

# SAMARITANS

Mid Cheshire

## Samaritans of Mid Cheshire Annual Review 2021-22



**AGM Tuesday 7<sup>th</sup> June 2022 7pm**  
**Owley Wood Recreation Club**  
**Barrymore Rd, Weaverham, Northwich CW8 3LS**

**Contents**

1. Samaritans' Vision, Mission and Values
2. Samaritans of Mid Cheshire
3. Director's Report (Outgoing/Incoming)
4. Treasurer's Report
5. Financial Statement
6. Thank You
7. Trustees
8. Health & Safety and Building Report

# 1. Samaritans' Vision, Mission and Values

It's now generally acknowledged that to genuinely reduce suicide we must reach people earlier on in the crisis cycle, which means reaching out to and helping people who would not consider themselves to be suicidal. We want all potential callers to understand that our service is here for anyone who is experiencing pain in their lives.

## Our Vision

Our Vision is that fewer people die by suicide

## Our Mission

**We make sure there's someone there for anyone who needs someone.**

Every year, Samaritans volunteers spend over one million hours answering calls for help via our unique 24-hour listening service, email, letter, face to face and through our Welsh language service.

**We give people ways to cope and the skills to be there for others.**

We want to encourage, promote and celebrate those moments of connection between people that can protect and even save lives.

**To do this, we're working in schools, prisons, workplaces and communities, and in partnership with organisations like Network Rail.**

**We campaign to make suicide prevention a national and local priority.**

Our staff and volunteers run nationwide and community campaigns to raise awareness and influence decision-makers.

## Our Values

We have five core values. They're supported by these behaviours, which we share within the Samaritans organisation: support, trust, aspirational and respect.

### Listening

Exploring feelings alleviates distress and helps people to reach a better understanding of their situation and the options open to them.

### Confidentiality

If people feel safe, they are more likely to be open about their feelings.

### Non-judgemental

We want people to be able to talk to us without fear of prejudice or rejection. People making their own decisions wherever possible

### People making their own decisions

We 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.

## 2. Samaritans of Mid Cheshire

Samaritans of Mid Cheshire, a charity registered in England (1170575), is a recognised branch of Samaritans Central Charity and is a charitable incorporated organisation (CIO) and governed by a constitution. As an affiliate branch we are financially independent and responsible for fundraising to meet our operating costs.

Our branch has been providing support to people in our local area since 1965. We offer emotional support by telephone, by email and in person when guidelines allow. Our branch covers the following areas:

- Altrincham
- Hale
- Hale Barns
- Knutsford
- Lymm
- Middlewich
- Northwich
- Timperley
- Winsford

The year 2021-2022, as the previous year, has proved to be very challenging: balancing running an increasingly needed service whilst navigating new rules; continuing to fundraise whilst managing increased expenditure; trying to plan 'normal' outreach activities in unprecedented times whilst still recruiting and training volunteers.

The branch has continued to provide a telephone listening service providing emotional support for our

callers. Operational changes initially made in 2020 have continued to ensure safety of volunteers.

Fundraising opportunities have been severely reduced during the pandemic, meaning that the donations we have received are possibly even more appreciated than ever. Securing grants has helped the financial situation; increased expenditure due directly in response to Covid-19 has been covered by one of these. Maintenance of our premises continues to be a major source of expenditure in addition to our normal running costs.

Despite the pandemic the branch continues to comply with all aspects of good charity management. During the last year, Samaritans, the branch has maintained the excellent branch management that was recognised in last year's Central Charity quality review report and despite the difficulties, the charity remains in a healthy state

The Branch Leadership Team have continued to recruit and train new volunteers, albeit still under the new normal, making use of technology to replace face to face when required.

The whole branch are looking forward to more face to face work, hoping to get our presence known in local schools, prison and at train stations.





### 3. Outgoing Director's Report

*Jan reports as she comes to the end of her third and final year in the role of Branch Director:*

The dominant feature of the last two and a half years has been the effect of the Coronavirus pandemic which impacted on virtually every aspect of our activities. In just a few short weeks we had to adjust our way of working to take account of social distancing, hygiene precautions and the continual turbulence caused by the need for individual volunteers to self-isolate. We lost the freedom to actively fundraise, or to conduct outreach and face to face activities, both between branch members and with callers. All this could have been disastrous, but thanks to the outstanding efforts and positive engagement by all our volunteers, we overcame the difficulties and have emerged as strong as ever and well placed to face the challenges that lie ahead.

Mid-way through my term we were subjected to a delayed but nevertheless very successful Branch Review, which particularly commended our welcoming environment and culture of inclusivity. I was especially pleased that the review team acknowledged the tremendous support given to me by the Branch Leadership Team.

During the Review we identified a number of key aspirations which are now at various stages of completion:

We have taken back our responsibility for Thorn Cross Prison and have already established effective links with the Listeners and Staff.

We have implemented a programme of improvements to the building. Some of these, for example the Ops Room, have already been started and others, notably the exterior rendering and signage are scheduled to be carried out in the very near future.

Our Recruitment and Training continues to operate at a very high standard. Throughout the pandemic, we have managed to recruit and train a steady stream of high quality and committed volunteers and are now planning to increase the number of training cohorts annually. We enjoy a fine reputation at Regional and National level, that was evidenced when Central Office chose to use our facilities as the location for a short Samaritans-wide training film.

Despite the restrictions on direct fundraising, we have been very successful in obtaining funds through grants and other means to help run and maintain the Branch and, overall, we remain in good financial shape for the forthcoming year.

As I step down after three demanding but thoroughly enjoyable years, I would like to thank the Trustees, Branch Leadership Team and all our wonderful volunteers for your unstinting support and friendship, and for your dedication to our callers and co-volunteers. I know that Annie will be able to count on the same and wish her every success for the next three years. It has been a privilege to serve as your Director and to all of you I just want to say, 'Thank You for Being There'.

**Jan 456**

### Incoming Director's Report

On behalf of everyone at Samaritans Mid Cheshire, I would like to say a HUGE THANK YOU to Jan, who has been an amazing Director over these last three, quite difficult, years. The role is quite demanding without the added pressures she faced!

During the pandemic, she kept us all going, while facing unprecedented challenges, always with a smile and positive determination.

We must never forget how much that helped, along with the huge commitment of the whole team here in Northwich, to keep the branch open to our Callers. Together we set an exemplary example, I believe, for everything Samaritans stands for.

We continued to look after our Callers, and just as importantly, each other!

This is why I am so proud to become your next Director, knowing that together we have the strength, passion, determination and skills to always be the best, and I thank you again for all your messages of support

I look forward to working closely with you all, listening to you, realising and recognising expertise in the team, celebrating what we do, and continuing to make us the best Samaritan 'Family' (which I know we all treasure,) so we can continue to be there for our Callers

Finally, it is so lovely that we can say thank you to Jan face to face at our first real live meeting together, celebrating together, as we move forward together.

Thank you

**Annie 431**



*Jan 456 and Annie 431*

## 4. Treasurer's Report

As Trustees of our Organisation after a vote at last year's AGM, we have been fortunate that one of our new Samaritan volunteers is qualified and experienced to do our Independent Financial Examination and so I have persuaded her to do it for us this year and your Trustees agreed. From The Charity Commission regulations she must have nothing to do with our accounts over the year. Thank you, Bernice.

Although this year has again been somewhat different, as always, we give our sincere thanks to all who have helped to keep the branch going through the past 12 months. Our income relies on the support and generosity of the whole community but unfortunately, we were not able to raise funds in our usual way as often as we have done. However with financial support from our donors, Samaritans of Mid Cheshire have been able to continue the good work that we do.

You will see that we applied for and were awarded another 2 grants this year for specific projects. We received £2.8k from The Pears Foundation to spend on new branding external signage, curtains for the ops room and sounding proofing within the telephone stations. We are on target to complete this within the given time frame. The other grant was from The National Lottery Community Fund - £9.8k for transparent acoustic panels for the ops room which includes costs for fitting and making good. The screens are in but there is still subsequent refurbishment to do finish that project.

We also applied and were accepted to be one of 3 local community groups for the year October 2021 to October 2022 who receive donations when Co-Op members use their cards and choose us as their chosen local charity.

As a result of claiming expenses from the Samaritan Central Charity Prison Support Group when our prison team have been supporting the listeners at Thorn Cross Open prison, we were entitled to receive a share of any money left in the prison Grant 'pot'. We were very lucky to receive £2.6k.

Regarding our expenditure, along with spending grant allocated money, we have continued to upgrade, repair and refurbish our property to a cost of just over £2k, which included fitting a new boiler. After negotiating fixed 2 year contracts for both our gas and electricity bills last June, unfortunately our gas supplier went out of business in November. We had an expensive couple of gas months but by the end of the year our 2 year fixed contract has been honoured by another company so things have settled down. Otherwise through careful monitoring we have managed to keep our telephone and photocopying costs under control.


The creditors listed in the accounts include NBC – the money we pay yearly to Central Charity which is based on our income, expenditure and reserves.

For our income, we have only done one street collection but no store collections or any bag packing due to the pandemic. However Diana was able to organise another Big Band concert to entertain many of you and your friends. The fantastic evening raised, along with donations given by those who were still unwilling to be at a public event, raised a magnificent £1436. Money was also raised through the sale of Samaritan raffle tickets and The Samarathon, when 4 of our volunteers walked, ran or cycled the equivalent of 26 miles during July and got sponsored. We were lucky to receive £620 in donations from local organisations and churches and thank them for their continued support. Individual donations amounted to £6,780 and we must thank 2 ex volunteers who remembered us when their loved one died. We are so very grateful to all who donated so generously. Gift Aid for the year up to March 2021 amounted to £920. Our 100 Club continues to contribute towards our income and currently we have around 60 members but we are always lookout for more – only £12 a year - £20 prize every month but in December prizes of £50, £25 and £10.

Thanks as always to all who helped, donated, participated and organised.

Sue 260

# 5. Financial Statement

 CHARITY COMMISSION FOR ENGLAND AND WALES	Samaritans of Mid Cheshire C.I.O.		No (if any) 1170575		CC16a
	Receipts and payments accounts				
	For the period from	Period start date 1st April 2021	To	Period end date 31st March 2022	
Section A Receipts and payments					
	Unrestricted funds	Restricted funds	Endowment funds	Total funds	Last year
	to the nearest £	to the nearest £	to the nearest £	to the nearest £	to the nearest £
A1 Receipts					
Donations	7,401		-	7,401	8,391
Memorials and legacies	868	-	-	868	975
Grants	2,600	13,300	-	15,900	10,000
Collections and bag packing	566			566	-
Other Fund raising	3,308	-	-	3,308	4,243
Interest	73	-	-	73	79
Gift Aid	920	-	-	920	2,620
Sundries	-	-	-	-	38
Sub total (Gross income for AR)	15,736	13,300	-	29,036	26,346
A2 Asset and investment sales, (see table).					
	-	-	-	-	
Sub total	-	-	-	-	-
Total receipts	15,736	13,300	-	29,036	26,346
A3 Payments					
Gas, electricity, water, contracts	4,652	-	-	4,652	3,454
Telephone	1,319	-	-	1,319	1,499
House - repairs & refurbishment	2,402			2,402	2,087
Housekeeping & refreshments	2,006			2,006	1,654
Fundraising costs	357	-	-	357	666
Training	605	-	-	605	176
Advertising/publicity/recruitment	172	-	-	172	4,163
Stationery/stamps/cartridges etc	189			189	186
Caller support	-	-	-	-	-
Volunteer support	121			121	-
Outreach	96			96	60
Director & volunteer expenses	4,377			4,377	1,691
Grant projects		6,439		6,439	2,674
Insurance	1,107			1,107	926
Sundries	120			120	43
National Branch Contribution	2,960			2,960	1,533
Governance	1,195	-	-	1,195	633
Sub total	21,681	6,439	-	28,121	18,377
A4 Asset and investment purchases, (see table)					
	-	-	-	-	
	-	-	-	-	
Sub total	-	-	-	-	-
Total payments	21,681	6,439	-	28,121	18,377
Net of receipts/(payments)	- 5,945	6,861	-	916	7,969
A5 Transfers between funds	-	-	-	-	-
A6 Cash funds last year end	57,236	-	-	57,236	-
Cash funds this year end	51,291	6,861	-	58,152	7,969



## Section B Statement of assets and liabilities at the end of the period

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
<b>B1 Cash funds</b>	HSBC Charitable Bank account	2,113	-	-
	HSBC Business Money Management	23,545	6,861	-
	NationwideBusiness 95 Day Saver	25,633	-	-
	<b>Total cash funds</b>	<b>51,291</b>	<b>6,861</b>	<b>-</b>
(agree balances with receipts and payments account(s))				
<b>B2 Other monetary assets</b>	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
	None	-	-	-
<b>B3 Investment assets</b>	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
	None		-	-
<b>B4 Assets retained for the</b>	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
	Property at cost	Unrestricted	90,000	-
<b>B5 Liabilities</b>	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
	None		-	
Signed by one or two trustees on behalf of all the trustees		Signature	Print Name	Date of approval
		Susan Coles	SUSAN COLES	30.5.22
		Diana Brown	DIANA BROWN	30.5.22

## 6. Thank You

### Samaritans of Mid Cheshire must thank ....

#### .... all our donors including

- Those who give us donations regular and one-off donations
- Those families who, when their loved one has died, ask for donations to be given to us in their memory
- Those 100 club members who take a bit of a gamble while giving us money
- Those who do their internet shopping via [www.easyfundraising.org](http://www.easyfundraising.org) and help to boost our funds
- Those who sponsored our volunteers when they ran, walked or cycled in aid of our branch
- Those people who put money in our tins when we do a street collection

#### .... and

- Knutsford Bowling Club
- Norley Methodist Church
- Pears Foundation grant
- National Lottery Community Fund grant
- Knutsford Lions

## 7. Trustees

The following individuals have served as trustees for Samaritans of Mid Cheshire

Trustee Name	Position	Dates served
Judi Boardman (410)	Secretary (from 01/01/2022)	From April 2017
Diana Brown (301)		From May 2018
Peter Burke (200)		From August 2020
Andrew Clarke (353)		From April 2017
Susan Coles (260)	Treasurer	From April 2017
Helen Gardner (380)	Secretary (to 31/12/2021)	From April 2017
John Munnery (490)		From June 2019
Janice Scaplehorn (456)	Director	From April 2017

The role of trustee is advertised to the branch in the two months prior to an AGM. Volunteers are invited to stand to be elected at the AGM. As per the constitution there will be a minimum of three trustees and a maximum of thirteen.

## 8. Health & Safety and Building Report

### What's happened at the Centre in 12 months – 01/04/2020-31/03/2021:

1. Gas boiler serviced.
2. PAT testing completed.
3. Fire extinguisher service completed.
4. Fire alarm service completed.
5. Health & Safety policy and fire risk assessment reviewed and updated.
6. New first aid risk assessment.
7. New pregnant worker/new mother risk assessment.
8. First aiders identified – details in the Centre.
9. Annual H&S checklist completed for General Office.
10. Branch Risk Register completed.
11. Provision of Covid-19 supplies and posters.

### Building upgrade and refurbishment:

Thanks to Peter 200 for all his hard work and patience for the 3 main projects requiring attention at the Centre:

#### **1. Leaks in the Training and small adjacent room**

The initial focus of the investigation of the leaks established that the water could only have been entering the building through the rendering on the gable end. A detailed inspection of the front façade render showed it also to be extensively distressed and in need of early replacement. Initial enquiries were for full render replacement to the industry-standard K- Rend system with mesh reinforcement and include for sign removal and replacement and were sent to 3 suitable contractors.

The initial contractor booked to do the works withdrew. A further three contractors were selected to seek prices for the render replacement and in July 2021, the contract was awarded. However, there was an issue with public liability insurance and the pedestrian access routes on the road and they eventually also withdrew.

Enquiries with two other render firms indicated that materials prices continue to be high due to high demand and supply restrictions and it was decided to revisit this in 2022.

By March 2022, 3 further quotes were received, of which was selected to do the work which will start on 18<sup>th</sup> July 2022. Scaffolding will be erected prior to this date and some shifts may have to be re-arranged. Neighbours have been notified.

## **2. Settlement of the cabinets in the 1<sup>st</sup> floor kitchen.**

Enquiries were sent out to three local contractors but despite regular reminders none have submitted prices (although one explained that with a six-month workload our work could not be fitted in). It appears that demand on small builders has been very large during the pandemic. Enquiries were sent out to three more contractors - but note that the work is not urgent and was deferred to 2022. No further progress has yet been made on this.

## **3. Refurbishment of the Operations Room**



Three acoustic glass partition installers quoted for providing and installing the countertop-to-ceiling glass partitions.

Preparation joinery work, removing the existing partition and workstation roofs and constructing the below-counter partitions was carried out by a local joiner.

The sub-counter timber partitions were built in early October and after precise measurement and manufacture the acoustic glass partitions were installed in November.

Further work included moving a radiator out of one of the working areas, moving an electric socket outlet and painting the under-counter partitions and other areas, provision and installation of curtain rails, curtains and sound-absorbent panels to walls and the ceiling.

Other works still to be carried out in the Operations Room include installing the sound-absorbent wall and ceiling panels, re-decoration (together with the front entrance door) and then replacement of the carpet and the under-chair protection mats.

# We're here to listen

Call free day or night on

# 116 123

Email

[jo@samaritans.org](mailto:jo@samaritans.org)

Web

[samaritans.org/midcheshire](http://samaritans.org/midcheshire)

Visit us

1 Manchester Road  
Northwich  
CW9 5LY

## SAMARITANS





CHARITY COMMISSION  
FOR ENGLAND AND WALES

Samaritans of Mid Cheshire C.I.O.

No (if any)  
1170575

## Receipts and payments accounts

CC16a

For the period  
from

Period start date  
1st April 2021

To

Period end date  
31st March 2022

### Section A Receipts and payments

	Unrestricted funds	Restricted funds	Endowment funds	Total funds	Last year
	to the nearest £	to the nearest £	to the nearest £	to the nearest £	to the nearest £
<b>A1 Receipts</b>					
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Other Fund raising	3,308	-	-	3,308	4,243
Interest	73	-	-	73	79
Gift Aid	920	-	-	920	2,620
Sundries	-	-	-	-	38
	-	-	-	-	-
<b>Sub total (Gross income for AR)</b>	<b>15,736</b>	<b>13,300</b>	<b>-</b>	<b>29,036</b>	<b>26,346</b>
<b>A2 Asset and investment sales, (see table).</b>					
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total receipts</b>	<b>15,736</b>	<b>13,300</b>	<b>-</b>	<b>29,036</b>	<b>26,346</b>
<b>A3 Payments</b>					
Gas, electricity, water, contracts	4,652	-	-	4,652	3,454
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House - repairs & refurbishment	2,402			2,402	2,087
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Stationery/stamps/cartridges etc	189			189	186
Caller support	-	-	-	-	-
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Outreach	96			96	60
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National Branch Contribution	2,960			2,960	1,533
Governance	1,195	-	-	1,195	633
<b>Sub total</b>	<b>21,681</b>	<b>6,439</b>	<b>-</b>	<b>28,121</b>	<b>18,377</b>
<b>A4 Asset and investment purchases, (see table)</b>					
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total payments</b>	<b>21,681</b>	<b>6,439</b>	<b>-</b>	<b>28,121</b>	<b>18,377</b>
<b>Net of receipts/(payments)</b>	<b>- 5,945</b>	<b>6,861</b>	<b>-</b>	<b>916</b>	<b>7,969</b>
<b>A5 Transfers between funds</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>A6 Cash funds last year end</b>	<b>57,236</b>	<b>-</b>	<b>-</b>	<b>57,236</b>	<b>-</b>
<b>Cash funds this year end</b>	<b>51,291</b>	<b>6,861</b>	<b>-</b>	<b>58,152</b>	<b>7,969</b>

## Section B Statement of assets and liabilities at the end of the period

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
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	<b>Total cash funds</b>	<b>51,291</b>	<b>6,861</b>	<b>-</b>
	(agree balances with receipts and payments account(s))	OK	OK	OK
<b>B2 Other monetary assets</b>	<b>Details</b>	<b>Unrestricted funds to nearest £</b>	<b>Restricted funds to nearest £</b>	<b>Endowment funds to nearest £</b>
	None	-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
<b>B3 Investment assets</b>	<b>Details</b>	<b>Fund to which asset belongs</b>	<b>Cost (optional)</b>	<b>Current value (optional)</b>
	None		-	-
			-	-
			-	-
			-	-
			-	-
<b>B4 Assets retained for the charity's own use</b>	<b>Details</b>	<b>Fund to which asset belongs</b>	<b>Cost (optional)</b>	<b>Current value (optional)</b>
	Property at cost	Unrestricted	90,000	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
<b>B5 Liabilities</b>	<b>Details</b>	<b>Fund to which liability relates</b>	<b>Amount due (optional)</b>	<b>When due (optional)</b>
	None		-	
			-	
			-	
			-	
Signed by one or two trustees on behalf of all the trustees	<b>Signature</b>	<b>Print Name</b>	<b>Date of approval</b>	
	Susan Coles	Susan Coles	30/05/2022	



# CHARITY COMMISSION FOR ENGLAND AND WALES

## Independent examiner's report on the accounts

### Section A

### Independent Examiner's Report

Report to the trustees/  
members of

SANARITANS OF MID CHESHIRE C.I.O.

On accounts for the year  
ended

31 MARCH 2022

Charity no  
(if any)

1170575

Set out on pages

1 and 2 of Form CC16a

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31/03/2022.

Responsibilities and  
basis of report

As the charity trustees of the Trust, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust'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 Act.

Independent  
examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention (~~other than that disclosed below~~ \*) in connection with the examination which gives me cause to believe that in, any material respect:

- accounting records were not kept in accordance with section 130 of the Act or
- the accounts do not accord with the accounting records

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in order to enable a proper understanding of the accounts to be reached.

\* Please delete the words in the brackets if they do not apply.

Signed:

Bernice Philips

Date:

6 June 2022

Name:

BERNICE PHILIPS

Relevant professional  
qualification(s) or body  
(if any):

CHARTERED ACCOUNTANT  
ICAEW Member No. 7485463

Address:

14 REEDSNERE WALK  
CONTRERBACH, NORTHWICH  
CHESHIRE CW9 6BZ

Only complete if the examiner needs to highlight matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).

Give here brief details of any items that the examiner wishes to disclose.

NONE