

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

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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Nationally, the service to support people emotionally via text (SMS) was withdrawn.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

**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
R kuczma
L Powley
N Johnston - resigned 19 September 2020
S E Montgomery
B Warren
R Anderson
C Graham - resigned 19 September 2020
P Barber- resigned 1 January 2021

A McNeil - elected 19 September 2020
P Leonard - elected 19 September 2020
A Pocock - elected 19 September 2020
J Ellis - appointed 21 March 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	6				
Emotional support		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	16				
Unrestricted funds				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
	11,631	68,982	80,613

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
	11,631	13,555

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
	90,826	1,866	92,692

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
	1,247	22,463	59,097

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>

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	<u>317,133</u>	<u>9,356</u>	<u>326,489</u>
TOTAL FUNDS CARRIED FORWARD	<u>335,381</u>	<u>24,745</u>	<u>360,126</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	146,953	33,141	51,155
	DEPRECIATION			
	At 1 April 2020	-	33,141	34,120
	Charge for the year	-	-	1,846
	Disposals	-	-	-
	At 31 March 2021	-	33,141	35,966
	NET BOOK VALUE			
	At 31 March 2021	146,953	-	15,189
	At 31 March 2020	146,953	-	3,272
		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	13,300	36,288	280,837
	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	6,871	18,299	94,277
	NET BOOK VALUE			
	At 31 March 2021	6,429	17,989	186,560
	At 31 March 2020	9,089	3,600	162,914
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	
		29,892	30,710	

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
	3,696	10,609

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
	63,625	101,625

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
	360,126	68,859	-	428,985

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>225,718</u>	<u>(192,081)</u>	<u>33,637</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>326,489</u>	<u>102,496</u>	<u>-</u>	<u>428,985</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.