Volunteers (47 of whom were volunteers in our shops).

It has been another busy year with much change to manage and I must pay tribute to the past and present

NORWICH SAMARITANS CIO

DIRECTOR'S STATEMENT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

members of the Branch Leadership Team for their support. The next twelve months will continue to be very challenging as we look to complete the building refurbishment project, upgrade our Westlegate shop and continue to adapt to the changing volunteering landscape in an ever changing world. Through the continued dedication and efforts of all our volunteers and staff we are determined to be there for our callers. What we do saves lives.

A key focus for us in the future, once we have moved back into the refurbished branch, will be looking to recruit and train more volunteers. We know that we need to be there more for our callers, especially in the hours of greatest need (for example at night). This will be a major project and we will need more space, staff support, volunteer support and funds to be able to grow our number.

J Ellis
Director

NORWICH SAMARITANS CIO

TRUSTEES' REPORT FOR THE YEAR ENDED 31 MARCH 2023

The Trustees present their annual report together with the financial statements of the Norwich Samaritans CIO for the year 1 April 2022 to 31 March 2023. The Trustees have adopted the provisions of Accounting and Reporting by Charities; 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) (effective 1 January 2019).

The Charity also trades under the names Norwich Samaritans.

Objectives and activities

a. Policies and objectives

The charity's objects are:

- To enable persons in Norwich and the surrounding areas and elsewhere who are experiencing feelings of distress or despair, including those who may be at risk of suicide, to receive confidential emotional support at any time of the day or night in order to improve their emotional health and to reduce the incidence of suicide;
- 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;
- To collaborate with and support Samaritans Central Charity and its affiliated branches in fulfilling these objects.

The Vision

Samaritans' vision is that fewer people die by suicide. Samaritans aims to achieve this by:

- Reducing the feelings of distress and crisis that can lead to suicide;
- Increasing access to support for people in distress and crisis;
- Reducing the risk of suicide in specific settings and vulnerable groups;
- Influencing governments and other agencies to take action to reduce suicide.

The Values

Samaritans is underpinned by a set of values that are core to its service:

- Listening - Exploring feelings alleviates distress and helps people to reach a better understanding of their situation and options open to them;
- Confidentiality - If people feel safe, they are more likely to be open to talk about their feelings;
- Non-judgemental - Samaritans want people to be able to talk to them without fear of prejudice or rejection;
- People making their decisions wherever possible - Samaritans believe that people have the right to find their own solution and that telling people what to do takes responsibility away from them;
- Human contact - Giving people time, undivided attention and empathy meets a fundamental emotional need and reduces distress and despair.

In setting objectives and planning for activities, the Trustees have given due consideration to general guidance published by the Charity Commission relating to public benefit, including the guidance 'Public benefit: running a charity (PB2)'.

NORWICH SAMARITANS CIO

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

Achievements and performance

a. Review of activities

Charitable activities - Report from the Branch Prison Support Officer

The Prison Team

We currently have 10 volunteers in our Team. Martin joined us at the beginning of August and is currently awaiting his security pass. There is always a welcome sign if you want to join us!

The Prison Listening Team

We have a total of 27 listeners:
HMP Norwich – 14. HMP Bure – 13

Between August 2022 and the present day we have trained 37 new listeners - six training sessions. Training is due to take place at HMP Bure in the middle of September 2023. It is expected to add another 11 prisoners to the Bure team.

A hold is put on Listeners for 6 months after training but this sometimes cannot be fulfilled and listeners are transferred/released to other establishments.

This is particularly common in HMP Norwich, so we constantly have to review our numbers.

Throughout the year

We have managed to return to the new normal after the Covid pandemic. Regular visits weekly and bi-weekly to both establishments ensuring that our Listeners are supported in their valiant efforts and that high standards are maintained.

These visits also ensure that their needs are met should they need emotional support.

We have represented Samaritans at two Well Being Days hosted in Norwich. These sessions are for the benefit of officers and staff and are always very successful and well attended.

During the summer months 16 Samaritans have visited the prison to gain a bit of insight into prison life. We are allowed on the wings and can take the opportunity to talk with officers and prisoners who share openly their experiences of prison life. We also meet with the Listeners.

Hopefully this experience makes taking a call from a prisoner a bit easier.

I take this opportunity to express my thanks to the Team. Without their hard work and dedication the scheme would not be as successful as it currently is. Praise should also be given to the group of listeners in both prisons, who perform their function with commitment and pride.

Charles Graham
Branch Prison Support Officer

NORWICH SAMARITANS CIO

TRUSTEES' REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

Achievements and performance (continued)

b. Fundraising activities - Shops Deputy Director's Report

During the 2022-23 financial year, our two Charity Shops continued to make a positive contribution by generating significant revenue for the Norwich Samaritans charity, this in turn ensured that listening volunteers were able to continue to provide essential support to those in need.

Our three staff members and 50 shop volunteers are a very strong group of people who provide an invaluable contribution to the Norwich Samaritans charity.

Norwich Samaritans operates two charity shops located within Norwich, one in Aylsham Road in the north of the city and the other Sams in the City in the city centre. These shops serve as critical revenue sources supporting the ongoing operations of our branch and listening service, they also provide affordable, high-quality products to our local community.

The Shop Managers have worked tirelessly to maintain growth. A particular achievement to be celebrated has been the dramatic increase of Gift Aid contributions over the last 12 months which represented a significant profit increase for the charity.

Financial Highlights for 2022-23

Total Revenue: £175,950

Total Expenses: £137,408

Net Income: £38,542

Our financial performance remained very strong following the uncertainty of covid lockdown, and continues to grow despite the financial impact of the economic crisis. Thanks to the generous donations and patronage of our supporters.

Volunteer Engagement

Our dedicated volunteers are the backbone of our charity shops, they contributed a combined 12,000+ hours of their time, and we are grateful for their unwavering support and dedication to our cause.

Challenges and Opportunities

While we achieved many successes in 2022-23, we also encountered challenges such as the condemning of the garage behind Aylsham Road which was a vital storage space, the limited space for expansion at Sams in the City, and the poor ventilation at Aylsham Road.

However, these challenges have presented opportunities for growth and improvement, with the upcoming relocation of Sams in the City into the larger, updated unit at no.17, and the signing of a new lease at Aylsham Road meant that negotiations could take place to improve the environment for our staff and volunteers. Our managers continue to grow the volunteer team and are very optimistic about the future for Norwich Samaritans charity shops.

We are excited about the possibilities that the future holds for the charity shops, and their determination to make an even greater impact.

Acknowledgments

We extend our heartfelt gratitude to all our donors, volunteers, staff, and supporters who made 2022-23 a successful and transformative year for Norwich Samaritans.

NORWICH SAMARITANS CIO

TRUSTEES' REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

Financial review

a. Going concern

After making appropriate enquiries, the Trustees have a reasonable expectation that the Charity has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements. Further details regarding the adoption of the going concern basis can be found in the accounting policies.

b. Reserves policy

It is the policy of the charity that unrestricted funds which have not been designated for a specific use should be maintained at a level equivalent to 75-80% of annual expenditure, the equivalent of approximately nine month's expenditure. The trustees consider that reserves at this level will ensure that, in the event of a significant drop in funding, they will be able to continue the charity's current activities while consideration is given to ways in which additional funds may be raised. This level of reserves has been maintained throughout the year.

At 31 March 2023, the charity held total funds of £1,226,653 (2022: £603,473) of which £396,172 (2022: £410,725) was unrestricted. Free reserves of £236,597 (2022: £237,250) equates to 97.93% of annual expenditure (2022: 106.33%) of annual expenditure.

c. Financial Review - Treasurer's Report

My report refers to the combined income, expenditure and assets of both Norwich Samaritans and Samaritans (Norwich), which remains as a "shell".

Our net assets rose from £603,473 at the end of March 2022 to £1,226,653 (of which £830,481 is restricted), an increase of £623,180. The reason for the significant increase is the capitalisation of the branch renovation costs and these costs will be written off over 25 years to the project diamond restricted fund.

For the first time since 2019-20 our shops have been open for the entirety of the financial year. The shops continue to be a major source of funds contributing towards the branch running costs. We continue to be very pleased with how our shops have performed since reopening last year and are very grateful to our shop managers and volunteers for all they continue to do to support the branch and enable us to continue offer our service to those in need.

The fundraising towards the branch renovation continued into this financial year and by the 31 March 2023 the restricted fund stood at £803,636 (2022: £168,236).

The financial position of the branch remains secure in the short term due to its accumulated reserves that have built up of several years due to prudent financial management by successive trustees. The trustees are mindful of the current economic crisis and the potential impact upon our finances and are planning for the next three years to ensure that we can continue to offer our service to callers.

NORWICH SAMARITANS CIO

TRUSTEES' REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

Structure, governance and management

a. Constitution

Norwich Samaritans CIO is a registered charity, number 1168681, and is constituted under a Trust deed. The constitution was adopted on 9th August 2016.

b. Methods of appointment or election of Trustees

The management of the Charity is the responsibility of the Trustees who are elected and co-opted under the terms of the Trust deed.

The Board of Trustees comprises the Branch Director (who automatically becomes a Trustee on appointment as Director) and the Elected Trustees. Elected Trustees are the Branch Treasurer, Branch Secretary (the roles of Branch Treasurer and Secretary can be held by one Trustee) and up to eight additional Trustees. The Board of Trustees can appoint a further two Trustees as 'co-opted Trustees'. The minimum number of Trustees on the Board of Trustees is three and the maximum number of Trustees is thirteen.

All Elected Trustees are nominated and elected by Members of the branch at the Annual General Meeting. Once elected, Trustees serve until the next Annual General Meeting at which point they retire from office (but may stand of re-election unless they have served for six or more consecutive years).

The Branch Director is responsible for and has absolute authority for the conduct and management of the branch to be pursued without undue restriction.

c. Policies adopted for the induction and training of Trustees

Samaritans Central Office provide mandatory online training for all people becoming a trustee of a branch of Samaritans.

During the year two Trustees who were on the finance sub committee have undertaken a day's training understanding charity accounts and finances.

d. Financial risk management

The Trustees have assessed the major risks to which the Charity is exposed, in particular those related to the operations and finances of the Charity, and are satisfied that systems and procedures are in place to mitigate exposure to the major risks.

NORWICH SAMARITANS CIO

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

Statement of Trustees' responsibilities

The Trustees are responsible for preparing the Trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

The law applicable to charities in England & Wales requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the Charity and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP (FRS 102);
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Charity will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the Charity's transactions and disclose with reasonable accuracy at any time the financial position of the Charity and enable them to ensure that the financial statements comply with the Charities Act 2011, the Charity (Accounts and Reports) Regulations 2008 and the provisions of the Trust deed. They are also responsible for safeguarding the assets of the Charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Approved by order of the members of the board of Trustees and signed on their behalf by:



N D Knight
Trustee

Date: 01/12/2023

NORWICH SAMARITANS CIO

INDEPENDENT EXAMINER'S REPORT
FOR THE YEAR ENDED 31 MARCH 2023

Independent examiner's report to the Trustees of Norwich Samaritans CIO ('the Charity')

I report to the charity Trustees on my examination of the accounts of the Charity for the year ended 31 March 2023.

Responsibilities and basis of report

As the Trustees of the Charity you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the 2011 Act').

I report in respect of my examination of the Charity's accounts carried out under section 145 of the 2011 Act and in carrying out my examination I have followed the applicable Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

Since the Charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

Your attention is drawn to the fact that the Charity has prepared the accounts in accordance with Accounting and Reporting by Charities: 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) in preference to the Accounting and Reporting by Charities: Statement of Recommended Practice issued on 1 April 2005 which is referred to in the extant regulations but has been withdrawn.

I understand that this has been done in order for the accounts to provide a true and fair view in accordance with the Generally Accepted Accounting Practice effective for reporting periods beginning on or after 1 January 2015.

I have completed my examination. I confirm that no 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 Charity as required by section 130 of the 2011 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.

NORWICH SAMARITANS CIO

INDEPENDENT EXAMINER'S REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

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.

This report is made solely to the Charity's Trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. My work has been undertaken so that I might state to the Charity's Trustees those matters I am required to state to them in an independent examiner's report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the Charity and the Charity's Trustees as a body, for my work or for this report.

Signed:



Dated: 5 December 2023

Joanne Fox BA FCA

BW Audit Limited
Chartered Accountants
54 Thorpe Road
Norwich
Norfolk
NR1 1RY

NORWICH SAMARITANS CIO

STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2023

	Note	Unrestricted funds 2023 £	Restricted funds 2023 £	Total funds 2023 £	<i>As restated</i> <i>Total</i> <i>funds</i> <i>2022</i> <i>£</i>
Income from:					
Donations and legacies	4	45,662	638,521	684,183	235,619
Other trading activities	5	178,935	-	178,935	161,210
Investments	6	1,649	-	1,649	790
Total income		226,246	638,521	864,767	397,619
Expenditure on:					
Raising funds	7	139,422	-	139,422	130,861
Charitable activities	8	101,377	788	102,165	92,270
Total expenditure		240,799	788	241,587	223,131
Net movement in funds		(14,553)	637,733	623,180	174,488
Reconciliation of funds:					
Total funds brought forward		410,725	192,748	603,473	428,985
Net movement in funds		(14,553)	637,733	623,180	174,488
Total funds carried forward		396,172	830,481	1,226,653	603,473

The Statement of financial activities includes all gains and losses recognised in the year.

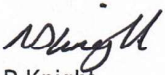
The notes on pages 16 to 34 form part of these financial statements.

NORWICH SAMARITANS CIO

BALANCE SHEET
AS AT 31 MARCH 2023

	Note	2023 £	As restated 2022 £
Fixed assets			
Tangible assets	13	697,765	202,914
		<u>697,765</u>	<u>202,914</u>
Current assets			
Debtors	14	97,578	16,480
Cash at bank and in hand		441,968	390,380
		<u>539,546</u>	<u>406,860</u>
Creditors: amounts falling due within one year	15	(10,658)	(6,301)
Net current assets		528,888	400,559
Total assets less current liabilities		<u>1,226,653</u>	<u>603,473</u>
Total net assets		<u>1,226,653</u>	<u>603,473</u>
Charity funds			
Restricted funds	16	830,481	192,748
Unrestricted funds			
Designated funds	16	-	119,322
General funds	16	396,172	291,403
Total unrestricted funds	16	<u>396,172</u>	<u>410,725</u>
Total funds		<u>1,226,653</u>	<u>603,473</u>

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:


N D Knight
(Trustee)
Date: 01/12/2023

The notes on pages 16 to 34 form part of these financial statements.

NORWICH SAMARITANS CIO

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2023

	2023	<i>As restated</i>
	£	2022 £
Cash flows from operating activities		
Net cash used in operating activities	559,934	205,282
	<hr/>	<hr/>
Cash flows from investing activities		
Dividends, interests and rents from investments	1,649	790
Purchase of tangible fixed assets	(509,995)	(31,922)
Net cash used in investing activities	(508,346)	(31,132)
	<hr/>	<hr/>
Cash flows from financing activities		
Net cash provided by financing activities	-	-
	<hr/>	<hr/>
Change in cash and cash equivalents in the year	51,588	174,150
Cash and cash equivalents at the beginning of the year	390,380	216,230
Cash and cash equivalents at the end of the year	441,968	390,380
	<hr/> <hr/>	<hr/> <hr/>

The notes on pages 16 to 34 form part of these financial statements

NORWICH SAMARITANS CIO

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

1. General information

Norwich Samaritans CIO is an unincorporated charity.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

2. Accounting policies

2.1 Basis of preparation of financial statements

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - Accounting and Reporting by Charities: 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) (effective 1 January 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Charities Act 2011.

The financial statements have been prepared to give a 'true and fair' view and have departed from the Charities (Accounts and Reports) Regulations 2008 only to the extent required to provide a 'true and fair' view. This departure has involved following the Charities SORP (FRS 102) published in October 2019 rather than the Accounting and Reporting by Charities: Statement of Recommended Practice effective from 1 April 2005 which has since been withdrawn.

Norwich Samaritans CIO meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

2.2 Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. The trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

2.3 Income

All income is recognised once the Charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

Grants are included in the statement of financial activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the balance sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

Gifts donated for resale are included as income when they are sold.

NORWICH SAMARITANS CIO

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

2. Accounting policies (continued)

2.4 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

Expenditure on raising funds includes all expenditure incurred by the Charity to raise funds for its charitable purposes and includes costs of all fundraising activities events and non-charitable trading.

Expenditure on charitable activities is incurred on directly undertaking the activities which further the Charity's objectives, as well as any associated support costs.

All expenditure is inclusive of irrecoverable VAT.

2.5 Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the Charity; this is normally upon notification of the interest paid or payable by the institution with whom the funds are deposited.

2.6 Tangible fixed assets and depreciation

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition should be included in the measurement of cost.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives.

Depreciation is provided on the following basis:

Freehold property	-	4%	straight line from date asset comes into use
Long-term leasehold property	-		over the period of the lease
Motor vehicles	-	20%	straight line
Office equipment	-	33%	straight line
Computer equipment	-	33%	straight line

Gains and losses on disposals are determined by comparing the proceeds with the carrying amount and are recognised in the statement of financial activities.

NORWICH SAMARITANS CIO

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

2. Accounting policies (continued)

2.7 Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

2.8 Cash at bank and in hand

Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

2.9 Liabilities and provisions

Liabilities are recognised when there is an obligation at the balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the Charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

2.10 Pensions

The Charity operates a defined contribution pension scheme and the pension charge represents the amounts payable by the Charity to the fund in respect of the year.

2.11 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Charity for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Investment income, gains and losses are allocated to the appropriate fund.

3. Prior year adjustment

A prior year adjustment has been made in the financial statements to capitalise £29,439 of legal fees previously included in support costs which relate to the refurbishment of the charity's branch premises. This has led to an increase in restricted funds brought forward and tangible fixed assets.

NORWICH SAMARITANS CIO

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

4. Income from donations and legacies

	Unrestricted funds 2023 £	Restricted funds 2023 £	Total funds 2023 £
Donations and grants	45,662	635,400	681,062
Grants	-	3,121	3,121
	45,662	638,521	684,183
	45,662	638,521	684,183

	<i>Unrestricted funds 2022 £</i>	<i>Restricted funds 2022 £</i>	<i>Total funds 2022 £</i>
Donations and grants	39,724	167,010	206,734
Grants	13,597	15,288	28,885
	53,321	182,298	235,619
	53,321	182,298	235,619

5. Income from other trading activities

Income from fundraising events

	Unrestricted funds 2023 £	Total funds 2023 £	<i>Total funds 2022 £</i>
200 Club	2,985	2,985	2,991
	2,985	2,985	2,991
	2,985	2,985	2,991

NORWICH SAMARITANS CIO

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

5. Income from other trading activities (continued)

Income from non charitable trading activities

	Unrestricted funds 2023 £	Total funds 2023 £	<i>Total funds 2022 £</i>
Income from resale of donated goods	175,950	175,950	158,219

6. Investment income

	Unrestricted funds 2023 £	Total funds 2023 £	<i>Total funds 2022 £</i>
Interest receivable	1,649	1,649	790

7. Expenditure on raising funds

Costs of raising voluntary income

	Unrestricted funds 2023 £	Total funds 2023 £	<i>Total funds 2022 £</i>
Telephone	286	286	444
Postage and stationery	497	497	306
Staff costs	1,231	1,231	1,075
	2,014	2,014	1,825

NORWICH SAMARITANS CIO

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

7. Expenditure on raising funds (continued)

Fundraising trading expenses

	Unrestricted funds 2023 £	Total funds 2023 £	<i>Total funds 2022 £</i>
Rent	37,410	37,410	36,365
200 Club Prizes	2,220	2,220	-
Credit card charges	1,244	1,244	-
Till expenses	5,824	5,824	-
IT software and consumables	1,144	1,144	-
Bank charges	3,417	3,417	-
Vehicle expenses	1,577	1,577	9,444
Sundry trading expenses	-	-	7,184
Rates and refuse	6,097	6,097	1,116
Light, heat and water	8,056	8,056	3,375
Telephone	916	916	1,410
Postage and stationery	-	-	747
Maintenance and repairs	2,486	2,486	1,369
Cleaning	-	-	761
Legal and professional fees	-	-	487
Staff costs	51,874	51,874	51,210
Depreciation	15,143	15,143	15,568
	<u>137,408</u>	<u>137,408</u>	<u>129,036</u>

NORWICH SAMARITANS CIO

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

8. Analysis of expenditure on charitable activities

Summary by fund type

	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £
Emotional support	93,122	-	93,122
Emotional support in Prisons	8,255	788	9,043
	<u>101,377</u>	<u>788</u>	<u>102,165</u>

	<i>Unrestricted funds 2022 £</i>	<i>Restricted funds 2022 £</i>	<i>Total 2022 £</i>
Emotional support	82,456	-	82,456
Emotional support in Prisons	7,989	1,825	9,814
	<u>90,445</u>	<u>1,825</u>	<u>92,270</u>

9. Analysis of expenditure by activities

	Activities undertaken directly 2023 £	Support costs 2023 £	Total funds 2023 £
Emotional support	16,022	77,100	93,122
Emotional support in Prisons	788	8,255	9,043
Total 2023	<u>16,810</u>	<u>85,355</u>	<u>102,165</u>

NORWICH SAMARITANS CIO

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

9. Analysis of expenditure by activities (continued)

	<i>Activities undertaken directly 2022 £</i>	<i>As restated Support costs 2022 £</i>	<i>As restated Total funds 2022 £</i>
Emotional support	12,365	70,091	82,456
Emotional support in Prisons	1,825	7,989	9,814
	14,190	78,080	92,270
	14,190	78,080	92,270

Analysis of direct costs

	<i>Emotional support 2023 £</i>	<i>Emotional support in Prisons 2023 £</i>	<i>Total funds 2023 £</i>
Sundry	516	-	516
Publicity	1,455	-	1,455
Travel and parking	14,051	788	14,839
	16,022	788	16,810
	16,022	788	16,810

	<i>Emotional support 2022 £</i>	<i>Emotional support in Prisons 2022 £</i>	<i>Total funds 2022 £</i>
Sundry	10,032	-	10,032
Publicity	2,333	-	2,333
Travel and parking	-	1,825	1,825
	12,365	1,825	14,190
	12,365	1,825	14,190

NORWICH SAMARITANS CIO

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

9. Analysis of expenditure by activities (continued)

Analysis of support costs

	Emotional support 2023 £	Emotional support in Prisons 2023 £	Total funds 2023 £
Staff costs	20,932	2,463	23,395
Rent and rates	8,968	996	9,964
Telephone	4,862	572	5,434
Insurance	1,872	-	1,872
Light, heat and water	7,472	830	8,302
Postage and stationery	8,451	994	9,445
Maintenance and repairs	6,684	743	7,427
Cleaning	5,040	560	5,600
Conference expense and training	5,596	622	6,218
Accountancy	2,106	234	2,340
AGM	2,173	241	2,414
Annual levy to Samaritans	2,944	-	2,944
	<u>77,100</u>	<u>8,255</u>	<u>85,355</u>

NORWICH SAMARITANS CIO

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

9. Analysis of expenditure by activities (continued)

Analysis of support costs (continued)

	<i>As restated Emotional support 2022 £</i>	<i>As restated Emotional support in Prisons 2022 £</i>	<i>As restated Total funds 2022 £</i>
Staff costs	18,272	2,150	20,422
Rent and rates	1,697	189	1,886
Telephone	7,556	889	8,445
Light, heat and water	7,797	866	8,663
Postage and stationery	5,194	611	5,805
Maintenance and repairs	15,805	1,753	17,558
Cleaning	3,821	425	4,246
Conference expense and training	4,371	486	4,857
Accountancy	1,836	204	2,040
AGM	2,262	251	2,513
Legal and professional fees	654	73	727
Sundry	826	92	918
	<u>70,091</u>	<u>7,989</u>	<u>78,080</u>

10. Independent examiner's remuneration

The independent examiner's remuneration amounts to an independent examiner fee of £2,340 (2022 - £2,040).

11. Staff costs

	2023 £	2022 £
Wages and salaries	74,020	69,853
Social security costs	440	758
Contribution to defined contribution pension schemes	2,040	2,096
	<u>76,500</u>	<u>72,707</u>

NORWICH SAMARITANS CIO

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

11. Staff costs (continued)

The average number of persons employed by the Charity during the year was as follows:

	2023 No.	2022 No.
Generating funds (shop employees)	3	3
Charitable activities	1	1
	<u>4</u>	<u>4</u>

No employee received remuneration amounting to more than £60,000 in either year.

12. Trustees' remuneration and expenses

During the year, A McNeil, Branch Secretary and Trustee received remuneration of £22,149 (2022: £20,561) for her employed role. A McNeil has resigned from her role as Trustee on 7 October 2023.

The Trustees are considered to be the Key Management Personnel for the charity.

During the year ended 31 March 2023, no Trustee expenses have been reimbursed (2022 - £NIL).

NORWICH SAMARITANS CIO

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

13. Tangible fixed assets

	Freehold property £	Long-term leasehold property £	Motor vehicles £	Office equipment £	Computer equipment £	Total £
Cost or valuation						
At 1 April 2022	176,392	33,141	13,300	53,638	36,288	312,759
Additions	508,751	-	-	1,244	-	509,995
At 31 March 2023	<u>685,143</u>	<u>33,141</u>	<u>13,300</u>	<u>54,882</u>	<u>36,288</u>	<u>822,754</u>
Depreciation						
At 1 April 2022	-	33,141	9,531	42,043	25,130	109,845
Charge for the year	-	-	2,660	6,123	6,361	15,144
At 31 March 2023	<u>-</u>	<u>33,141</u>	<u>12,191</u>	<u>48,166</u>	<u>31,491</u>	<u>124,989</u>
Net book value						
At 31 March 2023	<u>685,143</u>	<u>-</u>	<u>1,109</u>	<u>6,716</u>	<u>4,797</u>	<u>697,765</u>
At 31 March 2022	<u>176,392</u>	<u>-</u>	<u>3,769</u>	<u>11,595</u>	<u>11,158</u>	<u>202,914</u>

14. Debtors

	2023 £	2022 £
Due within one year		
Trade debtors	1,451	917
Other debtors	1,726	544
Prepayments and accrued income	94,401	15,019
	<u>97,578</u>	<u>16,480</u>

NORWICH SAMARITANS CIO

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

15. Creditors: Amounts falling due within one year

	2023	2022
	£	£
Trade creditors	200	-
Other creditors	1,214	1,841
Accruals and deferred income	9,244	4,460
	<u>10,658</u>	<u>6,301</u>

NORWICH SAMARITANS CIO

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

16. Statement of funds

Statement of funds - current year

	Balance at 1 April 2022 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2023 £
Unrestricted funds					
Designated funds					
Building capital expenditure	111,892	-	-	(111,892)	-
F2F interview rooms	7,430	-	-	(7,430)	-
	<u>119,322</u>	<u>-</u>	<u>-</u>	<u>(119,322)</u>	<u>-</u>
General funds					
General Funds	<u>291,403</u>	<u>226,246</u>	<u>(240,799)</u>	<u>119,322</u>	<u>396,172</u>
Total Unrestricted funds	<u>410,725</u>	<u>226,246</u>	<u>(240,799)</u>	<u>-</u>	<u>396,172</u>
Restricted funds					
Prisons	7,729	3,121	(788)	-	10,062
Training	2,080	-	-	-	2,080
Debifrillator	154	-	-	-	154
IT refresh	2,408	-	-	-	2,408
Workstations	536	-	-	-	536
Windows	831	-	-	-	831
Branch improvements	3,071	-	-	-	3,071
2nd Ops Room	2,066	-	-	-	2,066
COVID survival	5,637	-	-	-	5,637
Project Diamond	168,236	635,400	-	-	803,636
	<u>192,748</u>	<u>638,521</u>	<u>(788)</u>	<u>-</u>	<u>830,481</u>
Total of funds	<u>603,473</u>	<u>864,767</u>	<u>(241,587)</u>	<u>-</u>	<u>1,226,653</u>

NORWICH SAMARITANS CIO

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

16. Statement of funds (continued)

Prison fund supports The Listener Scheme, training prisoners to provide emotional support to their peers by becoming 'Listeners'.

Training fund supports the training of new volunteers.

Project Diamond represents the major renovation project to refurbish the charity's city centre branch.

The defibrillator, IT refresh, workstations, windows, branch improvements, 2nd Ops Room and COVID survival fund are all historical ongoing capital projects. These projects have all now been transferred to Project Diamond as part of the complete refurbishment of our city centre branch.

The Trustees have released the designated funds back into general funds, these designations are no longer required with the ongoing revamp of the charity's branch.

NORWICH SAMARITANS CIO

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

16. Statement of funds (continued)

Statement of funds - prior year

	<i>Balance at 1 April 2021</i>	<i>Income</i>	<i>As restated Expenditure</i>	<i>Transfers in/out</i>	<i>Balance at 31 March 2022</i>
	£	£	£	£	£
Unrestricted funds					
Designated funds					
Building capital expenditure	111,892	-	-	-	111,892
F2F interview rooms	7,430	-	-	-	7,430
	<u>119,322</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>119,322</u>
General Funds	<u>290,862</u>	<u>215,321</u>	<u>(217,263)</u>	<u>2,483</u>	<u>291,403</u>
Total Unrestricted funds	<u>410,184</u>	<u>215,321</u>	<u>(217,263)</u>	<u>2,483</u>	<u>410,725</u>
Restricted funds					
Prisons	3,157	6,397	(1,825)	-	7,729
Training	2,080	-	-	-	2,080
Defibrillator	154	-	-	-	154
IT refresh	4,200	-	(1,792)	-	2,408
Workstations	536	-	-	-	536
Windows	831	-	-	-	831
Branch improvements	1,727	1,344	-	-	3,071
2nd Ops Room	2,066	-	-	-	2,066
COVID survival	4,050	6,196	(2,126)	(2,483)	5,637
Project Diamond	-	168,361	(125)	-	168,236
	<u>18,801</u>	<u>182,298</u>	<u>(5,868)</u>	<u>(2,483)</u>	<u>192,748</u>
Total of funds	<u><u>428,985</u></u>	<u><u>397,619</u></u>	<u><u>(223,131)</u></u>	<u><u>-</u></u>	<u><u>603,473</u></u>

NORWICH SAMARITANS CIO

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

17. Analysis of net assets between funds

Analysis of net assets between funds - current year

	Unrestricted funds 2023 £	Restricted funds 2023 £	Total funds 2023 £
Tangible fixed assets	159,575	538,190	697,765
Current assets	247,255	292,291	539,546
Creditors due within one year	(10,658)	-	(10,658)
Total	396,172	830,481	1,226,653

Analysis of net assets between funds - prior year

	<i>Unrestricted funds 2022 £</i>	<i>Restricted funds 2022 £</i>	<i>Total funds 2022 £</i>
Tangible fixed assets	173,475	29,439	202,914
Current assets	243,551	163,309	406,860
Creditors due within one year	(6,301)	-	(6,301)
Total	410,725	192,748	603,473

NORWICH SAMARITANS CIO

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

18. Reconciliation of net movement in funds to net cash flow from operating activities

	2023	<i>As restated</i>
	£	2022 £
Net income for the year (as per Statement of Financial Activities)	623,180	174,488
Adjustments for:		
Depreciation charges	15,144	15,567
Dividends, interests and rents from investments	(1,649)	(790)
Decrease/(increase) in debtors	(81,098)	13,412
Increase in creditors	4,357	2,605
Net cash provided by operating activities	<u>559,934</u>	<u>205,282</u>

19. Analysis of cash and cash equivalents

	2023	2022
	£	£
Cash in hand	441,968	390,380
Total cash and cash equivalents	<u>441,968</u>	<u>390,380</u>

20. Analysis of changes in net debt

	At 1 April 2022	Cash flows	At 31 March 2023
	£	£	£
Cash at bank and in hand	390,380	51,588	441,968
	<u>390,380</u>	<u>51,588</u>	<u>441,968</u>

NORWICH SAMARITANS CIO

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

21. Pension commitments

The charity operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the group in an independently administered fund. The pension cost charge represents contributions payable by the group to the fund. At 31 March 2023 £351 (2022 £nil) was payable to the fund and is included in creditors.

22. Operating lease commitments

At 31 March 2023 the Charity had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	2023 £	2022 £
Not later than 1 year	47,000	38,000
Later than 1 year and not later than 5 years	104,000	152,000
	<u>151,000</u>	<u>190,000</u>

NORWICH SAMARITANS

England & Wales - Charity number 1168681

Accounts

Charity registration number 1168681

NORWICH SAMARITANS CIO
ANNUAL REPORT AND UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

NORWICH SAMARITANS CIO

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees

Lisa Powley	
Charles Graham	(Appointed 9 October 2021)
Mr J Ellis	
Mr T Dutton	(Appointed 9 October 2021)
D Pritchard	(Appointed 9 October 2021)
Mr R Quantrill	(Appointed 9 October 2021)
Mr P Leonard	
A McNeil	
Mr N D Knight	(Appointed 1 September 2021)

Charity number

1168681

Independent examiner

Argents Accountants Limited
15 Palace Street
NORWICH
Norfolk
United Kingdom
NR3 1RT

NORWICH SAMARITANS CIO

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NORWICH SAMARITANS CIO

DIRECTORS STATEMENT

FOR THE YEAR ENDED 31 MARCH 2022

This is the Report of the Norwich Samaritans CIO.

The Norwich Samaritans is registered as a Charitable Incorporated Organisation (CIO) with the Charity Commission. The old charity, The Samaritans (Norwich) will continue as a shell charity for the time being whilst we run down any outstanding assets and liabilities that have not yet been transferred. We are an Affiliated branch of The Samaritans with the relationship governed by our Operating Agreement with them.

The last year has seen us recovering after the effects of the Covid-19 pandemic. Restrictions have been lifted gradually and we have been building our volunteer numbers back up. The demand for our service has increased dramatically since the pandemic and we have been busier than ever. We have been able to fill our weekly rota again and have gradually been able to cover more and more hours of need. We have also resumed Outreach activities - including sessions in schools, local business and community groups and supporting NHS staff.

Thanks to grants from various grant-giving organisations we were able to keep our centre going and also make improvements to welcome volunteers back in the safest way possible when we are able to do so again. These funds have meant that we have been able to plan our return and be assured of our financial security during these uncertain times.

Despite all of the restrictions and limiting factors, from our Centre, our Volunteers were still available for our callers in excess of 20,000 hours, as we began to cover more and more hours. We are incredibly grateful to our volunteers who continued to give their time and have had to adapt to ever-changing circumstances.

In a normal year, our outreach activities and provision of Prison and Listener support would add another over 3,000 hours of contact time, however due to continued restrictions this was closer to 1,500 hours as we built back up what we were doing in our community.

Norwich branch have been pleased to be an early part of the online chat pilot over the past 18 months – offering emotional support via this new medium and now running 4 evenings per week. We want to ensure that we are ready to support the organisation with any further rollout as this important new service. This will require more volunteers, more training, more space and more equipment in due course.

During the last twelve months the branch had 27,713 contacts with callers, of which the majority were by telephone (23,703). We have taken part in 1,467 online chats and the number of emails (2,540) continue to be an important part of our service that we provide. We are also finding that the length of contact time in telephone calls is increasing slightly again this year.

Thanks to the continuing provision of Freephone (116123) our callers are able to benefit by calling Samaritans free of charge. Calling by phone is not the only way of receiving the service and there is an increasing use of Online Chat and Email. Face to Face contacts have still not been possible due to national restrictions and we are looking forward to being able to provide this important service to our local community when we are able to again – normally we would have around 500 Face to Face contacts in the branch each year.

In a normal year the branch's volunteers would make contact with approximately 3,500 local people in a meaningful way. These contacts are usually in a number of settings including information and training events and also fundraising/outreach events. These contacts help to raise the profile and promote awareness of the service we offer locally and we have been pleased to be able to get "out and about" again as restrictions eased. We continue to raise awareness of our services within the local community via other means – PR, social media, advertising, etc.

Whilst it is true that we talk to those who are thinking about or are in the process of taking their own lives, thankfully they are a small proportion of the total contacts that we have. We are here for anybody in distress or crisis and we believe we have an important role to play in the community. Our Outreach team volunteers have been and are looking forward to getting back to visiting schools, universities, care homes and military establishments again as we have been able, to raise awareness of the need for good mental health and wellbeing. We are closely involved with the Norfolk Suicide Prevention Group, a body comprised of Local Government, Central Government Agencies and those charities involved with bereavement and the support of those who have been bereaved.

NORWICH SAMARITANS CIO

DIRECTORS STATEMENT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

The branch has a number of areas of responsibility that contribute to the successful provision of the service. These are Caller Support, Volunteer Support, Outreach, Publicity, Fundraising, Recruitment, Training, Branch Admin and Premises. I would like to thank all those volunteers who lead or participate in each of these functions. My thanks also to all our Leaders who provide support and guidance to those on duty. It is an important role and plays a crucial part in the service we provide.

Many of our support volunteers work in our two shops where we generate most of the income which we need to keep the service running. My thanks go to those volunteers and staff who lead or operate the shops. The branch's support volunteers bring specialist skills and support the work of the branch by helping with areas such as administration, information technology, maintenance and training; thank you.

We also have a small number of employees who are essential to our operations and I am grateful for their commitment to the branch.

A great amount of effort, time and money is invested into recruiting, training and mentoring new volunteers. Each new volunteer costs the branch circa £300 plus the fifty or so hours given by existing volunteers.

We are very fortunate to have a dedicated team who consistently deliver a tremendous recruitment effort and high-quality training across both Initial and Ongoing Training.

We continue to train and support the Listeners in HMP Norwich and Bure and, where appropriate, have direct contact with prisoners. We are very fortunate that we have a dedicated and very experienced prison team who do an excellent job under difficult circumstances. At a time when the Prison Service itself is under increasing financial and staffing pressure it is gratifying to know that the work that we do, in both prisons, is very much appreciated by Prison Governors and their staff.

The organisation-wide Samaritans Safeguarding Policy has been in effect for over five years. Our safeguarding policy means we can protect the most vulnerable in our society, and provide a clear and consistent process for volunteers to follow when they are concerned about someone's safety, with support from experienced safeguarding experts.

At the end of March 2022 we had over 200 volunteers, of whom 160 were Listening volunteers and about 40 were Support Volunteers (28 of whom were volunteers in our shops).

The Samaritans organisation continues to look at the changing ways our service users wish to interact with us and receive the service and the successful roll out of the Online Chat pilot in the last two years has been an important part of this development.

A key focus for us in the next 12 months will be the renovation and redevelopment of our branch. We have owned and been occupying the building for the past 58 years and it has a number of faults and is now no longer fit for purpose going forward. This will be a major project and we have secured planning permission for our plans. The total cost of the project will need to be met from the kind donations from grant funding organisations and through our branch fundraising efforts. This will be a key short term focus and then the management of the build programme, once funding is secured.

It has been another busy year with much change to manage and I must pay tribute to the past and present members of the Branch Leadership Team for their support. The next twelve months will continue to bring new challenges as we look to renovate our branch. However, through the continued dedication and efforts of all our volunteers we are determined to be there for our callers for many years to come.

J Ellis
Director of Norwich Samaritans

Date: 23 January 2023

NORWICH SAMARITANS CIO

TRUSTEES' REPORT

FOR THE YEAR ENDED 31 MARCH 2022

The trustees present their annual report and financial statements for the year ended 31 March 2022.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's [governing document], the Charities Act 2011 and "Accounting and Reporting by Charities: 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)" (effective 1 January 2019).

Objectives and activities

The charity's objects are:

- To enable persons in Norwich and the surrounding areas and elsewhere who are experiencing feelings of distress or despair, including those who may be at risk of suicide, to receive confidential emotional support at any time of the day or night in order to improve their emotional health and to reduce the incidence of suicide;
- 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;
- To collaborate with and support Samaritans Central Charity and its affiliated branches in fulfilling these objects

The Vision

Samaritans' vision is that fewer people die by suicide. Samaritans aims to achieve this by:

- Reducing the feelings of distress and crisis that can lead to suicide
- Increasing access to support for people in distress and crisis
- Reducing the risk of suicide in specific settings and vulnerable groups
- Influencing governments and other agencies to take action to reduce suicide

The Values

Samaritans is underpinned by a set of values that are core to its service:

- Listening - Exploring feelings alleviates distress and helps people to reach a better understanding of their situation and options open to them.
- Confidentiality - If people feel safe, they are more likely to be open to talk about their feelings
- Non-judgemental - Samaritans want people to be able to talk to them without fear of prejudice or rejection
- People making their decisions wherever possible - Samaritans believe that people have the right to find their own solution and that telling people what to do takes responsibility away from them
- Human contact - Giving people time, undivided attention and empathy meets a fundamental emotional need and reduces distress and despair

In setting our objectives and planning our activities the Trustees have given due regard to the Charity Commission's public benefit guidance.

The trustees have paid due regard to guidance issued by the Charity Commission in deciding what activities the charity should undertake.

NORWICH SAMARITANS CIO

TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

Achievements and performance

Charitable activities - Report from the Branch Prison Support Officer

The Prison Team

We currently have 12 volunteers on our Team. During the course of the year Frances and George joined us but due to retirement Sue 2 and Liz 3 left the group.

We welcome those joining and thank those leaving for their support and service during the time spent at the prisons. You will be missed!

The Prison Listening Team.

Currently we have a total of 33 listeners:

HMP Norwich – 18

HMP Bure – 15

Throughout the year we have carried out three training sessions, bringing 17 new listeners to maintain our numbers. A hold is put on Listeners for 6 months after training but this sometimes cannot be fulfilled and listeners are transferred to other establishments.

Throughout the year.

Normal service has not quite returned to the establishments from the Covid pandemic. We have however managed to maintain fairly regular contact with the listeners who during this time have performed an excellent job. Without their hard work and dedication many prisoners would struggle mentally and emotionally.

As part of their work the listeners at HMP Bure organised a cake sale and games morning and raised £1,400 for Samaritans funds. An effort highly appreciated by ourselves!

We will continue to visit regularly – regime permitting – and train new listeners in the coming months. I look forward to the coming year and hope that staffing levels at the prison improve allowing us better access to help and support staff, officers and of course the prisoners.

I take this opportunity to thank the loyal support of the prison team without whom it would be impossible to do the work we do.

Charles Graham
Branch Prison Support Officer

NORWICH SAMARITANS CIO

TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

Fundraising activities - Shops Deputy Director's Report

People

We are holding steady at 38 volunteers and 3 paid managers, together they do a fantastic job of managing our donations, making sure the right merchandise goes to the right shop, displaying it well and selling it through. We also have methods in place to dispose of what we can't sell in a cost effective and eco efficient way. We even have a relationship with a scrap metal merchant (son of a volunteer) so that we get paid for any items he collects from us. David and Luke run their shops well and Tracy steps up to cover David, who covers Luke's days off and holidays. Occasionally we need additional support to cover a sickness or holiday and both managers have an objective this year of identifying and training a volunteer to cover as a manager when the need arises.

This year we have a new initiative in place to support our shops. My work commitments for the next 9 months meant I would be under considerable pressure to find the time visit the shops. Pete 6 helped me to find a support team who could visit the shops regularly. Angela 4, Francis 3, Carol 9 and Janet 4 have signed up to visit the shops alternate weeks so both shops will get a weekly visit which is a huge help.

A big part of our operation is managing donations, John our driver who does a first-class job needed some support when navigating addresses for pick-ups and should he ever feel unable to come in we needed co drivers. Through the volunteer network we now have Mark and Tim who take turns helping with Tuesday deliveries and pick-ups and much more besides.

We are working hard to make sure that shop volunteers feel part of the wider team, the new support team can really help, we are actively encouraging attendance at the next AGM and that the shop volunteers become members of the charity

David the Aylsham Road manager has a wealth of knowledge and enthusiasm for the business, so I recommended him for the role of Central Lead for shops which he interviewed for and was successfully appointed in July. On a voluntary basis he now works with Barnaby Hopson the Central Branch Fundraising Lead, taking queries from shops, you will see his presence on Workplace. Its going very well so far. This is great for David's profile and will raise his engagement overall.

Our shops

The detailed sales results will be issued by the treasurer, however both shops deliver excellent turnover and take great care of their stock. The lease renewal for Westlegate was due in August so it was the ideal opportunity to look at the empty units in the city to see if we could improve our presence, and we really needed more space. 17 Westlegate is steps away from our current 800sq ft shop and has 2000 sq ft of space. Some negotiation was done regarding the rent, including a free month in which to move across and just before the deal was done, it was decided that number 17 would make an ideal location for the temporary branch whilst the renovations take place in the branch. We have managed to reduce the rent on our existing shop for the next year, while we rent both sites. Once the renovations are complete will we move our retail operation into number 17.

This year has not been without challenges for our shops, especially Aylsham Road. It suffers from a serious lack of ventilation, with only one entrance there is no air flow, we have had to close on very hot days, when 40c was forecasted as we are just not set up to keep our staff, volunteers and customers comfortable. We rent a large garage at the rear of the shop which is vital for storage, unfortunately a leak in the roof when investigated resulted in asbestos being found. The garage is now out of use until the landlord (Co Op) repair it. We are optimistic that the garage repair and a new side entrance will be carried out very soon.

Aylsham road has also suffered from extensive roadworks, with more to come. The effect on footfall and trade is severe, we have to support the team whilst footfall is low and the sales results suffer. Roadworks have been carried out to deal with sinkholes, and since this work was done, we have significant movement in our floors. The landlord does not seem concerned and have asked us to keep an eye on it.

A key ambition for our shops is that they feel like safe spaces, and all are welcome, we must approach every customer, they might be a potential donor or possibly a future volunteer. To support this aim, following a serious incident in the Westlegate store with a mentally ill customer, we are investing in Mental Health First Aid training for both managers.

NORWICH SAMARITANS CIO

TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

During Christmas trading we sell our own Christmas cards in the pop-up charity card shop in St Peter Mancroft church near the forum, last year we sold out of cards. This year they have been ordered earlier (better price) and the quantity means we can go on sale earlier and hopefully not sell out too early. Mathew Powley our volunteer will cover the shift each week as he did last year. This year the cards carry a QR code which takes you straight to a donation website (Anna's idea)

Successes & Highlights

We have made progress this year in key areas, especially Gift Aid, the team have really got on board with signing up customers so that we can claim an additional 25% on the sale of their donations. This year alone we have moved the percentage of gift aid sales from 9% to over 35% which directly improves our profit. This drive to sign customer up created a huge admin burden on the shops, and as we aim to continue to drive Gift Aid sales we have invested in a digital package which makes the process, easier, quicker and keeps data secure.

In February we had a visit from Julie Bentley the CEO and she spent time in both shops. It was a real boost for the teams to be able to share what they do, and it made us all feel part of the wider Samaritans team, it was a highlight for us.

I will soon have completed my first year as DD for shops, and it has been a pleasure to work with this team, they run efficient businesses and can be relied upon to deliver the best possible revenue to support our listening service. I would not have got very far without the support and guidance of Pete 6, who has encouraged and supported me and the team at every stage.

Financial review

FINANCIAL REVIEW - TREASURERS REPORT

My report refers to the combined income, expenditure and assets of both Norwich Samaritans and Samaritans (Norwich), which remains as a "shell".

Our current net assets rose by £149,264, from £428,985 at the end of March 2021 to £578,249 at the end of March 2022 (of which £167,647 is restricted).

As in the previous year we began the year with our shops closed due to COVID-19 but they reopened on 12 April 2021 and thankfully have remained open since then. The shops continue to be a major source of funds contributing towards the branch running costs. We have been very pleased with how are shops have performed since reopening last year and are very grateful to our shop managers and volunteers for all they continue to do to support the branch and enable us to continue offer our service to those in need.

At the start 2022 we started fundraising for the renovation of the branch. At 31 March 2022 we had received donations of £162,905 towards the expected £750,000 cost of the project. These donations, less the professional fees incurred in the year ended 31 March 2022 in relation to the project, have been carried forward as restricted funds into the 2022/23 year, as this is the period in which the renovation will start.

The financial position of the branch remains secure in the short term due to its accumulated reserves and we would hope that the worst of the COVID-10 pandemic is now behind us but we are cautious about what winter 2022/23 may hold for us.

Reserve policy

It is the policy of the charity that unrestricted funds which have not been designated for a specific use should be maintained at a level equivalent to 75-80% of annual expenditure, the equivalent of approximately nine month's expenditure. The trustees consider that reserves at this level will ensure that, in the event of a significant drop in funding, they will be able to continue the charity's current activities while consideration is given to ways in which additional funds may be raised. This level of reserves has been maintained throughout the year.

Structure, governance and management

The charity is controlled by its governing document, a deed of trust and constitutes an unincorporated charity. The constitution was adopted on 9th August 2016.

NORWICH SAMARITANS CIO

TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

The trustees who served during the year and up to the date of signature of the financial statements were:

Mr Chris Vincent	(Resigned 9 October 2021)
Lisa Powley	
Susan Montgomery	(Resigned 9 October 2021)
Beverley Warren	(Resigned 9 October 2021)
Rebecca Anderson	(Resigned 9 October 2021)
Charles Graham	(Appointed 9 October 2021)
Robert Kuczma	(Resigned 9 October 2021)
Mr J Ellis	
Mr T Dutton	(Appointed 9 October 2021)
D Pritchard	(Appointed 9 October 2021)
Mr R Quantrill	(Appointed 9 October 2021)
Mr P Leonard	
A McNeil	
Mr N D Knight	(Appointed 1 September 2021)

The Board of Trustees comprises the Branch Director (who automatically becomes a Trustee on appointment as Director) and the Elected Trustees. Elected Trustees are the Branch Treasurer, Branch Secretary (the roles of Branch Treasurer and Secretary can be held by one Trustee) and up to eight additional Trustees. The Board of Trustees can appoint a further two Trustees as 'co-opted Trustees'. The minimum number of Trustees on the Board of Trustees is three and the maximum number of Trustees is thirteen.

All Elected Trustees are nominated and elected by Members of the branch at the Annual General Meeting. Once elected, Trustees serve until the next Annual General Meeting at which point they retire from office (but may stand of re-election unless they have served for six or more consecutive years).

The Branch Director is responsible for and has absolute authority for the conduct and management of the branch to be pursued without undue restriction.

The trustees' report was approved by the Board of Trustees.

Mr N D Knight
Trustee

23 January 2023

NORWICH SAMARITANS CIO

INDEPENDENT EXAMINER'S REPORT

TO THE TRUSTEES OF NORWICH SAMARITANS CIO

I report to the trustees on my examination of the financial statements of Norwich Samaritans CIO (the charity) for the year ended 31 March 2022.

Responsibilities and basis of report

As the trustees of the charity you are responsible for the preparation of the financial statements in accordance with the requirements of the Charities Act 2011 (the 2011 Act).

I report in respect of my examination of the charity's financial statements carried out under section 145 of the 2011 Act. 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

Since the charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of ICAEW, which is one of the listed bodies.

Your attention is drawn to the fact that the charity has prepared financial statements in accordance with Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) in preference to the Accounting and Reporting by Charities: Statement of Recommended Practice issued on 1 April 2005 which is referred to in the extant regulations but has now been withdrawn.

I understand that this has been done in order for financial statements to provide a true and fair view in accordance with Generally Accepted Accounting Practice effective for reporting periods beginning on or after 1 January 2015.

I have completed my examination. I confirm that no 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 charity as required by section 130 of the 2011 Act; or
- 2 the financial statements do not accord with those records; or
- 3 the financial statements 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 financial statements to be reached.



Mark Johnstone FCA

Argents Accountants Limited
15 Palace Street
NORWICH
Norfolk
NR3 1RT
United Kingdom

Dated: 24 January 2023

NORWICH SAMARITANS CIO

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2022

	Notes	Unrestricted funds 2022 £	Restricted funds 2022 £	Total Unrestricted funds 2022 £	Unrestricted funds 2021 £	Restricted funds 2021 £	Total 2021 £
Income from:							
Donations and legacies	3	53,321	177,050	230,371	107,438	68,982	176,420
Charitable activities	4	-	5,248	5,248	2,218	-	2,218
Other trading activities	5	161,210	-	161,210	91,415	-	91,415
Investments	6	790	-	790	1,266	-	1,266
Total income		215,321	182,298	397,619	202,337	68,982	271,319
Expenditure on:							
Raising funds	7	122,890	-	122,890	121,847	-	121,847
Charitable activities	8	94,373	35,307	129,680	36,100	44,513	80,613
Total expenditure		217,263	35,307	252,570	157,947	44,513	202,460
Net (outgoing)/incoming resources before transfers		(1,942)	146,991	145,049	44,390	24,469	68,859
Gross transfers between funds		2,483	(2,483)	-	30,413	(30,413)	-
Net income for the year/ Net movement in funds		541	144,508	145,049	74,803	(5,944)	68,859
Fund balances at 1 April 2021		410,184	18,801	428,985	335,381	24,745	360,126
Fund balances at 31 March 2022		410,725	163,309	574,034	410,184	18,801	428,985

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

NORWICH SAMARITANS CIO

BALANCE SHEET

AS AT 31 MARCH 2022

	Notes	2022		2021	
		£	£	£	£
Fixed assets					
Tangible assets	12		173,475		186,559
Current assets					
Debtors	13	16,480		29,892	
Cash at bank and in hand		390,380		216,230	
		<u>406,860</u>		<u>246,122</u>	
Creditors: amounts falling due within one year	14	<u>(6,301)</u>		<u>(3,696)</u>	
Net current assets			400,559		242,426
Total assets less current liabilities			<u>574,034</u>		<u>428,985</u>
Income funds					
Restricted funds	15		163,309		18,801
<u>Unrestricted funds</u>					
Designated funds	16	119,322		119,322	
General unrestricted funds		<u>291,403</u>		<u>290,862</u>	
			410,725		410,184
			<u>574,034</u>		<u>428,985</u>

The financial statements were approved by the Trustees on 23 January 2023

Mr N D Knight
Trustee

NORWICH SAMARITANS CIO

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2022

1 Accounting policies

Charity information

Norwich Samaritans CIO is a unincorporated charity.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's [governing document], the Charities Act 2011, FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" ("FRS 102") and the Charities SORP "Accounting and Reporting by Charities: 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)" (effective 1 January 2019). The charity is a Public Benefit Entity as defined by FRS 102.

The charity has taken advantage of the provisions in the SORP for charities not to prepare a Statement of Cash Flows.

The financial statements have departed from the Charities (Accounts and Reports) Regulations 2008 only to the extent required to provide a true and fair view. This departure has involved following the Statement of Recommended Practice for charities applying FRS 102 rather than the version of the Statement of Recommended Practice which is referred to in the Regulations but which has since been withdrawn.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention, [modified to include the revaluation of freehold properties and to include investment properties and certain financial instruments at fair value]. The principal accounting policies adopted are set out below.

1.2 Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives.

Restricted funds are subject to specific conditions by donors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

Endowment funds are subject to specific conditions by donors that the capital must be maintained by the charity.

1.4 Income

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

NORWICH SAMARITANS CIO

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

1 Accounting policies

(Continued)

1.5 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement, and the amount of the obligation can be measured reliably.

Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges are allocated on the portion of the asset's use.

1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Freehold land and buildings	n/a
Improvements to property	over the period of the lease
Fixtures and fittings	33% on cost
Computers	33% on cost
Motor vehicles	20% on cost

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in the statement of financial activities.

1.7 Impairment of fixed assets

At each reporting end date, the charity reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

1.8 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

1.9 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

NORWICH SAMARITANS CIO

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

1 Accounting policies

(Continued)

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

Basic financial liabilities

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

1.10 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

NORWICH SAMARITANS CIO

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

3 Donations and legacies

	Unrestricted funds	Restricted funds	Total	Unrestricted funds	Restricted funds	Total
	2022	2022	2022	2021	2021	2021
	£	£	£	£	£	£
Donations and gifts	39,724	167,010	206,734	22,791	-	22,791
Grants	13,597	10,040	23,637	84,647	68,982	153,629
	<u>53,321</u>	<u>177,050</u>	<u>230,371</u>	<u>107,438</u>	<u>68,982</u>	<u>176,420</u>

4 Charitable activities

	Emotional support in prisons	Total	Emotional support in prisons	Total
	2022	2022	2021	2021
	£	£	£	£
Performance related grants	5,248	5,248	2,218	2,218
	<u>5,248</u>	<u>5,248</u>	<u>2,218</u>	<u>2,218</u>

5 Other trading activities

	Unrestricted funds	Unrestricted funds
	2022	2021
	£	£
Other fundraising	2,991	16,297
Charity shop income	158,219	75,118
Other trading activities	<u>161,210</u>	<u>91,415</u>

6 Investments

	Unrestricted funds	Unrestricted funds
	2022	2021
	£	£
Interest receivable	<u>790</u>	<u>1,266</u>

NORWICH SAMARITANS CIO

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

7 Raising funds

	Unrestricted funds	Unrestricted funds
	2022	2021
	£	£
<u>Fundraising and publicity</u>		
Support costs	1,825	1,247
	<hr/>	<hr/>
<u>Trading costs</u>		
Rent	36,365	39,514
Vehicle expenses	1,473	2,042
Sundry trading costs	7,184	2,557
Staff costs	51,210	47,257
Depreciation and impairment	15,568	6,767
Support costs	9,265	22,463
	<hr/>	<hr/>
Trading costs	121,065	120,600
	<hr/>	<hr/>
	<u>122,890</u>	<u>121,847</u>

NORWICH SAMARITANS CIO

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

8 Charitable activities

	Emotional support	Emotional support in Prisons	Total	Emotional support	Emotional support in Prisons	Total
	2022	2022	2022	2021	2021	2021
	£	£	£	£	£	£
Publicity	2,333	-	2,333	3,554	-	3,554
Travel and parking	7,971	-	7,971	2,872	-	2,872
Prison (mostly travel)	-	1,825	1,825	-	890	890
Sundry	10,032	-	10,032	4,315	-	4,315
	<u>20,336</u>	<u>1,825</u>	<u>22,161</u>	<u>10,741</u>	<u>890</u>	<u>11,631</u>
Share of support costs (see note 9)	65,338	7,462	72,800	54,989	7,562	62,551
Share of governance costs (see note 9)	31,248	3,471	34,719	5,806	625	6,431
	<u>116,922</u>	<u>12,758</u>	<u>129,680</u>	<u>71,536</u>	<u>9,077</u>	<u>80,613</u>
Analysis by fund						
Unrestricted funds	86,396	7,977	94,373	27,023	9,077	36,100
Restricted funds	30,526	4,781	35,307	44,513	-	44,513
	<u>116,922</u>	<u>12,758</u>	<u>129,680</u>	<u>71,536</u>	<u>9,077</u>	<u>80,613</u>

NORWICH SAMARITANS CIO

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

9 Support costs

	Support costs	Governance costs	2022	Support costs	Governance costs	2021
	£	£	£	£	£	£
Staff costs	21,497	-	21,497	18,341	-	18,341
Rates and refuse	3,001	-	3,001	2,852	-	2,852
Light, heat, and water	12,038	-	12,038	5,825	-	5,825
Insurance	-	-	-	2,428	-	2,428
Telephone	10,299	-	10,299	4,757	-	4,757
Postage and stationery	6,858	-	6,858	1,616	-	1,616
Maintenance and repairs	18,929	-	18,929	43,996	-	43,996
Cleaning	5,006	-	5,006	5,313	-	5,313
Domestic stores	918	-	918	577	-	577
Conference expense and training	4,857	-	4,857	556	-	556
Accountancy	-	2,040	2,040	-	1,680	1,680
Legal and professional	-	30,653	30,653	-	3,119	3,119
Annual Levy to Samaritans	-	-	-	-	908	908
Committee expenses	-	-	-	-	538	538
AGM	-	2,513	2,513	-	186	186
	<u>83,403</u>	<u>35,206</u>	<u>118,609</u>	<u>86,261</u>	<u>6,431</u>	<u>92,692</u>
Analysed between						
Fundraising	1,825	-	1,825	1,247	-	1,247
Trading	8,778	487	9,265	22,463	-	22,463
Charitable activities	72,800	34,719	107,519	62,551	6,431	68,982
	<u>83,403</u>	<u>35,206</u>	<u>118,609</u>	<u>86,261</u>	<u>6,431</u>	<u>92,692</u>

Governance costs includes payments to the Independent Examiners of £2,040 (2021- £1,680) for the Independent examination of the accounts.

10 Trustees

A McNeil, Branch Secretary and trustees received remuneration during the year totalling £20,561 for her employed role inline with approval from the Charity Commission.

No other Trustee received any remuneration or other benefits in this year or the previous year.

Trustees were reimbursed out of pocket expenses properly incurred on behalf of the charity.

NORWICH SAMARITANS CIO

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

11 Employees

The average monthly number of employees during the year was:

	2022	2021
	Number	Number
Generating funds (shop employees)	3	3
Charitable activities	1	3
	<u> </u>	<u> </u>
Total	4	6
	<u> </u>	<u> </u>

Employment costs

	2022	2021
	£	£
Wages and salaries	72,707	65,598
	<u> </u>	<u> </u>

There were no employees whose annual remuneration was more than £60,000.

NORWICH SAMARITANS CIO

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

12 Tangible fixed assets

	Freehold land and buildings	Improvements to property	Fixtures and fittings	Computers	Motor vehicles	Total
	£	£	£	£	£	£
Cost						
At 1 April 2021	146,953	33,141	51,155	36,288	13,300	280,837
Additions	-	-	2,483	-	-	2,483
At 31 March 2022	146,953	33,141	53,638	36,288	13,300	283,320
Depreciation and impairment						
At 1 April 2021	-	33,141	35,966	18,299	6,871	94,277
Depreciation charged in the year	-	-	6,077	6,831	2,660	15,568
At 31 March 2022	-	33,141	42,043	25,130	9,531	109,845
Carrying amount						
At 31 March 2022	146,953	-	11,595	11,158	3,769	173,475
At 31 March 2021	146,953	-	15,189	17,988	6,429	186,559

NORWICH SAMARITANS CIO

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

13 Debtors

	2022	2021
	£	£
Amounts falling due within one year:		
Trade debtors	917	13,907
Other debtors	544	966
Prepayments and accrued income	15,019	15,019
	<u>16,480</u>	<u>29,892</u>

14 Creditors: amounts falling due within one year

	2022	2021
	£	£
Other taxation and social security	1,177	-
Other creditors	664	-
Accruals and deferred income	4,460	3,696
	<u>6,301</u>	<u>3,696</u>

NORWICH SAMARITANS CIO

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

15 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

	Movement in funds				Movement in funds				Balance at 31 March 2022
	Balance at 1 April 2020 £	Incoming resources £	Resources expended £	Transfers £	Balance at 1 April 2021 £	Incoming resources £	Resources expended £	Transfers £	
Prisons	2,571	586	-	-	3,157	6,397	(1,825)	-	7,729
Training fund	1,000	13,250	(12,170)	-	2,080	-	-	-	2,080
Airconditioning	7,267	-	-	(7,267)	-	-	-	-	-
Defibrillator fund	154	-	-	-	154	-	-	-	154
IT Refresh	1,045	7,130	(3,975)	-	4,200	-	(1,792)	-	2,408
Workstations	4,208	-	(3,672)	-	536	-	-	-	536
Windows	1,000	-	(169)	-	831	-	-	-	831
Branch improvements	-	8,596	(6,869)	-	1,727	1,344	-	-	3,071
Ops room door	-	3,500	-	(3,500)	-	-	-	-	-
2nd Ops room	-	4,630	(2,564)	-	2,066	-	-	-	2,066
COVID Survival	7,500	31,290	(15,094)	(19,646)	4,050	6,196	(2,126)	(2,483)	5,637
Project Diamond	-	-	-	-	-	168,361	(29,564)	-	138,797
	<u>24,745</u>	<u>68,982</u>	<u>(44,513)</u>	<u>(30,413)</u>	<u>18,801</u>	<u>182,298</u>	<u>(35,307)</u>	<u>(2,483)</u>	<u>163,309</u>

NORWICH SAMARITANS CIO

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

16 Designated funds

The income funds of the charity include the following designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes:

	Movement in funds		Movement in funds		Balance at 31 March 2022 £
	Balance at 1 April 2020 £	Incoming resources £	Balance at 1 April 2021 £	Incoming resources £	
Designated -building capital expenditure	111,892	-	111,892	-	111,892
Designated - F2f interview rooms	7,430	-	7,430	-	7,430
	<u>119,322</u>	<u>-</u>	<u>119,322</u>	<u>-</u>	<u>119,322</u>

17 Analysis of net assets between funds

	Unrestricted funds 2022 £	Restricted funds 2022 £	Total 2022 £	Unrestricted funds 2021 £	Restricted funds 2021 £	Total 2021 £
Fund balances at 31 March 2022 are represented by:						
Tangible assets	173,475	-	173,475	186,559	-	186,559
Current assets/(liabilities)	237,250	163,309	400,559	242,426	-	242,426
	<u>410,725</u>	<u>163,309</u>	<u>574,034</u>	<u>428,985</u>	<u>-</u>	<u>428,985</u>

18 Operating lease commitments

At the reporting end date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2022 £	2021 £
Within one year	38,000	38,000
Between two and five years	152,000	25,625
	<u>190,000</u>	<u>63,625</u>

The operating leases represent rental payables to third parties. The leases are negotiated over terms of 5 years and rentals are fixed for 5 years. All leases include a provision for five-yearly upward rent reviews according to prevailing market conditions. There are no options in place for either party to extend the lease terms.

19 Related party transactions

There were no disclosable related party transactions during the year (2021 - none).

NORWICH SAMARITANS

England & Wales - Charity number 1168681

Accounts

REGISTERED CHARITY NUMBER: 1168681

**Report of the Trustees and
Unaudited Financial Statements for the Year ended 31 March 2021
for
Norwich Samaritans CIO**

Norwich Samaritans CIO

**Contents of the Financial Statements
for the year ended 31 March 2021**

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Norwich Samaritans CIO

Report from the Director for the year ended 31 March 2021

This is the Report of the Norwich Samaritans CIO.

The Norwich Samaritans is registered as a Charitable Incorporated Organisation (CIO) with the Charity Commission. The old charity, The Samaritans (Norwich) will continue as a shell charity for the time being whilst we run down any outstanding assets and liabilities that have not yet been transferred. We are an Affiliated branch of The Samaritans with the relationship governed by our Operating Agreement with them.

The last year has been the most challenging in the organisation's history. The effects of the Covid-19 pandemic and the resulting restrictions meant that we have been operating with fewer volunteers available (due to many self-isolating) and the demand for our service has increased dramatically over this time. We moved to a regional rota, with the aim of covering the key periods and offering as much availability for our callers as possible while the whole Samaritans organisation was faced with reduced volunteer numbers. Thanks to grants from various grant-giving organisations we were able to keep our centre going and also make improvements to welcome volunteers back in the safest way possible when we are able to do so again. These funds have meant that we have been able to plan our return and be assured of our financial security during these uncertain times. We are looking forward to the lifting of restrictions and getting back to providing 24/7 support for our callers.

Despite all of the restrictions and limiting factors, from our Centre, our Volunteers were still available for our callers in excess of 13,000 hours during this most challenging year. We are incredibly grateful to our volunteers who continued to give their time and come in during difficult and ever-changing circumstances.

In a normal year, our outreach activities and provision of Prison and Listener support would add another over 3,000 hours of contact time, however what we could do this year in these areas was severely limited due to national restrictions in place.

Nationally, the service to support people emotionally via text (SMS) was withdrawn. Norwich branch have been pleased to be an early part of the online chat pilot – offering emotional support via this new medium, currently running 3 evenings per week.

During the last twelve months the branch had 18,688 contacts with callers, of which the majority were by telephone (15,939). So far we have taken part in 266 online chats since we launched this new service in the branch at the beginning of December. The number of emails (2,482) contacts continue to increase. We are also finding that the length of contact time in telephone calls is increasing slightly again this year.

Thanks to the continuing provision of Freephone (116123) our callers are able to benefit by calling Samaritans free of charge. Calling by phone is not the only way of receiving the service and there is an increasing use of Email. Face to Face contacts have not been possible due to national restrictions and we are looking forward to being able to provide this important service to our local community when we are able to again – normally we would have around 500 Face to Face contacts in the branch each year.

In a normal year the branch's volunteers would make contact with approximately 3,500 local people in a meaningful way. These contacts are usually in a number of settings including information and training events and also fundraising/outreach events. These contacts help to raise the profile and promote awareness of the service we offer locally and we are looking forward to being able to get "out and about" again when we are able. We continue to raise awareness of our services within the local community via other means – PR, social media, advertising, etc.

Whilst it is true that we talk to those who are thinking about or are in the process of taking their own lives, thankfully they are a small proportion of the total contacts that we have. We are here for anybody in distress or crisis and we believe we have an important role to play in the community. Our Outreach team volunteers are looking forward to getting back to visiting schools, universities, care homes and military establishments again when we are able, to raise awareness of the need for good mental health and wellbeing. We are closely involved with the Norfolk Suicide Prevention Group, a body comprised of Local Government, Central Government Agencies and those charities involved with bereavement and the support of those who have been bereaved.

The branch has a number of areas of responsibility that contribute to the successful provision of the service. These are Caller Support, Volunteer Support, Outreach, Publicity, Fundraising, Recruitment, Training, Branch Admin and Premises. I would like to thank all those volunteers who lead or participate in each of these functions. My thanks also to all our Leaders who provide support and guidance to those on duty. It is an important role and plays a crucial part in the service we provide.

Many of our support volunteers work in our two shops where we generate most of the income which we need to keep the service running. My thanks go to those volunteers and staff who lead or operate the shops. The branch's support volunteers bring specialist skills and support the work of the branch by helping with areas such as administration, information technology, maintenance and training; thank you.

We also have a small number of employees who are essential to our operations and I am grateful for their commitment to the branch.

The past year necessitated a pause in the recruitment and training of new listening volunteers, however we were able to get this up and running again from September onwards. A great amount of effort, time and money is invested into recruiting, training and mentoring new volunteers. Each new volunteer costs the branch circa £305 plus the fifty or so hours given by existing volunteers.

We are very fortunate to have a dedicated team who consistently deliver a tremendous recruitment effort and high-quality training across both Initial and Ongoing Training.

We continue to train and support the Listeners in HMP Norwich and Bure and, where appropriate, have direct contact with prisoners. We are very fortunate that we have a dedicated and very experienced prison team who do an excellent job under difficult circumstances. At a time when the Prison Service itself is under increasing financial and staffing pressure it is gratifying to know that the work that we do, in both prisons, is very much appreciated by Prison Governors and their staff.

The organisation-wide Samaritans Safeguarding Policy has been in effect for nearly five years. Our safeguarding policy means we can protect the most vulnerable in our society, and provide a clear and consistent process for volunteers to follow when they are concerned about someone's safety, with support from experienced safeguarding experts.

At the end of March 2021 we had over 200 volunteers, of whom 160 were Listening volunteers (with about 30% on leave of absence, mostly Covid / isolation related), and about 40 were Support Volunteers (28 of whom were volunteers in our shops).

It is vital that we communicate with all volunteers, and our magazine, The Listener, continues to play an important role in achieving that aim. The "Stay Connected" initiative has been running for three years and this allows ex-volunteers who have left the branch to still maintain their association with Norwich Samaritans.

Norwich Samaritans CIO

**Report from the Director - continued
for the year ended 31 March 2021**

The Samaritans organisation continues to look at the changing ways our service users wish to interact with us and receive the service and the successful roll out of the Online Chat pilot this year has been an important part of this development.

As Online Chat is rolled out further this additional service will require the branch to find volunteers and resources to meet the evolving needs of our callers and the additional demand that will come as a result.

It has been another busy year with much change to manage and I must pay tribute to the past and present members of the Branch Leadership Team for their support. The next twelve months will continue to be very challenging as the branch deals with the after-effects of Covid-19 and its impact on volunteering. However, through the continued dedication and efforts of all our volunteers we are determined to be there for our callers.

J Ellis
Director
Norwich Samaritans
31 January 2022

Norwich Samaritans CIO

Report of the trustees for the year ended 31 March 2021

The trustees present their report with the financial statements of the charity for the year ended 31 March 2021. The trustees have adopted the provisions of Accounting and Reporting by Charities: 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 (FRS102) (effective 1 January 2019).

OBJECTIVES AND ACTIVITIES

Objectives and aims

The object of the charity are:

- To enable persons in Norwich and the surrounding areas and elsewhere who are experiencing feelings of distress or despair, including those who may be at risk of suicide, to receive confidential emotional support at any time of the day or night in order to improve their emotional health and to reduce the incidence of suicide;
- To promote a better understanding in society of suicide, suicidal behaviour and the value of expressing feelings which may otherwise lead to suicide or impaired emotional health; and:
- To collaborate with and support Samaritans Central Charity and its affiliated branches in fulfilling these objects

The Vision

Samaritans' vision is that fewer people die by suicide. Samaritans aims to achieve this by:

- Reducing the feelings of distress and crisis that can lead to suicide
- Increasing access to support for people in distress and crisis
- Reducing the risk of suicide in specific settings and vulnerable groups
- Influencing governments and other agencies to take action to reduce suicide

The Values

Samaritans is underpinned by a set of values that are core to its service:

- Listening - Exploring feelings alleviates distress and helps people to reach a better understanding of their situation and options open to them.
- Confidentiality - If people feel safe, they are more likely to be open to talk about their feelings
- Non-judgemental - Samaritans want people to be able to talk to them without fear of prejudice or rejection
- People making their decisions wherever possible - Samaritans believe that people have the right to find their own solution and that telling people what to do takes responsibility away from them
- Human contact - Giving people time, undivided attention and empathy meets a fundamental emotional need and reduces distress and despair

In setting our objectives and planning our activities the Trustees have given due regard to the Charity Commission's public benefit guidance.

Norwich Samaritans CIO

Report of the Trustees for the year ended 31 March 2021

ACHIEVEMENT AND PERFORMANCE

Charitable activities - Report from the Branch Prison Support Officer

Over the past year we lost some volunteers who had been with the team for a considerable time namely Marion and Sheila who both retired from The Samaritans. Their contribution, expertise will be greatly missed. Other members moving on are Tony & Kate. Again long standing members with a huge amount of knowledge and commitment – although that knowledge & commitment remains within the Samaritan group.

Our latest recruits Joanna and Chris bring the total number of volunteers in the team to 15.

The number of prison listeners has fluctuated during this year which is expected particularly in HMP Norwich being a remand prison. The current status is 21 active listeners at HMP Norwich, of which 5 are in Britannia House. There are 20 active listeners at HMP Bure.

Between March 2020 and August 2021 there have been 4 training sessions, of 9 modules per session, with 32 listeners having been trained at HMP Norwich. In this same period there has been one training session in HMP Bure which resulted in 10 Prisoners being trained.

Over the last eighteen months the pandemic has obviously prevented regular visits but we have managed to maintain contact via telephone and face-to-face visits with our Listeners between lock-downs. Close contact with The Safer Custody Teams at both prisons has also been maintained and when possible meetings attended.

With the easing of restrictions it is now possible to provide both prisons with Listener support on a regular basis. The current intention is to hold a weekly 2 hour session at HMP Bure a bi weekly 2 x 2 hour session at Norwich. It is not possible to have all the Listeners together in Norwich prison at the same time. These sessions will run until further notice. We will also maintain the Listener numbers and provide training should this number fall below a manageable level.

C Graham
Branch Prison Support Officer

Norwich Samaritans CIO

Report of the Trustees for the year ended 31 March 2021

ACHIEVEMENT AND PERFORMANCE

Fundraising activities - Shops Deputy Director's Report

Annie Hopping, the retail manager of our shops, retired at the end of August, 2020. We owe her a tremendous debt of gratitude for all the work she has done in establishing the distinct character of our two shops; training and developing the skills and abilities of our staff and volunteers; unifying and consolidating our retail operation and creating the atmosphere of close cooperation between the shops which has had such a positive effect on sales.

After considerable debate and some experimentation, a new management team of David, Luke and Tracy was established in January 2021. It has been responsible for preparing the shops for re-opening following the third period of lockdown which lasted from December 26 2020 until April 6, 2021. The team is proving to be every bit as hard working, creative and dynamic as anticipated.

The shops were closed for a total of seven months during the financial year 2020-21, because of the COVID-19 pandemic. Staff were furloughed and volunteers stood down. This has had a profound effect on the income generated by the shops during this period. However, in between lockdown periods and following the last, sales and donations have picked up rapidly, and there are encouraging indications for the next twelve month period.

Shop volunteers numbered 38 when the first lockdown occurred. One volunteer sadly passed away last autumn. A few others have not yet returned to us, but new recruits have ensured that numbers have remained constant. Our volunteers provide an invaluable contribution, not only by offering a first class service to customers but also in helping the managers achieve eye-catching displays and presentations of our goods. They sort, sanitise and ready donations for sale. Very importantly, they provide a point of first contact for many who have had no dealings with Samaritans before. Many volunteers have given us loyal service for a number of years, some for over a decade.

The very hot summer of 2020, together with the need for enhanced safety measures between lockdowns, has highlighted the lack of ventilation and through flow of air at the Aylsham Road shop. An incident at the end of March 2021 whilst staff were preparing the shop for re-opening also showed the need for a second emergency exit in the shop. Plans are underway to address these two issues. Plans are in place to renovate the paintwork on the Aylsham Road shop front and replace the tired and out of date signage.

The work experience collaboration with City College has had to be suspended because of the pandemic. However, we have hopes that we can again offer such a service to young people in the coming year.

P Leonard
Shops DD

Norwich Samaritans CIO

Report of the Trustees for the year ended 31 March 2021

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is controlled by its governing document, a deed of trust and constitutes an unincorporated charity.

The constitution was adopted on 9th August 2016.

Organisational structure

The Trustees who have served in office throughout the period (unless dates of joining or leaving are given) are listed below.

The Board of Trustees comprises the Branch Director (who automatically becomes a Trustee on appointment as Director) and the Elected Trustees. Elected Trustees are the Branch Treasurer, Branch Secretary (the roles of Branch Treasurer and Secretary can be held by one Trustee) and up to eight additional Trustees. The Board of Trustees can appoint a further two Trustees as 'co-opted Trustees'. The minimum number of Trustees on the Board of Trustees is three and the maximum number of Trustees is thirteen.

All Elected Trustees are nominated and elected by Members of the branch at the Annual General Meeting. Once elected, Trustees serve until the next Annual General Meeting at which point they retire from office (but may stand of re-election unless they have served for six or more consecutive years).

The Branch Director is responsible for and has absolute authority for the conduct and management of the branch to be pursued without undue restriction.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Charity Number
1168681

Principal address

19 St Stephens Square
Norwich
Norfolk
NR1 3SS

Trustees

C Vincent	A McNeil - elected 19 September 2020
R kuczma	P Leonard - elected 19 September 2020
L Powley	A Pocock - elected 19 September 2020
N Johnston - resigned 19 September 2020	J Ellis - appointed 21 March 2021
S E Montgommery	
B Warren	
R Anderson	
C Graham - resigned 19 September 2020	
P Barber- resigned 1 January 2021	

Independent Examiner

Argents Chartered Accounts
15 Palace Street
Norwich
Norfolk
NR3 1RT

Norwich Samaritans CIO

Report of the Trustees for the year ended 31 March 2021

FINANCIAL REVIEW - TREASURERS REPORT

My report refers to the combined income, expenditure and assets of both Norwich Samaritans and Samaritans (Norwich), which remains as a "shell".

Our current net assets rose from £360,126 at the end of March 2020 to £428,985 at the end of March 2021 and increase of £68,859. We began the financial year with our shops closed due to COVID-19 with little idea how long they would remain closed; our major concern at the beginning of the financial year was the long term survival of the Branch. As it transpired, the Job Retention Scheme allowed us to keep our shop staff on the pay role, and in a position to rapidly re-open the shops when COVID-19 regulations allowed, and a number of other Government scheme for small businesses including a Business Rates holiday, allowed us to finish the financial year in a positive position. Generous support from a number of local and national trusts allowed us to keep our Centre Administrator in post and the Centre functioning at an efficient and safe level.

We spent £112,945 running and improving the Centre in 2020-21, of which £67,861 was from restricted grants (including £7,130 on IT, £13,250 on training, recruitment and Outreach, £16,276 on the Operations Rooms). Several of the Restricted grants included support for running the Centre during lockdown. We received a further £18,638 in unrestricted donations. 'Thank you' to everyone involved in the fundraising (especially Lauren and Bob2); this has been another very impressive year.

Despite being closed for seven and a half months during 202-21 the takings at our shops for the year totalled £75,118. We would like to thank our shop staff, Annie (who retired at the end of September 2020), David, Luke and Tracey, and the many volunteers who have helped with aspects of the operations of the shops, for all their hard work and flexibility during what has been a very disruptive period. Thank you everyone, including our dedicated shops DD, Pete 6.

We have £73,133 on deposit with Virgin Money. £42,957 in our Barclays Savings account, £50,855 in a 1 year Bond (1%) with Hampshire Bank and £30,027 in a 35 day notice account with Redwood Bank (0.65%) Our investment policy remains to maintain accessibility and to avoid risk to our capital. The Branch assets are largely in line with our reserves policy and are reviewed on a regular basis to ensure our donations are used for the benefit of our callers.

The financial position of the Branch remains secure in the short term due to its accumulated reserves but we recognise that COVID-19 is likely to remain a significant factor with unpredictable consequences, particularly in the winter of 2021-22.

C Vincent
Branch Treasurer

NORWICH SAMARITANS CIO

INDEPENDENT EXAMINER'S REPORT

TO THE OF NORWICH SAMARITANS CIO

I report to the on my examination of the financial statements of Norwich Samaritans CIO (the) for the year ended 31 March 2021.

Responsibilities and basis of report

As the of the you are responsible for the preparation of the financial statements in accordance with the requirements of the Charities Act 2011 (the 2011 Act).

I report in **respect of my examination of the 's financial statements carried out under section 145 of the 2011 Act**. 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

Your attention is drawn to the fact that the charity has prepared financial statements in accordance with Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) in preference to the Accounting and Reporting by Charities: Statement of Recommended Practice issued on 1 April 2005 which is referred to in the extant regulations but has now been withdrawn.

I understand that this has been done in order for financial statements to provide a true and fair view in accordance with Generally Accepted Accounting Practice effective for reporting periods beginning on or after 1 January 2015.

I have completed my examination. I confirm that no 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 as required by section 130 of the 2011 Act; or
- 2 the financial statements do not accord with those records; or
- 3 the financial statements 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 financial statements to be reached.

Mark Johnstone FCA
Argents Accountants Limited
15 Palace Street
NORWICH
Norfolk
NR3 1RT
United Kingdom

Dated: 31 January 2022

Norwich Samaritans CIO

Statement of Financial Activities
for the year ended 31 March 2021

	Notes	Unrestricted funds £	Restricted funds £	Total funds £	Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	107,438	68,982	176,420	64,370
Charitable Activities					
Emotional support				-	746
Emotional support in prisons		2,218	-	2,218	2,970
Other trading activities	3	91,415	-	91,415	155,868
Investment income	4	1,266	-	1,266	1,764
Total		202,337	68,982	271,319	225,718
EXPENDITURE ON					
Raising funds	5	121,847	-	121,847	120,117
Charitable activities					
Emotional support	6	27,023	44,513	71,536	63,827
Emotional support in prisons		9,077		9,077	8,137
Total		157,947	44,513	202,460	192,081
NET INCOME					
		44,390	24,469	68,859	33,637
Transfers between funds	16	30,413	(30,413)	-	-
Net movements in funds		74,803	(5,944)	68,859	33,637
RECONCILIATION OF FUNDS					
Total funds brought forward		335,381	24,745	360,126	326,489
TOTAL FUNDS CARRIED FORWARD		410,184	18,801	428,985	360,126

The notes form part of these financial statements.

Norwich Samaritans CIO

Balance Sheet
31 March 2021

	Notes	Unrestricted funds £	Restricted funds £	2021 Total funds £	2020 Total funds £
FIXED ASSETS					
Tangible assets	12	186,559	-	186,559	162,914
CURRENT ASSETS					
Debtors	13	29,892	-	29,892	30,710
Cash at bank		197,429	18,801	216,230	177,111
		<u>227,321</u>	<u>18,801</u>	<u>246,122</u>	<u>207,821</u>
CREDITORS					
Amounts falling due within one year	14	(3,696)	-	(3,696)	(10,609)
NET ASSETS		<u>223,625</u>	<u>18,801</u>	<u>242,426</u>	<u>197,212</u>
TOTAL ASSETS LESS CURRENT LIABILITIES					
		<u>410,184</u>	<u>18,801</u>	<u>428,985</u>	<u>360,126</u>
NET ASSETS		<u>410,184</u>	<u>18,801</u>	<u>428,985</u>	<u>360,126</u>
FUNDS					
Unrestricted funds	16			410,184	335,381
Restricted funds				18,801	24,745
TOTAL FUNDS				<u>428,985</u>	<u>360,126</u>

The financial statements were approved by the Board of Trustees and authorised for issue on 31 January 2022 and were signed on its behalf by:

J Ellis - Trustee

The notes form part of these financial statements.

**Notes to the Financial Statements
for the year ended 31 March 2021**

1 ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charity, which is a public benefit entity under FRS1-2, have been prepared in accordance with the Charities SORP (FRS102) Accounting and Reporting by Charities: Statement of Recommended Practice applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019), Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Charities Act 2011. The financial statements have been prepared under the historical cost convention.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Improvements to property	-	over the period of the lease
Fixtures and fittings	-	33% on cost
Motor vehicles	-	20% on cost
Computer equipment	-	33% on cost

Taxation

The charity is exempt from tax on its charitable activities

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the object of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Notes to the Financial Statements - continued
for the year ended 31 March 2021

2. DONATIONS AND LEGACIES

	2021	2020
	£	£
Donations	22,791	54,370
Legacies	-	-
Grants	153,629	10,000
	<u>176,420</u>	<u>64,370</u>

Grants received, included in the above are as follows:

Government and local authority COVID grants	<u>84,435</u>	<u>10,000</u>
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3. OTHER TRADING ACTIVITIES

	2021	2020
	£	£
Charity shops income	75,118	155,466
Other fundraising	16,297	402
	<u>91,415</u>	<u>155,868</u>

4. INVESTMENT INCOME

	2021	2020
	£	£
Deposit account interest	<u>1,266</u>	<u>1,764</u>

5. RAISING FUNDS

Raising donations and legacies

	2021	2020
	£	£
Support costs	<u>1,247</u>	<u>1,387</u>

Other trading activities

	2021	2020
	£	£
Staff costs	47,257	53,144
Rent	39,514	39,320
Vehicle expenses	2,042	2,213
Sundry expenses	2,557	7,547
Depreciation	6,767	3,236
Support costs	22,463	13,270
	<u>120,600</u>	<u>118,730</u>

Aggregate amounts	<u>121,847</u>	<u>120,117</u>
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Notes to the Financial Statements - continued
for the year ended 31 March 2021

6. CHARITABLE ACTIVITIES COSTS

	Direct costs (see note 7)	Support costs (see note 8)	Totals
	£	£	£
Emotional support	10,741	60,795	71,536
Emotional support in Prisons	890	8,187	9,077
	<u>11,631</u>	<u>68,982</u>	<u>80,613</u>

7. DIRECT COSTS OF CHARITABLE ACTIVITIES

	2021	2020
	£	£
Publicity	3,554	2,806
Travel and parking	2,872	5,491
Sundry expenses	4,315	3,190
Prison (mostly travel)	890	2,068
	<u>11,631</u>	<u>13,555</u>

8. SUPPORT COSTS

	Management	Governance costs	Totals
	£	£	£
Raising donations and legacies	1,247	-	1,247
Other trading activities	22,463	-	22,463
Emotional support	59,097	1,698	60,795
Emotional support in Prisons	8,019	168	8,187
	<u>90,826</u>	<u>1,866</u>	<u>92,692</u>

Support costs, included in the above are as follows:

Management

	Raising donations and legacies	Other trading activities	Emotional support
	£	£	£
Wages	917	-	15,590
Rates and refuse	-	-	2,781
Insurance	-	-	2,185
Light, heat and water	-	2,796	2,738
Telephone	240	1,189	2,971
Postage and stationery	90	-	1,364
Maintenance and repairs	-	18,478	21,558
Cleaning	-	-	4,782
Domestic stores	-	-	519
Committee expenses	-	-	484
Conference expense and training	-	-	501
Annual Levy to Samaritans	-	-	817
Professional fees	-	-	2,807
	<u>1,247</u>	<u>22,463</u>	<u>59,097</u>

Notes to the Financial Statements - continued
for the year ended 31 March 2021

8. SUPPORT COSTS - continued

Management - continued

		2021	2020
	Emotional support in Prisons £	Total activities £	Total activities £
Wages	1,834	18,341	21,136
Rates and refuse	71	2,852	8,476
Insurance	243	2,428	1,550
Light, heat and water	291	5,825	7,154
Telephone	357	4,757	6,446
Postage and stationery	162	1,616	1,807
Maintenance and repairs	3,960	43,996	6,321
Cleaning	531	5,313	2,729
Domestic stores	58	577	1,828
Committee expenses	54	538	1,934
Conference expense and training	55	556	6,660
Annual Levy to Samaritans	91	908	2,919
Professional fees	312	3,119	1,392
Depreciation of tangible and heritage assets		-	568
	8,019	90,826	70,920

Governance costs

	Emotional support £	Emotional support in Prisons £	2021 Total activities £	2020 Total activities £
Accountancy and legal fees	1,512	168	1,680	1,540
AGM	186		186	606
	1,698	168	1,866	2,146

9. TRUSTEES' REMUNERATION AND BENEFITS

A McNeil, Branch Secretary and Trustee received salary for her employed role in line with approval from the Charity Commission. This totalled £17,425 in the year to 31 March 2021.

No other Trustee received any remuneration or other benefits in this year or the previous year.

Trustees were reimbursed out of pocket expenses properly incurred on behalf of the charity.

No Trustee or other person related to the charity had any personal interest in any contract or transaction entered into by the charity during this year or the previous year.

Trustees made donations to the charity totalling £920 plus gift aid (2020: £1,855).

Notes to the Financial Statements - continued
for the year ended 31 March 2021

10. STAFF COSTS

The average monthly number of employees during the year was as follows:

	2021	2020
Generating funds (shop employees)	3	3
Charitable activities	3	3
	<u>6</u>	<u>6</u>
	<u><u>6</u></u>	<u><u>6</u></u>

No employees received emoluments in excess of £60,000

11. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	33,503	30,867	64,370
Charitable activities			
Emotional support	746	-	746
Emotional support in Prisons	1,440	1,530	2,970
Other trading activities	155,868	-	155,868
Investment income	1,764	-	1,764
Total	<u>193,321</u>	<u>32,397</u>	<u>225,718</u>
EXPENDITURE ON			
Raising funds	120,117	-	120,117
Charitable activities			
Emotional support	55,810	8,017	63,827
Emotional support in Prisons	5,308	2,829	8,137
Total	<u>181,235</u>	<u>10,846</u>	<u>192,081</u>
NET INCOME	12,086	21,551	33,637
Transfers between funds	6,162	(6,162)	-
Net movements in funds	<u>18,248</u>	<u>15,389</u>	<u>33,637</u>
RECONCILIATION OF FUNDS			
Total funds brought forward	317,133	9,356	326,489
TOTAL FUNDS CARRIED FORWARD	<u><u>335,381</u></u>	<u><u>24,745</u></u>	<u><u>360,126</u></u>

Notes to the Financial Statements - continued
for the year ended 31 March 2021

12. TANGIBLE FIXED ASSETS	Freehold property £	Improvements to property £	Fixtures and fittings £
COST			
At 1 April 2020	146,953	33,141	37,392
Additions	-	-	13,763
Disposals	-	-	-
At 31 March 2021	<u>146,953</u>	<u>33,141</u>	<u>51,155</u>
DEPRECIATION			
At 1 April 2020	-	33,141	34,120
Charge for the year	-	-	1,846
Disposals	-	-	-
At 31 March 2021	<u>-</u>	<u>33,141</u>	<u>35,966</u>
NET BOOK VALUE			
At 31 March 2021	<u>146,953</u>	<u>-</u>	<u>15,189</u>
At 31 March 2020	<u>146,953</u>	<u>-</u>	<u>3,272</u>
	Motor vehicles £	Computer equipment £	Totals £
COST			
At 1 April 2020	30,367	19,638	267,491
Additions	-	16,650	30,413
Disposals	(17,067)	-	(17,067)
At 31 March 2021	<u>13,300</u>	<u>36,288</u>	<u>280,837</u>
DEPRECIATION			
At 1 April 2020	21,278	16,038	104,577
Charge for the year	2,660	2,261	6,767
Disposals	(17,067)	-	(17,067)
At 31 March 2021	<u>6,871</u>	<u>18,299</u>	<u>94,277</u>
NET BOOK VALUE			
At 31 March 2021	<u>6,429</u>	<u>17,989</u>	<u>186,560</u>
At 31 March 2020	<u>9,089</u>	<u>3,600</u>	<u>162,914</u>
13. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR			
	2021	2020	
	£	£	
Trade debtors	13,907	10,000	
Gift aid	-	2,687	
Other debtors	-	448	
VAT	966	1,293	
Prepayments	15,019	16,282	
	<u>29,892</u>	<u>30,710</u>	

Norwich Samaritans CIO

Notes to the Financial Statements - continued
for the year ended 31 March 2021

14. CREDITORS AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021	2020
	£	£
Social Security and other taxes	-	943
Accruals	3,696	9,666
	<u>3,696</u>	<u>10,609</u>
	<u><u>3,696</u></u>	<u><u>10,609</u></u>

15. LEASING AGREEMENTS

Minimum lease payments under non-cancellable operating leases fall due as follows:

	2021	2020
	£	£
Within one year	38,000	38,000
Between one and five years	25,625	63,625
	<u>63,625</u>	<u>101,625</u>
	<u><u>63,625</u></u>	<u><u>101,625</u></u>

16. MOVEMENT IN FUNDS

	At 1.4.20	Net movement in funds	Transfer between funds	At 31.3.21
	£	£	£	£
Unrestricted funds				
General fund	216,059	44,390	30,413	290,862
Designated - capital expenditure on buildings	111,892	-	-	111,892
Designated - F2f interview rooms	7,430	-	-	7,430
Restricted funds				
Prisons	2,571	586	-	3,157
Airconditioning	7,267	-	(7,267)	-
Training fund	1,000	1,080	-	2,080
Defibrillator fund	154	-	-	154
CCTV				-
IT refresh	1,045	3,155	-	4,200
Workstations	4,208	(3,672)	-	536
Furniture fund				-
Windows	1,000	(169)	-	831
Branch improvements		1,727	-	1,727
Ops room door		3,500	(3,500)	-
2nd Ops Room		2,066		2,066
COVID Survival	7,500	16,196	(19,646)	4,050
	<u>360,126</u>	<u>68,859</u>	<u>-</u>	<u>428,985</u>
	<u><u>360,126</u></u>	<u><u>68,859</u></u>	<u><u>-</u></u>	<u><u>428,985</u></u>

Notes to the Financial Statements - continued
for the year ended 31 March 2021

16. MOVEMENT IN FUNDS - continued

Net movement in funds, included in the above are as follows

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	202,337	(157,947)	44,390
Designated - F2f interview rooms			-
	<u>202,337</u>	<u>(157,947)</u>	<u>44,390</u>
Restricted funds			
Prisons	586	-	586
Airconditioning			0
Training fund	13,250	(12,170)	1,080
Defibrillator fund			-
CCTV			-
IT refresh	7,130	(3,975)	3,155
Workstations	-	(3,672)	(3,672)
Furniture fund			-
Windows	-	(169)	(169)
Branch improvements	8,596	(6,869)	1,727
Ops room door	3,500		3,500
2nd Ops Room	4,630	(2,564)	2,066
COVID Survival	31,290	(15,094)	16,196
	<u>68,982</u>	<u>(44,513)</u>	<u>24,469</u>
TOTAL FUNDS	<u>271,319</u>	<u>(202,460)</u>	<u>68,859</u>

Comparatives for movement in funds

	At 1.4.19 £	Net movement in funds £	Transfer between funds £	At 31.3.20 £
Unrestricted funds				
General fund	197,811	11,269	6,979	216,059
Designated - capital expenditure on buildings	111,892	-	-	111,892
Designated - F2f interview rooms	7,430	817	(817)	7,430
	<u>317,133</u>	<u>12,086</u>	<u>6,162</u>	<u>335,381</u>
Restricted funds				
Prisons	1,253	1,298	20	2,571
Airconditioning	1,300	5,967	-	7,267
Training fund	6,649	1,120	731	8,500
Defibrillator fund	154	-	-	154
CCTV	-	1,000	(1,000)	-
IT refresh	-	4,958	(3,913)	1,045
Workstations	-	4,208	-	4,208
Furniture fund	-	2,000	(2,000)	-
Windows	-	1,000	-	1,000
	<u>9,356</u>	<u>21,551</u>	<u>(6,162)</u>	<u>24,745</u>
TOTAL FUNDS	<u>326,489</u>	<u>33,637</u>	<u>-</u>	<u>360,126</u>

Notes to the Financial Statements - continued
for the year ended 31 March 2021

16. MOVEMENT IN FUNDS - continued

Comparative net movement in funds, included in the above are as follows

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	190,415	(179,146)	11,269
Designated - F2f interview rooms	2,906	(2,089)	817
	<u>193,321</u>	<u>(181,235)</u>	<u>12,086</u>
Restricted funds			
Prisons	4,530	(3,232)	1,298
Airconditioning	5,967	-	5,967
Training fund	8,500	(7,380)	1,120
CCTV	1,000	-	1,000
IT refresh	5,000	(42)	4,958
Workstations	4,400	(192)	4,208
Furniture fund	2,000	-	2,000
Windows	1,000	-	1,000
	<u>32,397</u>	<u>(10,846)</u>	<u>21,551</u>
TOTAL FUNDS	<u><u>225,718</u></u>	<u><u>(192,081)</u></u>	<u><u>33,637</u></u>

A current year and prior 12 month combined position is as follows

	At 1.4.19 £	Net movement in funds £	Transfer between funds £	At 31.3.21 £
Unrestricted funds				
General fund	197,811	55,659	37,392	290,862
Designated - capital expenditure on buildings	111,892	-	-	111,892
Designated - F2f interview rooms	7,430	817	(817)	7,430
	<u>317,133</u>	<u>56,476</u>	<u>36,575</u>	<u>410,184</u>
Restricted funds				
Prisons	1,253	1,884	20	3,157
Airconditioning	1,300	5,967	(7,267)	-
Training fund	6,649	2,200	(6,769)	2,080
Defibrillator fund	154	-	-	154
CCTV	-	1,000	(1,000)	-
IT refresh	-	8,113	(3,913)	4,200
Workstations	-	536	-	536
Furniture fund	-	2,000	(2,000)	-
Windows	-	831	-	831
Branch improvements	-	1,727	-	1,727
Ops room door	-	3,500	- 3,500	-
2nd Ops Room	-	2,066	-	2,066
COVID Survival	-	16,196	- 12,146	4,050
	<u>9,356</u>	<u>46,020</u>	<u>(36,575)</u>	<u>18,801</u>
Total funds	<u><u>326,489</u></u>	<u><u>102,496</u></u>	<u><u>-</u></u>	<u><u>428,985</u></u>

Notes to the Financial Statements - continued
for the year ended 31 March 2021

16. MOVEMENT IN FUNDS - continued

A current year 12 months and prior 12 months combined net movement in funds included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	392,752	(337,093)	55,659
Designated - F2f interview rooms	2,906	(2,089)	817
	<u>395,658</u>	<u>(339,182)</u>	<u>56,476</u>
Restricted funds			
Prisons	4,816	(3,232)	1,584
Airconditioning	5,967	0	5,967
Training fund	21,750	(19,550)	2,200
CCTV	1,000	-	1,000
IT refresh	12,130	(4,017)	8,113
Workstations	4,400	(3,864)	536
Furniture fund	2,000	0	2,000
Windows	1,000	169.00	1,169
Branch improvements	8,596	(6,869)	1,727
Ops room door	3,500	0	3,500
2nd Ops Room	4,630	(2,564)	2,066
COVID Survival	31,290	(15,094)	16,196
	<u>101,079</u>	<u>(55,021)</u>	<u>46,058</u>
TOTAL FUNDS	<u><u>496,737</u></u>	<u><u>(394,203)</u></u>	<u><u>102,534</u></u>

17. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2021.