SAMARITANS CHELTENHAM AND DISTRICT

England & Wales · Charity number 1170900

Details

Status	Registered
Legal form	CIO
Registered	2016-12-22
Register	View on the Charity Commission register

Contact

Address	The Samaritans Victoria House Back Of Albert Place Cheltenham GL52 2HN
Phone	01242370905
Email	cheltsamstreasurer@gmail.com
Website	www.cheltenhamsamaritans.org

Activities

Objects: THE OBJECTS OF THE CHARITY ARE:1) TO ENABLE PERSONS IN CHELTENHAM 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;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 IMPAIREDEMOTIONAL HEALTH; AND3) TO COLLABORATE WITH AND SUPPORT SAMARITANS CENTRAL CHARITY AND ITS AFFILIATED BRANCHES IN FULFILLING THESE OBJECTS

Activities: To support people in Cheltenham, and elsewhere, who are experiencing feelings of distress or despair, including those who may be at risk of suicide, in order to improve their emotional health and to reduce the incidence of suicide. To promote better understanding in society of suicidal behaviour and the value of expressing feelings which may otherwise lead to suicide or impaired emotional health.

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Classification

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

Geography

- Gloucestershire

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£65,214	£147,480	-	-
2024-03-31	£88,034	£74,969	-	-
2023-03-31	£138,354	£62,963	-	-
2022-03-31	£87,574	£100,993	-	-
2021-03-31	£88,337	£86,943	-	-

Trustees

Name	Role	Appointed
Dr Susan Honeywill	Chair	2026-03-01
Anthony Millard		2023-04-24
John David Clarke		2024-09-21
Jonathan Cutler		2025-09-20
Leigh Richard Norwood		2025-09-20
Nicola Boyd		2025-09-20
Sally Ryder-Taylor		2022-09-24
Stephen Clark		2025-09-20
Toni Lisa Hardie		2022-09-24

Linked charities

- SAMARITANS (CHELTENHAM AND DISTRICT BRANCH) (1170900-1)

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SAMARITANS CHELTENHAM AND DISTRICT

England & Wales - Charity number 1170900

Accounts

SAMARITANS CHELTENHAM AND DISTRICT

FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2025

Charity Registration Number 1170900

SAMARITANS CHELTENHAM AND DISTRICT

FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2025

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SAMARITANS CHELTENHAM AND DISTRICT

TRUSTEES' ANNUAL REPORT

YEAR ENDED 31 MARCH 2025

The Trustees of Samaritans Cheltenham and District present their Annual Report together with the Independently Examined Financial Statements for the year ended 31 March 2025.

1. OUR OBJECTIVES

Cheltenham Samaritans is a charitable incorporated organisation.

The charitable purposes, as set out in our governing document, are:

- To enable persons in Cheltenham, the surrounding area, and elsewhere, who are experiencing feelings of distress or despair, including those who may be at risk of suicide, to receive emotional support at any time of the day or night 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 all affiliated Branches in fulfilling the same objectives.

The trustees have given due consideration to the Charity Commission's published guidance on the Public Benefit requirement under the Charities Act 2011.

2. ACHIEVEMENTS AND PERFORMANCE

For 2024/2025, the trustees confirm that Samaritans Cheltenham & District continue to meet the charitable purposes set out in our governing document. In relation to these purposes our main achievements during the year include:

- We have provided effective emotional support to callers through phone calls, emails and on-line chat. We are also open for callers to receive emotional support face to face in branch. Cheltenham is the only Samaritans branch in the South West region to provide emotional support through all of these channels.

- Emotional support is provided by a dedicated team of volunteers. During 2024/2025, the branch supported over 20,000 callers. This was made up of around 15,000 inbound telephone calls, and over 4,000 emails and 1,000 chats.

- In March 2025, we had around a total of 152 volunteers with 129 active listening volunteers. This is an increase since March 2024 as a result of actions put in place to increase the number of listening volunteers. This has led to an increase in our support to callers.

- We have raised awareness of the Samaritans service and suicide prevention through outreach events and activities. In addition, we have provided effective emotional support in our local community through partnerships with Cheltenham Opendoor, Network Rail and Gloucestershire NHS.

- Our purposes are met in collaboration with and support of Samaritans Central Charity and other affiliated branches. Cheltenham & District Samaritans adopt all the policies and procedures of the central charity to enable us to provide this emotional support through the national helpline 116 123 and associated email and chat channels.

Risk

The main risk associated with the charity is the number of volunteers (medium risk). There had been a fall in volunteer numbers in 2024 which resulted in a drop in the number of volunteer hours contributed each month and a gradual increase in shift closures. This trend has been curtailed in 2025 with an increase in volunteer numbers and, as a result, increased support to callers. Nevertheless, recruitment and retention remain a focus for the charity.

Major projects

During 2024/2025, a major project was completed to replace the roof on the Frances Twyford room at Back Albert Place. This project was completed to plan with minimum disruption to our support to callers. It mitigates a significant risk to our operations and gives confidence in our service provision from Victoria House for the future.

A strategic project has also been progressed during 2024/2025 to work in partnership with Royal Agricultural University in Cirencester to develop an online chat capability. This project would enable us to increase our service provision with access to potential additional volunteers from the Cirencester region. This project is supported by RAU and next stage would be to present to central Samaritans executive team. However, this is currently on hold awaiting the completion of a Samaritans strategic review ("futureproofing our organisation") which is underway during 2025.

3. FINANCIAL REVIEW AND RESERVES

Reserves Policy

The income of the charity is intended to be spent to meet the objects of the charity within a reasonable timeframe.

The reserves policy is to hold 36 months of operating expense budget totaling £135,000, £45,000 per annum. This excludes fundraising expenses. Total funds (excluding tangible fixed assets) at the end of March 2025 were £134,531 (2024: 216,281):

	2025	2024
Free reserves	84,125	81,138
Friends of Cheltenham Samaritans	37,556	28,632
Building Fund	4,626	97,542
Restricted Funds – Prison Service	8,224	8,969
Total end of year	134,531	216,281

The total unrestricted reserves are slightly below the policy target, having built up reserves in prior years to cover the replacement of the roof in the Frances Twyford room without impacting operating costs.

In FY25, the charity made a deficit of £82,266 (2024: net income £13,065).

Income for the branch has once again been enhanced by generous grants, plus, of course, the Friends fundraising efforts on top, of kind donations from volunteers and supporters.

The Trustees have fulfilled their responsibility for ensuring that accounting records comply with the Charities Act 2011. The financial situation is summarised on a quarterly basis. The financial information is stored in a dedicated area of 3Rings and is available for all volunteers to access. The position is appraised at each Trustee meeting.

4. STRUCTURE, GOVERNANCE AND MANAGEMENT

The charity is a CIO is governed by its constitution dated 13 January 2003 as amended 2004,2007,2016 and 2017.

Governance of the charity is ensured with an effective board of trustees that meets once a quarter and as required. The Branch Director has been appointed to the joint roles of Director and Chair of Trustees since 1st April 2017. The current Branch Director, Andy Goddard, continues to hold both roles and has done so since March 2023.

All Members of the Charity (including the Trustees) may make nominations for individuals to stand for election as Elected Trustees to the Charity's Board of Trustees. Nominations shall be proposed and seconded by Members in writing (including by Electronic Means) and shall be delivered to the Secretary (or in the Secretary's absence any other Trustee as indicated by

the Branch Director) not less than 14 days before the AGM at which the election will take place. The nomination must include a statement that the proposer has ascertained that the nominee would accept office if elected at the AGM.

The Trustees may appoint (co-opt) up to two additional Trustees (the 'Co-opted Trustees'), particularly but not exclusively in order to fill identified gaps in expertise on the Charity's Board of Trustees, so long as the total number of Trustees does not exceed thirteen. The reason for each such appointment shall be minuted. Co-opted Trustees shall retire at the next AGM. For the avoidance of doubt, Co-opted Trustees shall have the same rights, including voting rights, and responsibilities as all other Trustees.

5. SUPPORTING OUR CALLERS

Cheltenham branch is proud to be able to support our callers through phone calls, emails, online chat and face-to-face. We are the only branch in the region to support callers through all these ways.

Statistics for 2024/2025

The following table provides a summary of our support to callers during 2024/2025 and how this support compares with recent years. There has been an increase in inbound telephone calls which reflects the increase in volunteer numbers and hours supporting callers.

	2024/2025	2023/2024	2022/2023
Total logged contacts	24,746	24,015	25,836
Inbound telephone calls	15,331	13,852	15,258
Outbound telephone calls	315	216	495
Snap calls	3,761	3,227	3,670
Face to face (in branch)	33	15	0
Face to face (outside branch)	116	96	Not Recorded
E mail	4,041	5,599	5,080 (899 logged as spam)
Online chat	1,149	1,010	1,270
Letter	0	0	0
Total	24,746	24,015	25,836
Gender breakdown			
Male	42.0%	39.2%	38.5%
Female	47.6%	49.3%	50%
Unknown or other	10.4%	11.5%	11.5%

Caller support and safeguarding hub

The Caller Support and Safeguarding Hub and the Quality hub are now well established and each branch now has a Hub Liaison Officer who acts as a conduit between branch and the hubs.

The hub liaison officer continues to provide up to date information to support our volunteers, guidance on handling callers of concern, updating signposting lists, no call back numbers, misuse of service list and ensuring best practice for follow up calls and the written word.

Quality checks take place including listening in to a small proportion of phone calls and auditing of a random sample of emails each month. Quality of our support to callers remains high.

Local referral services

We have referral services in place with two organisations:

- Partnership with CRUSE to provide emotional support to callers awaiting bereavement support through CRUSE;
- Partnership with Gloucestershire Counselling Service (GCS). GCS is a counselling service based in Stroud, Gloucester and Cheltenham which offers means tested counselling in the local area. The partnership enables GCS to refer at risk people to Samaritans for a series of calls. Those referred may be in crisis or may have been assessed as unsuitable for counselling but assessed by GCS as being at high risk of suicide.

Whilst we continue to be available to support, the referrals from these organisations has seen a significant reduction. For CRUSE this is due to a change in their approach with group bereavement support being provided to many people who are waiting for individual bereavement support. The partnership with GCS has been reviewed, communications of the service improved within GCS and this will be reviewed again during 2025.

Independent Quality Review

Following appointment of a new branch director a review is performed by 2 quality mentors from other Samaritans branches. A quality review was performed in September 2023. Areas for improvement related to number of active listening volunteers and reinstatement of ongoing mentoring were identified. Our number of active listening volunteers has now increased and ongoing mentoring is reinstated.

Looking Forward

- Review the effectiveness of our existing referral services and how these should continue.

6. VOLUNTEER AND ROTA MANAGEMENT

Overall, Cheltenham is a branch with highly engaged volunteers. In March 2025 we had 129 active listening volunteers (volunteers who completed at least one shift during the month) completing a total of 1,450 volunteer hours during March (an increase from 1,356 in March 2024). The following table summarises the change in volunteer numbers during 2024/2025 and how this compares to the previous years.

	2024/ 2025	2023/ 2024	2022/ 2023	Notes
New Samaritans Trained	35	15	24	Significant increase in volunteers being trained
Volunteers transferring from another branch	3	1	1	
Volunteers leaving branch	29	33	45	
Total Volunteers	152	142	160	
Active Listening Volunteers	129	122	128	Peak of 150 during in July 2021 137 in March 2022 ALVs increasing due to recruitment focus
Listening Volunteers on sabbatical or who didn't do a shift during March	21	19	24	
Support Volunteers	2	1	8	2 support volunteers - Website coordinator/Trustee

In March 2025, the rota in Cheltenham Branch requires 360 volunteer hours each week. This is made up of 2 person shifts 24 hours a day (except 5 hours of planned closures each week) and an additional 34 hours / week for on-line chat shifts.

During the year we have increased the number of priority night shifts and now aim to be open through the night on 4 nights each week. We have also increased our number of online chat shifts and now support chat on Friday evenings.

The rota management team aims to reduce the number of unplanned shift closures by highlighting rota gaps regularly. With the increase in active listening volunteers this year, the number of unplanned closures has reduced. Notably we are also supporting more callers during the priority night shift hours (between 2am and 6am).

Each listening shift is supported by a leader. Leaders at Cheltenham put volunteer welfare at the forefront of their role. Being a big branch, there's a risk that volunteering at Cheltenham might seem a little impersonal. Making volunteers feel welcome, valued and supported is therefore a key part of the Leader role. We only closed one shift during the year due to lack of a leader. Recruiting more shift leaders remains a priority (we currently have 31 active leaders).

Looking Forward

Looking forward we will aim to

- Continue to increase the number of active listening volunteers by proactive recruitment and selection to train full training cohorts (of 12 trainees) each year. We will also look to make use of the online training school.
- Continued support to existing Samaritans to increase engagement and retention.
- Supporting those on sabbatical to enable those that need some time off to return when they are ready.
- Continue to develop volunteer engagement to increase our support to priority night shifts between 02:00 and 06:00.

It is judged that with 140 active listening volunteers and 40 leaders, the branch could support its outreach commitments as well as remain open with a low number of unplanned closures.

7. VOLUNTEER SUPPORT, TRAINING AND ENGAGEMENT

Cheltenham is a branch with a really engaged group of volunteers providing dedicated support to our callers and those most at risk in the local community. At Cheltenham branch we provide support to our volunteers through:

- Continuous training;
- Engagement activities;
- Supporting those that need a period of sabbatical or time off shifts.

Continuous Training and Ongoing Mentoring

During the year, we are part way through a schedule of mandatory training associated with equity, diversity and inclusion. The training is about what we can do to create an inclusive place for all volunteers as well as how we can further support our callers due to the inequities they experience.

Continuous training is supported including armed forces awareness training which took place during 2024.

In February 2025, we reinstated ongoing mentoring which will be used to inform any training needs for branch volunteers. During 2025, all volunteers will have a shift where another volunteer will provide support and feedback to further improve our support to callers.

Engagement Activities

Over the last year, the branch has continued open communications with regular branch director emails. The aim is to try and create a mutually supportive culture where volunteers feel supported by and engaged in the branch. We have a volunteer lobby moving screen display which aims to keep people informed and updated each fortnight with general information plus Samaritans Central Office and branch news. In addition, the branch supports:

- A Library where branch members can borrow books relevant to the role of Samaritans. The Samaritans book club also meets every 2 months in the community room of a local pub.
- An annual quiz was held for volunteers, partners and supporters. The questions, food and drink were arranged by Friends of Cheltenham Samaritans
- Friends of Cheltenham Samaritans hold a beer festival twice a year to raise funds and awareness for the branch. Engagement of our listening volunteers is encouraged either by joining the festival with friends or volunteering to serve beer behind the bar.

Sabbatical Management

During 2024/2025, we continued to support volunteers needing a period away from listening shift and providing assessment of training and support needs when volunteers return after a period away from shifts. During the year, there has also been more proactive contact with volunteers who have not been able to meet the expectation of (on average) 1 weekly shift. Of particular importance is ensuring all volunteers meet the minimum requirements to ensure that skills and experience are maintained to provide assurance on high quality of support to callers.

Criminal Record Checks

All volunteers have criminal records checks to include checks against the child barring list.

8. RECRUITMENT, SELECTION AND TRAINING OF NEW VOLUNTEERS

Our objective as a branch is to train 3 cohorts of volunteers each year. This is required to increase the branch size to around 140 active listening volunteers which is the number required to meet our rota requirements.

To enable this objective, it is necessary to:

- Recruit potential volunteers that may be interested in training to become Samaritans. This includes advertising to raise awareness of our need for more volunteers;
- Select potential volunteers to commence core training;
- Train and Mentor potential volunteers through core training, mentoring and embedding training.
-

Volunteer Recruitment and Selection

	2024/2025	2023/24	2022/23	2021/22	2020/21
Expressions of Interest	146	141	183	197	271
Potential Volunteers being interviewed	57	65	33	61	69
Potential Volunteers Selected for Core Training	48	42	27	33	64

Over the last 18 months, there has been a move to much more proactive advertising to increase awareness of our need for more volunteers. Advertising activities included:

- Purchase of recruitment banners and, with agreement from local authorities, placement of banners at various locations in Cheltenham;
- Social media posts advertising our need for more volunteers and information sessions to find out more;
- Volunteers supporting by placing recruitment posters in local businesses, libraries, etc.

This has been hugely successful and has led to significant interest and information sessions. The aim is now to fill training courses with waitlists to manage any late dropouts.

New Volunteer Initial Training and Mentoring

	2024/25	2023/24	2022/23	2021/22	2020/21
Volunteers trained by Central Training School	0	1	1	0	0
Number of core training cohorts	3	2	3	5	4

Potential volunteers starting core training in branch	37	19	24	59	48
New Samaritans completing core training	35	15	23	48	41

3 programmes of core training were completed commencing in March 2024, June 2024 and October 2024. 37 volunteers commenced and 35 completed core training. This is significant increase on previous years.

All mentors complete the Samaritans mentor training and the expectations on mentee and mentor have been clarified to make sure that new Samaritans are supported prior to and after moving to shifts without their mentor. We continue to reinforce expectations for new Samaritans so that it is clear that embedding training and a minimum number of shifts need to be completed before becoming a full Samaritan. These expectations are important to ensure skills are embedded and support to callers is of a high quality.

Looking Forward

Looking forward the aim is to continue to train and mentor new volunteers, running 3 programmes of core training each year with a maximum of 12 trainees in each cohort.

9. SUPPORT TO OUR LOCAL COMMUNITY

2024/2025 has continued to be a strong year for outreach activities. The strategy continues to be to:

- Develop an engaged group of volunteers trained in providing emotional support in outreach settings;
- Build small teams of volunteers to work in partnership with selected organisations to provide emotional support to those most in need in our local community;
- Attend selected events to improve awareness of Samaritans as well as providing an opportunity for recruitment.

Partnerships with local organisations

- Network Rail. We now have a very well-established support of two railway stations in our area; Kemble and Cheltenham Spa. There is a monthly presence at both stations and an excellent working relationship with GWR at both stations. While our railway presence began with the annual Brew Monday events in January, we now support The Small Talk Saves Lives campaign in March. This year on Brew Monday volunteers travelled on the trains from Cheltenham to Worcester to Bristol and back to Cheltenham engaging with customers, on train and station staff throughout. We continue to look after our two Samaritan planters on platform 2. There are clearly branded with our contact details providing valuable awareness of our service.

- Cheltenham Opendoor. Cheltenham Opendoor is a charity providing support to street homeless and vulnerable people in Cheltenham. We have a small team of volunteers who are committed to providing this support twice a month. Unsurprisingly the numbers of guest using this service has increased significantly over the year with one hundred plus guests attending. On some occasions we are given prior notice of a vulnerable guest who needs our specific support. On every visit we also have invaluable contacts with guests in need of exploring their feelings. We are always made extremely welcome by the Opendoor team.

- Gloucestershire NHS Hospitals. We have managed to maintain our monthly visits to the A+E over the last year but recruiting volunteers to join this three-hour shift has

become increasingly difficult. The main reason for this is that a non-volunteer team of Treasure Seekers have taken over a nightly presence at A&E. Because they attend nightly, they have developed a rapport with the staff and are covering all the tasks that we used to do. Volunteers have felt less valued and on occasions the shifts have been curtailed. Our support to this partnership is currently being reviewed and options are being considered including providing some support at Cheltenham General Hospital. Logistically this is much nearer to our branch and would make it easy for our volunteers to support our local hospital.

- Other community support activities
    - We continue to respond to requests from the University of Gloucestershire and Gloucester and Cirencester Colleges to provide stands and presence at their respective wellbeing and mental health awareness events.
    - Riding for the Disabled : Following a recent suicide associated with this charity, we facilitated a workshop with the charities staff to discuss emotional support and provide tips on listening
    - A session on emotional support and listening tips was provided to the non-clinical team at a Cheltenham GP practice.
    - The Royal Agricultural University - Cirencester. We have been keen to develop a relationship with this institution with a view to a longer-term association or possible partnership as we have identified the rural community as an area in which we can develop our outreach activities. We have had contact with Welsh and Scottish Samaritans areas who are also working to develop these rural community links. We attended a Q&A session with the students in April and are looking forward to building on this in the new academic year.

Events

Samaritan volunteers had a presence at the following events in 2024/2025 with the aim of raising awareness, demonstrating that Samaritans are there for everyone and providing an opportunity for recruitment.

- Three Counties Show
- University of Gloucestershire Freshers' Event.
- Cheltenham Pride

Looking Forward

Looking forward the aim will be to continue to further consolidate the partnerships which enable us to provide emotional support in the local community.

Particular areas of focus for outreach are to develop outreach activities to support the rural communities (in partnership with Royal Agricultural University) and to support veterans.

10. LONG LARTIN PRISON LISTENER SCHEME

Cheltenham Branch Samaritans give support to the Listener scheme at Long Lartin prison, a high security men's prison in Worcestershire, about 22 miles from the Centre. It currently accommodates just under six hundred men, almost all of whom are serving long or life sentences. Approx 25-30% are category A.

During May 2024, training of 10 additional listeners took place. This was to ensure that the required number of listeners at Long Lartin was maintained whilst prisoners are more likely to be moved between prisons. There are currently 11 Listeners who have been trained by Samaritan volunteers to provide emotional support within the prison. There is a team of 10 Samaritan volunteers who, on a rota, attend a weekly meeting with the Listeners to provide support to them and enable them to offload from contacts with prisoners during the week. It remains difficult to ensure that the listeners are able to provide effective support to prisoners at all times including at night. This is due to a number of factors including: Officers not always facilitating calls; prisoners not always trusting the listeners, cell phones being installed so that every prisoner has 24 hour access to the national helpline. Also, restrictions to movement between wings (due to high levels of drugs), has made it difficult for listeners to do follow ups or establish casual contact with prisoners who are experiencing difficulties but may not want to go through the system to call out a listener.

Our prison team works closely with Safer Custody and the Safer Custody governor (who is an avid proponent of the scheme), and together they work through issues in the aim of continuous improvement. We also have the benefit of continued support from our South West RPSO.

Looking Forward

To ensure that the number of listeners at Long Lartin is maintained we're just about to embark on a further round of Listener training during 2025, hoping to take on another 12 listeners especially Category B (as Category As cannot attend night calls). We are also continuing to work with Safer Custody to raise awareness amongst officers, and we are looking to embark on an initiative to bring a working party together, with reps from officers, listeners, our prison team and Safer Custody, to discuss and work on solutions to the current barriers that impede the scheme from operating optimally.

11. MANAGING VICTORIA HOUSE

Over the last year, we have continued to ensure that Victoria House is a fantastic place to volunteer. A major project was completed during 2024 to replace the roof over the training room following identification of damage in previous years. The work was completed with minimum disruption to our service or our volunteers.

The national phone system (LINK) which is used to receive calls was no longer supported from December 2024. We moved to a new listening platform for online chat and phone calls during 2024 to ensure continuation of service.

Looking forward

We will be looking to improve external branch signage during 2025.
There is also an intention to transition the email service to the new listening platform during 2025/2026.

12. FRIENDS OF CHELTENHAM SAMARITANS

Cheltenham and District Samaritans are fortunate to have an independent branch called the Friends of Cheltenham Samaritans actively fundraising on the charity's behalf. Their results are included in the financial statements. Funds are held in a current account and in a deposit account before being transferred to the branch account.

The following report is from their chairperson, Arlene Deane.

April 2024 to March 2025 has been another successful year of fundraising efforts and we were delighted to be able to pass over £15,000 to the Cheltenham branch during the annual general meeting (2024: £25,000).

Our hard-working committee members and loyal, ever-growing, band of volunteers have again triumphed, not just in terms of the funds raised but also in establishing long-term partnerships with some sponsors and suppliers and also being able to publicise the very valuable work done by Cheltenham Samaritan Volunteers.

The following are the events we undertook during the 2024/25 financial year:

- June 2024 – Glastonbury – 28 of us worked at the festival, supporting the camp site and venue stewards. We were on site for at least 8 days, several for 10 days and we received £4,500 from the festival.
- September 2024 – Three Counties Rally car park marshalling –4 volunteers worked for 1 day and received £800 from the Cheltenham Motor Club, who manage the event.
- October 2024 beer festival – 42 volunteers set up, run the event over the two days and cleared up afterwards so that Pip & Jim's could be used again as a church space for the Sunday morning service- we raised £6,311.
- November 2024 – Cheltenham racecourse fire work display marshalling – 18 volunteers worked from 4pm to 8pm and we were given £2,000 by the round Table, who organise the event.
- February 2025 beers festival – this time there were 51 of us and we raised £5,290.

I would like to take the opportunity to give a heartfelt thanks to all of our hard working committee members for their hard work during the year: Gary Newman (Vice Chair), Sarah Goddard (Secretary), Debbie Christopher (Treasurer), Laura Moth (PR and Social media manager), Lucy O'Malley (Eventbrite manager), Nige Bethell, Leigh Norwood, and Robin Smith

who manage the beer festival installations, Phil Barwell, Sally Ryder-Taylor, Alex Brown, Jilly Robinson and Steve Rowbotham.

I would also like to say a special thank you to Nige Bethell for the hours of work he puts in before and during and after Glastonbury festival.

It was sad to see Lucy O'Malley step down from the committee, a few months ago but her dad Nik Scarrott has rejoined and has taken on the Eventbrite work.

Others not on the committee who deserve special mention are Andy and Chris Jackson for the IT work they do before and during Glastonbury and Phil Daniels who looks after the Friends of Samaritans website.

We have already booked in the next two Beer Festivals and are working on several new events including another pop quiz, a bingo night, a Paint & Fizz evening and a wine festival.

It was good to see many listening volunteers at the annual quiz held on 27th March. Our group's moto is fundraising with fun and even though this is not a fundraising event it is always great fun and so good for the committee to spend time with the listening volunteers to say thank you for all they do. We continue to work closely with the branch and are looking at ways of developing long-term strategies which benefit both of our organisations.

Finally, if you are not already signed up to our 250 club then please do have a think about doing so. It is only £23 a year and there are 3 monetary prized each month. It all helps.

13. SPECIAL THANKS TO OUR VOLUNTEERS

Cheltenham and District Samaritans would not be able to support people in distress without the dedicated support of our volunteers.

Many of our volunteers meet the expectation of one shift every week to provide support to callers by phone call, email or on-line chat. They are all part of our special group of people who give up their time to help others.

In addition, many volunteers support the many activities which need to be done to keep the branch running. Particular thanks go to:

Branch Leadership Team

- Branch Director – Andy 665
- Branch Trustees – Andrew 651, Anthony 407, Sally 1130, Steve 808, John 102.
- Branch Treasurer – Toni 659

Teams supporting new volunteers

- Recruitment and Selection – Alex 593 and all those supporting information evenings and interview including Ali 660, Andrew 651, Anne 435, Claudia 739, Chris 1071, Dermot 357, George 594, Gary 645, Nasir 788, Sarah 245

- Core Training team – Sue 991, Alex 593, Steve 775 and Andrew 651
- Mentoring team – Jacqui 452 and all those that supported skills practice and mentoring of new volunteers.
- Embedding training team – Sandi 793, Judy 791 and Mike 669
- 3 rings administration – Barbara 236
- DBS security clearances – Richard 129

Volunteer Support

- Volunteer support – George 594 and Dawn 660 supported by Anne 435, Caroline 440, Cathy 738 and James 843.
- Supporting shift leaders – Liz 232

Caller Support

- Caller and safeguarding hub – Andrew 651
- Rota Management team – Nicky 992, Karen 443, Ben 804, Liz 232, Claudia 739, Richard 129, Amber 520
- CRUSE and GCS Referrals –Sarah 245

Outreach Teams

- Prison team – Penny 948, Debbie 227, Anne 612, Helen 568, Helen 776, Julia 276, Karen 443, Karen 954, Kaz 742, Mike 669 and Sam 952
- Cheltenham Opendoor – Jon 1036, Richard 949, Toni 659, Helen 568, Nigel 240, Nigel 131 and Tina 450
- Network Rail – Nigel 240, Julia 276, Dawn 660, Anthony 407 and Helen 350
- NHS Gloucester Hospital Emergency Department – George 594 and Cathy 738
- Schools and Universities – Isabelle 942

Social Media

Website – Sarah 672

Facilities

Facilities management – Andy 665
Kitchen Supplies – Isabelle 942
Fire Alarm Service – Gary 645
IT Team – Anthony 213, Tim 1152, Mike 669 FT
Room Roof Replacement – Dermot 357

Friends of Cheltenham Samaritans

- Committee Members - Leigh 5001, Gary 5002, Debbie 5003, Steve 5004, Phil 5005, Nige 5006, Alex 5007, Jilly 5009, Sarah 672 as well as listening volunteers Arlene 785, Laura 234, Robin 407 and Sally 1130.

14. STATEMENT OF TRUSTEE'S RESPONSIBILITIES

The trustees are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (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 the income and expenditure of the charity 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 in the Charities SORP;
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- 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 sufficient accounting records that 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/constitution. 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.

Signed on behalf of the Trustees:

Andy Goddard

…….

Mr. A Goddard

Director and Chair of Trustee Board

Date: Sep 16 2025

15. REFERENCE AND ADMINISTRATIVE DETAILS

LEGAL STATUS

Samaritans Cheltenham and District is a Registered charity, with charity registration number 1170900. It is a Charitable Incorporated Organisation (CIO) governed by its constitution dated 13 January 2003 as amended 2004,2007,2016 and 2017. The Charity was originally registered on 21st February 1966 and registered as a CIO on 22 December 2016.

Trustees are responsible for all the affairs of the Charity and may for that purpose exercise all the powers of the Charity.

OFFICERS AND PROFESSIONAL ADVISORS

Trustees:	Andy Goddard – (Director and Chair) Toni Hardie – (Branch Treasurer and Secretary) Andrew Evans Stephen Lalic Sally Ryder-Taylor Anthony Millard John Clarke – appointed September 2024
Registered Office:	Victoria House, Back Albert Place, Cheltenham, Gloucestershire, GL52 2HN
Independent Examiner:	Joshua Kingston BSc, ACA Burton Sweet Chartered Accountants The Clock Tower 5 Farleigh Court Old Weston Road Flax Bourton Bristol BS48 1UR
Bankers:	Lloyds Bank Plc 7 Carter St Uttoxeter Staffs ST14 8HD

16. INDEPENDENT EXAMINER'S REPORT

Independent examiner's report to the trustees of Samaritans Cheltenham and District

I report to the trustees on my examination of the accounts of Samaritans Cheltenham and District (the Charity) for the year ended 31 March 2025.

Responsibilities and basis of report

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

Independent examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

- accounting records were not kept in respect of the Charity as required by section 130 of the Act; or
- the accounts do not accord with those records; or
- 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.

Joshua Kingston

Joshua Kingston BSc, ACA
Burton Sweet Chartered Accountants
The Clock Tower
5 Farleigh Court
Old Weston Road
Flax Bourton
Bristol BS48 1UR

Date: Sep 16 2025

SAMARITANS CHELTENHAM AND DISTRICT

STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME AND EXPENDITURE ACCOUNT)

YEAR ENDED 31 MARCH 2025

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2025 £	Total Funds 2024 £
Income from:					
Donations and legacies	**2**	24,189	2,039	26,228	43,960
Other trading activities	**3**	34,400	-	34,400	41,682
Investments - Bank interest		4,586	-	4,586	2,392
Total income		63,175	2,039	65,214	88,034
Expenditure on:					
Raising funds	**4**	14,047	-	14,047	19,096
Charitable activities	**5**	130,649	2,784	133,433	55,873
Total expenditure		144,696	2,784	147,480	74,969
Net income/(expenditure) and net movement in funds	**6**	(81,521)	(745)	(82,266)	13,065
Total funds at start of year	**11**	363,813	8,969	372,782	359,717
Total funds at end of year	**11**	282,292	8,224	290,516	372,782

The Charity has no recognised gains or losses other than the results for the year as set out above.

All of the activities of the charity are classed as continuing.

The notes on pages 22 to 29 form part of these financial statements
See note 7 for fund-accounting comparative figures

SAMARITANS CHELTENHAM AND DISTRICT

BALANCE SHEET

AS AT 31 MARCH 2025

	Note	2025 £	2024 £
Fixed assets			
Tangible assets	**8**	155,985	156,501
		155,985	156,501
Current assets			
Debtors	**9**	2,026	960
Cash at bank and in hand		135,978	218,281
		138,004	219,241
Liabilities			
Creditors : amounts falling due within one year	**10**	(3,473)	(2,960)
Net current assets		134,531	216,281
Total assets less current liabilities		290,516	372,782
Net assets		290,516	372,782
FUNDS			
Unrestricted funds			
General funds	**12**	84,125	81,138
Designated funds	**12**	198,167	282,675
Restricted funds	**12**	8,224	8,969
Total funds		290,516	372,782

These financial statements were approved by the Trustees on Sep 16 2025 and are signed on their behalf by:

Toni Hardie

T Hardie
Hon Treasurer & Trustee

The notes on pages 22 to 29 form part of these financial statements

1 Accounting policies

Accounting convention

The financial statements have been prepared in accordance with the historical cost convention (except where otherwise stated in the accounting policy note) and in accordance with the Statement of Recommended Practice: 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) issued in October 2019, and the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), and the Charities Act 2011.

The accounts (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 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) issued 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.

The charity is a public benefit entity as defined under FRS102. The Trustees consider that there are no material uncertainties affecting the ability of the charity to continue as a going concern.

Income

Income from donations is included in income when these are receivable, except as follows:

I. When donors specify that donations given to the charity must be used in future accounting periods, the income is deferred until those periods;
II. When donors impose conditions which have to be fulfilled before the charity becomes entitled to use such income, the income is deferred until the pre-conditions have been met.

Legacies are included on a receivable basis where charity is entitled to the income, it can be measured reliably and receipt is probable. Where legacies have been notified to the charity, or the charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is not included in income but is treated as a contingent asset and disclosed if material.

Investment income is included on a receivable basis.

Expenditure

Expenditure is recognised in the period in which it is incurred. Expenditure includes attributable VAT which cannot be recovered.

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.

Cash and cash equivalents

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

1 **Accounting policies** ***(continued)***

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

Raising funds
Raising funds expenditure include those costs incurred in seeking voluntary contributions, costs of goods sold and other costs which include the costs of running and participating in fundraising events and collections and cost of goods purchased for resale.

Governance costs
Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the audit fees and costs linked to the strategic management of the charity. Governance costs are included within support costs.

Allocation and apportionment costs
Certain expenditure is directly attributable to specific activities and this has been included in those cost categories. Other costs, which are attributable to more than one category, are apportioned across cost categories on the basis of an assessment of workload carried out from time to time.

Overhead support costs have been allocated between fundraising and charitable activities.

Pension costs and other post-retirement benefits
The charity contributes to defined contribution pension schemes. Contributions payable to the charity's pension schemes are charged to the Statement of Financial Activities in the period to which they relate.

Tangible fixed assets
Fixed assets are held at cost less accumulated depreciation.Depreciation is calculated so as to write off the cost of an asset, less its estimated ultimate residual value, over the useful life of that asset as follows:

Fixture, fittings & equipment - 15% reducing balance
Freehold improvements - not depreciated

Fixed asset investments
Investments are included at market value at 31 March. The SOFA includes the net gains and losses arising on revaluations and disposals during the year.

Fund accounting
Unrestricted funds can be used in accordance with the charitable objects at the discretion of the trustees.

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

Designated funds form part of unrestricted funds and have been identified as being for particular purposes by the Trustees. They are not restricted and can be transferred to general funds at any time at the discretion of the Trustees.

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

2 Income from: Donations and legacies

	Unrestricted Funds £	Restricted Funds £	Total Funds 2025 £	Total Funds 2024 £
Donations	14,712	-	14,712	16,777
Legacies	-	-	-	15,362
Gift Aid	477	-	477	670
Grants received				
Prison Grant	-	2,039	2,039	2,151
Grant - Julia Rausing Trust	7,000	-	7,000	6,000
Grant - Gordon Gray Trust	2,000	-	2,000	2,000
Grant GWR	-	-	-	1,000
	24,189	2,039	26,228	43,960

During the previous year, the charity received £2,151 of restricted income from the Prison Grant.

3 Income from: Other trading activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2025 £	Total Funds 2024 £
Fundraising	34,400	-	34,400	41,682
	34,400	-	34,400	41,682

Included within fundraising income is a total of £34,042 raised by Friends of Cheltenham Samaritans (2024: £32,831). See note 13 for further details.

Fundraising income in the previous year was unrestricted.

4 Expenditure on: Raising funds

	Unrestricted Funds £	Restricted Funds £	Total Funds 2025 £	Total Funds 2024 £
Event costs - Friends	13,596	-	13,596	11,988
Support costs	451	-	451	7,108
	14,047	-	14,047	19,096

Raising funds expenditure in the previous year was unrestricted.

5 Expenditure on: Charitable activities

	Total Funds 2025 £	Total Funds 2024 £
Charitable activities		
Volunteers Travel	1,292	897
Outreach	1,209	1,503
National Prison Service Support	2,506	2,363
Telephone,Computer & Broadband Services	2,457	2,810
Electricity, Gas, & Water	3,480	3,901
Housekeeping, Cleaning & Refreshments	2,953	3,488
Marketing	227	1,258
Support costs		
Central Office payment	14,692	12,960
Management and Administrative Costs	3,253	132
Library Costs	88	56
Stationery and Photocopier	2,593	2,619
Insurance	2,116	2,073
Depreciation	516	607
Maintenance & Repairs	1,425	4,270
Capital Repairs Projects	92,916	15,916
Governance costs	1,710	1,020
	133,433	55,873

6 Net income/(expenditure) for the year

This is stated after charging:

		2025 £	2024 £
Independent Examinator	- for audit services	1,170	1,020
	- for other services	540	-
Trustees' travel, meeting and training expenses		94	113
Depreciation		516	607

One trustee has been reimbursed for their out of pocket travel expenses £94 (2024: £113). No Trustee received any remuneration during the year (2024: Nil).

7 Statement of Financial Activities comparative figures

For the year ended 31 March 2024	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Income from:			
Donations and legacies	41,807	2,151	43,958
Other trading activities	41,684	-	41,684
Investments - Bank interest	2,392	-	2,392
Total income	85,883	2,151	88,034
Expenditure on:			
Raising funds	19,096	-	19,096
Charitable activities	53,510	2,363	55,873
Total expenditure	72,606	2,363	74,969
Net income/(expenditure) for the year and net movement in funds	13,277	(212)	13,065
Total funds at start of year	350,536	9,181	359,717
Total funds at end of year	363,813	8,969	372,782

8 Tangible fixed assets

	Land and buildings £	Freehold Improvement £	Fixtures, fittings and equipment £	Total £
Cost				
At 1 April 2024	96,825	56,239	9,116	162,180
At 31 March 2025	96,825	56,239	9,116	162,180
Depreciation				
At 1 April 2024	-	-	5,679	5,679
Charge for the year	-	-	516	516
At 31 March 2025	-	-	6,195	6,195
Net book value				
At 31 March 2025	96,825	56,239	2,921	155,985
At 31 March 2024	96,825	56,239	3,437	156,501

9 Debtors

	2025 £	2024 £
Prepayments	2,026	960
	2,026	960

10 Creditors: amounts falling due within one year

	2025 £	2024 £
Accruals and deferred income	3,473	2,960
	3,473	2,960

11 Movement in funds

For the year ended 31 March 2025

	At 1 April 2024 £	Income £	Expenditure £	Transfers £	At 31 March 2025 £
Restricted funds					
National Prison Service	8,969	2,039	(2,784)	-	8,224
	8,969	2,039	(2,784)	-	8,224
Unrestricted funds					
Designated Funds					
Tangible fixed assets	156,501	-	-	(516)	155,985
Building Fund	97,542	-	(92,916)	-	4,626
Friends of the Cheltenham Samaritans	28,632	39,014	(15,090)	(15,000)	37,556
General funds	81,138	24,161	(36,690)	15,516	84,125
	363,813	63,175	(144,696)	-	282,292
Total funds	372,782	65,214	(147,480)	-	290,516

Restricted funds
National Prison Service - Restricted fund balances of £8,224 (2024: £8,969) are held in relation to grants received from the National Prison Service for the Charity's work at HMP Long Lartin.

Designated funds
Tangible fixed assets - these funds represent the value of tangible fixed assets held in the Balance Sheet and are included within a separate designated fund to indicate that these funds are not available to be spent within general funds or free reserves without the sale of the assets. As at 31 March 2025 this reserve amounted to £155,985 (2024: £156,501).

11 Movement in funds *(continued)*

Building fund - The fund has been mostly used to replace the roof on Victoria House.

Friends of the Cheltenham Samaritans Funds - These funds are to be used to support the objects of that charity. More information in Note 13.

For the year ended 31 March 2024

	At 1 April 2023 £	Income £	Expenditure £	Transfers £	At 31 March 2024 £
Restricted funds					
National Prison Service	9,181	2,151	(2,363)	-	8,969
	9,181	2,151	(2,363)	-	8,969
Unrestricted funds					
Designated Funds					
Tangible fixed assets	157,108	-	-	(607)	156,501
Building Fund	88,458	-	(15,916)	25,000	97,542
Friends of the Cheltenham Samaritans	30,036	35,716	(12,120)	(25,000)	28,632
General funds	74,934	50,167	(44,570)	607	81,138
	350,536	85,883	(72,606)	-	363,813
Total funds	359,717	88,034	(74,969)	-	372,782

12 Analysis of net assets between funds

As at 31 March 2025	Restricted Funds £	Unrestricted Designated Funds £	Unrestricted General Funds £	Total £
Tangible fixed assets	-	155,985	-	155,985
Other net assets	8,224	42,182	84,125	134,531
	8,224	198,167	84,125	290,516

As at 31 March 2024	Restricted Funds £	Unrestricted Designated Funds £	Unrestricted General Funds £	Total £
Tangible fixed assets	-	156,501	-	156,501
Other net assets	8,969	126,174	81,138	216,281
	8,969	282,675	81,138	372,782

13 Branch: Friends of Samaritans

The Friends of Cheltenham Samaritans' is a branch of Samaritans Cheltenham and District' and fund accounting has been applied in line with module 25 of the Charities SORP consolidating the branch activities within the charity's accounts.

	Income	Expenditure	2025
	£	£	£
Beer Festivals	23,333	(11,631)	11,702
Volunteering	7,100	(28)	7,072
Pop Quiz	1,749	(1,218)	531
250 Club	1,860	(690)	1,170
Donations	4,320	-	4,320
Sundry Administration	-	(1,523)	(1,523)
Bank interest	652	-	652
	39,014	(15,090)	23,924

	Income	Expenditure	2024
	£	£	£
Beer Festivals	24,373	(10,838)	13,535
Volunteering	6,350	-	6,350
250 Club	1,875	(727)	1,148
Donations	2,595	-	2,595
Sundry Administration	-	(555)	(555)
Bank interest	523	-	523
	35,716	(12,120)	23,596

14 Related party transactions

There are no transactions with trustees or other related parties other than those disclosed as required by the SORP elsewhere in the financial statements (2024: Nil).

SAMARITANS CHELTENHAM AND DISTRICT

England & Wales - Charity number 1170900

Accounts

SAMARITANS

Cheltenham & District



Annual Review 2023–24

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1. OUR OBJECTIVES

Cheltenham Samaritans is a charitable incorporated organisation.

The charitable purposes, as set out in our governing document, are:

- To enable persons in Cheltenham, the surrounding area, and elsewhere, who are experiencing feelings of distress or despair, including those who may be at risk of suicide, to receive 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 all affiliated Branches in fulfilling the same objectives.

2. TRUSTEES REPORT

This year we are very proud to celebrate 60 years of supporting callers.

For 2023/2024, the trustees confirm that Cheltenham & District Samaritans continue to meet the charitable purposes set out in our governing document. In relation to these purposes our main achievements during the year include:

- We have provided effective emotional support to callers through phone calls, emails and on-line chat. We are also open for callers to receive emotional support face to face in branch. Cheltenham is the only Samaritans branch in the South West region to provide emotional support through all of these channels.

- Emotional support is provided by a dedicated team of volunteers. During 2023/2024, the branch supported over 21000 callers. This was made up of around 14000 inbound telephone calls, and over 5000 emails and 1000 chats.

- In March 2024, we had around a total of 142 volunteers with 122 active listening volunteers. This is a reduction since March 2023 but actions are now in place to increase the number of listening volunteers.

- We have raised awareness of the Samaritans service and suicide prevention through outreach events and activities. In addition, we have provided effective emotional support in our local community through partnerships with Cheltenham Opendoor, Network Rail and Gloucestershire NHS. We are proud to offer emotional support within the Gloucester Royal Hospital Emergency Department in collaboration with Gloucester Samaritans branch.

- Our purposes are met in collaboration with and support of Samaritans Central Charity and other affiliated branches. Cheltenham & District Samaritans adopt all the policies and procedures of the central charity to enable us to provide this emotional support through the national helpline 116 123 and associated email and chat channels. During 2023, an independent quality review was performed by volunteers from other branches. This confirmed that our performance was high and expectations were being met.

Trustees agreed to maintain 36 months of reserves and will be investing the funds in different term bonds to earn interest. The increased cash balances held allow for increased spend on advertising for volunteers to increase numbers and reducing the need to close shifts.

Income for the branch has once again been enhanced by generous legacies and grants, plus, of course, the Friends funds raising efforts on top of kind donations from volunteers and supporters. They have enabled us to continue running the branch as well as replace windows throughout, refresh volunteer facilities and add to reserves to provide for adequate funds to replace the roof on the Frances Twyford room at Back Albert Place. This is a huge project to be carried out in the summer of 2024.

One of the highlights of 2023/2024, was the ball held to celebrate the 60th anniversary of Cheltenham Samaritans. Nearly £2,000 was raised through the raffle and silent auction. We were very grateful to Felicity Varah agreeing to be guest of honour, sharing her memories of her grandfather Chad Varah in an engaging speech.

The main risk associated with the charity is the number of volunteers (high risk). There has been a fall in volunteer numbers which has resulted in a drop in the number of volunteer hours contributed each month and a gradual increase in shift closures. This is a trend which is being seen across the whole organisation, and compared to some other branches, Cheltenham still performs very well. We continue to try to operate a rota which only allows the branch to schedule 6.5 hours of closure per week. During 2023/2024 there was a drive to advertise our need for more listening volunteers. This has been successful and will lead to an increase in listening volunteers over the next year.

The Trustees have fulfilled their responsibility for ensuring that accounting records comply with the Charities Act 2011. The financial situation is summarised on a quarterly basis. The financial information is stored in a dedicated area of 3Rings and is available for all volunteers to access. The position is appraised at each Trustee meeting.

Governance of the charity is ensured with an effective board of trustees that meets once a quarter and as required. The Branch Director has been appointed to the joint roles of Director and Chair of Trustees since 1st April 2017. The current Branch Director, Andy Goddard, continues to hold both of these roles and has done so since March 2023.

The sections that follow outline the performance and achievements of the charity in the reported year and present the financial statements.

Signed on behalf of the Trustees:



Andy Goddard
Branch Director

3. SUPPORTING OUR CALLERS

Cheltenham branch is proud to be able to support our callers through phone calls, emails and online chat. We are the only branch in the region to support callers through all these ways. We now also open during the day to support our local community by providing face to face emotional support.

Statistics for 2023/2024

The following table provides a summary of our support to callers during 2023/2024 and how these compare to 2022/2023.

	2023/2024	**2022/2023**
Total logged contacts	24015	25,836
Inbound telephone calls	13852	15,258
Outbound telephone calls	216	495
Snap calls	3227	3,670
Face to face (in branch)	15	0
Face to face (outside branch)	96	Not Recorded
E mail	5599	5,080 (899 logged as spam)
Online chat	1010	1,270
Letter	0	0
Total	24015	25,836
Gender breakdown		
Male	39.2	38.5%
Female	49.3	50%
Unknown or other	11.5	11.5%

Caller support and safeguarding hub

The Caller Support and Safeguarding Hub and the Quality hub are now well established and each branch now has a Hub Liaison Officer who acts as a conduit between branch and the hubs.

Since the reconfiguration of the e-mail hub many branches no longer offer e mail support. However, Cheltenham branch continues to offer emotional support through e mail. A random sample of e mails is audited every month and the standard of replies remains high.

All volunteers responding to or checking emails have completed the latest e-mail training module.

The branch completes 9 duties of on-line chat per week. During 2024 it is expected that the on-line chat pilot will be extended to include Friday evenings.

The hub Liaison officer continues to provide up to date information to support our volunteers, guidance on handling callers of concern, updating signposting lists, no call back numbers, misuse of service list and ensuring best practice for follow up calls and the written word.

Local referral services

We have referral services in place with two organisations:

- Partnership with CRUSE to provide emotional support to callers awaiting bereavement support through CRUSE.
- Partnership with Gloucestershire Counselling Service (GCS). GCS is a counselling service based in Stroud, Gloucester and Cheltenham which offers means tested counselling in the local area. The partnership enables GCS to refer at risk people to Samaritans for a series of calls. Those referred may be in crisis or may have been assessed as unsuitable for counselling but assessed by GCS as being at high risk of suicide.

Whilst we continue available to support, the referrals from these organisations has seen a significant reduction over the last 12-24 months and the continuation of these referral services will be reviewed during 2024 For CRUSE this is due to a change in their approach with group bereavement support being provided to many people who are waiting for individual bereavement support.

Independent Quality Review

It is expected that around 6 months after the appointment of a new branch director a review is performed by 2 quality mentors from other Samaritans branches. A quality review was performed in September 2023.

The following strengths were identified:

- Branch leadership, teamwork and resilience including good delegation of responsibilities amongst leadership team and teams of volunteers.
- Branch facility management including IT management
- Support to local community with established partnerships with NHS, charities supporting homeless and vulnerable people, Long Lartin High Security Prison, Network Rail, local universities and schools.
- Strong financial management including fundraising support through Friends of Cheltenham Samaritans

The following areas for improvement were identified:

- A need to increase number of active listening volunteers
- Reinstate ongoing mentoring

Looking Forward

- Extend our support through on-line chat by opening chat shift(s) on Friday evening.
- Run a campaign for our volunteers to increase our support to priority night shifts between 02:00 and 06:00
- Review the effectiveness of our existing referral services and how these should continue.

4. VOLUNTEER AND ROTA MANAGEMENT

Overall, Cheltenham is a branch with highly engaged volunteers. In March 2024 we had 122 active listening volunteers (volunteers who completed at least one shift during the month) completing a total of 1356 volunteer hours during March. The following table summarises the change in volunteer numbers during 2023/2024 and how this compares to the previous year.

	2023/ 2024	2022/ 2023	Notes
New Samaritans Trained	15	24	
Volunteers transferring from another branch	1	1	
Volunteers leaving branch	33	45	33 volunteers left during 2023/2024 including 7 support volunteers and 26 listening volunteers.
Total Volunteers	142	160	
Active Listening Volunteers	122	128	137 in March 2022 Peak of 150 during in July 2021
Listening Volunteers on sabbatical or who didn't do a shift during March	19	24	
Support Volunteers	1	8	Reduction in support volunteers due to removal of non-active ex-volunteers from 3 rings. Remaining support volunteer leads social media and website.

In March 2023, the rota in Cheltenham Branch requires 553 volunteer hours each week. This is made up of 2 person shifts 24 hours a day (except 6.5 hours of planned closures each week) and an additional 30 hours / week for on-line chat shifts.

The rota management team aims to reduce the number of unplanned shift closures by highlighting rota gaps regularly.

Despite our group of amazing volunteers, the number of active listening volunteers has continued reduce due to a reduction in new Samaritans being trained. This does mean that we do not quite have enough volunteers to stay open for all planned listening shifts and unplanned closures occur on a weekly basis.

Each listening shift is supported by a leader. As in the previous year, we have not had to close any shifts through lack of a Leader. Leaders at Cheltenham put volunteer welfare at the forefront of their role. Being a big branch, there's a risk volunteering at Cheltenham might seem a little impersonal. Making volunteers feel welcome, valued and supported is therefore a key part of the Leader role.

Looking Forward

Looking forward we will aim to increase the number of active listening volunteers through

- continue active advertising to meet our aim of 3 full training cohorts during each of 2024 and 2025
- continued support to existing Samaritans to increase engagement and retention
- supporting those on sabbatical to enable those that need some time off to return when they are ready.
- Trending data and reasons associated with volunteers that leave the branch.

It is judged that with 140 active listening volunteers and 40 leaders, the branch could support its outreach commitments as well as remain open with a low number of unplanned closures.

5. VOLUNTEER SUPPORT, TRAINING AND ENGAGEMENT

Cheltenham is a branch with a really engaged group of volunteers providing dedicated support to our callers and those most at risk in the local community. At Cheltenham branch we provide support to our volunteers through

- continuous training
- engagement activities and
- supporting those that need a period of sabbatical or time off shifts

Continuous Training and Ongoing Mentoring

During the year, training has been provided to all volunteers to enable face to face emotional support to be reinstated. In addition, mandatory training has been completed for data protection awareness and (for on-line chatters) revised on-line chat training.

Looking forward we have a plan to reinstate ongoing mentoring which will be used to inform any training needs for branch volunteers. There is also a planned schedule of mandatory training associated with equity, diversity and inclusion which is due to commence in January 2025.

Engagement Activities

In October 2023, Cheltenham Samaritans celebrated our 60th anniversary. As part of this anniversary we held a celebration dinner for volunteers, partners and supported which was hugely successful, attended by many volunteers and also Keith Leslie (Chair of Samaritans

Trustees) and Felicity Varah (Honorary President of Samaritans and daughter of Samaritans founder, Chad Varah).

< PHOTO OF PREVIOUS DIRECTORS AT 60TH ANNIVERSARY DINNER >

Over the last year, the branch has continued open communications with regular branch director emails. The aim is to try and create a mutually supportive culture where volunteers feel supported by and engaged in the branch. We have a volunteer lobby moving screen display which aims to keep people informed and updated each fortnight with general information plus Samaritans Central Office and branch news. In addition, the branch supports:

- A Library where branch members can borrow books relevant to the role of Samaritans. During 2024, the Samaritans book club has also restarted and meets every 2 months in the community room of a local pub.
- Weekly yoga sessions run by the partner of a listening volunteer.
- An annual quiz was held for volunteers, partners and supporters. The questions, food and drink were arranged by Friends of Cheltenham Samaritans
- Friends of Cheltenham Samaritans hold a beer festival twice a year to raise funds and awareness for the branch. Engagement of our listening volunteers is encouraged either by joining the festival with friends or volunteering to serve beer behind the bar.

Sabbatical Management

During 2023/2024, Cheltenham Samaritans have implemented the national guidelines for sabbatical management which includes assessment of training needs following a period away from shifts. Other changes include more proactive contact with volunteers who have not been able to meet the expectation of (on average) 1 weekly shift.

Criminal Record Checks

Following a review performed by the central Samaritans the criminal records policy was updated to strengthen the current level of criminal records checks to include checks against the child barring list. In March 2024, revised criminal record checks commenced for all existing volunteers and is due to be completed during May 2024

6. RECRUITMENT, SELECTION AND TRAINING OF NEW VOLUNTEERS

Our objective as a branch is to train 3 cohorts of volunteers each year. This is required to increase the branch size to around 135-140 active listening volunteers which is the number required to meet our rota requirements.

To enable this objective it is necessary to:

- Recruit potential volunteers that may be interested in training to become Samaritans. This includes advertising to raise awareness of our need for more volunteers.
- Select potential volunteers to commence core training
- Train and Mentor potential volunteers through core training, mentoring and embedding training.

Unfortunately, during 2023/2024 we were only able to train 15 new Samaritans due to a reduction in potential volunteers attending information sessions and progressing to interview. A further analysis is provided below including comparisons with previous years.

Volunteer Recruitment and Selection

	2023/24	2022/23	2021/22	2020/21
Expressions of Interest	141	183	197	271
Potential Volunteers being interviewed	65	33	61	69
Potential Volunteers Selected for Core Training	42	27	33	64

Over the last 6 months, there has been a move to much more proactive advertising to increase awareness of our need for more volunteers. Advertising activities included:

- Purchase of recruitment banners and, with agreement from local authorities, placement of banners at various locations in Cheltenham
- Social media posts advertising our need for more volunteers and information sessions to find out more
- Volunteers supporting by placing recruitment posters in local businesses, libraries, etc.

This has been hugely successful and has led to significant interest and information sessions. 16 volunteers are currently being trained in the cohort that commenced core training in March 2024.

New Volunteer Initial Training and Mentoring

	2023/24	2022/23	2021/22	2020/21
Volunteers trained by Central Training School	1	1	0	0
Number of core training cohorts	2	3	5	4
Potential volunteers starting core training in branch	19	24	59	48
New Samaritans completing core training	15	23	48	41

2 programmes of core training were completed commencing in May 2023 and October 2023. 19 volunteers commenced and 15 completed core training.

During 2023/2024, changes to training included:

- Core training has now reverted to in branch learning which is felt to be the best way of ensuring engaged training sessions and for the new Samaritans to feel part of the team.
- Alignment of training schedule with on-line training being performed by central training school. This enables missed sessions by trainees to be more easily caught up on.
- Inviting key members of the lead team to training sessions to help trainees understand the wider branch activities and support available.
- Enabling trainees to meet their mentors on the final core training session.

All mentors now complete the Samaritans mentor training and the expectations on mentee and mentor have been clarified to make sure that new Samaritans are supported prior to and after moving to shifts without their mentor. The expectations for new Samaritans have been clarified so that it is clear that embedding training and a minimum number of shifts need to be completed before becoming a full Samaritan. These changes have been important to ensure skills are embedded and support to callers is of a high quality.

Looking Forward

Looking forward the aim is to continue to train and mentor new volunteers, running 3 programmes of core training each year with a maximum of 16 trainees in each cohort. Core training programmes will now run with between 12 and 16 trainees. To enable this there will be a need to train more mentors, consider new ways of mentoring and have further support to the training sessions including skills practice and role plays.

7. SUPPORT TO OUR LOCAL COMMUNITY

2023/2024 has continued to be a strong year for outreach activities. The strategy continues to be to

- Develop an engaged group of volunteers trained in providing emotional support in outreach settings.
- Build small teams of volunteers to work in partnership with selected organisations to provide emotional support to those most in need in our local community
- Attend selected events to improve awareness of Samaritans as well as providing an opportunity for recruitment.

During the period there has been further joint working with Gloucester Samaritans including joint outreach training.

Partnerships with local organisations

- Network Rail. There is now a regular presence at Cheltenham Spa and Kemble train stations on the first Wednesday of each month. The regular day was changed to Wednesday due to the number of commuters working from home on Mondays. As

well as increasing awareness, the volunteers regularly provide emotional support to those passing through the station. As part of our 60th anniversary celebrations, two planters with Samaritans signage have been installed on Platform 2 of Cheltenham Spa train station.

< PHOTO OF PLANTERS>

- Cheltenham Opendoor. Cheltenham Opendoor is a charity providing support to street homeless and vulnerable people in Cheltenham. For over 2 years, we have had a partnership with Opendoor which enable our volunteers to provide face to face emotional support to those most in need. We have now extended the service so that volunteers attend Opendoor every fortnight.

- Gloucestershire NHS Hospitals. The partnership with Gloucestershire NHS Trust continues. A joint team of volunteers from Gloucester and Cheltenham branches attends the Gloucester Hospital Emergency Department each fortnight to provide emotional support to patients and relatives. Feedback is positive although this partnership continues to be difficult with no clear point of contact at the hospital and a small team of volunteers being part of the team.

- Cheltenham Ladies College. During 2023, a series of 7 sessions were held with Year 10 students at Cheltenham Ladies College to encourage conversations about emotional health, coping strategies and the importance of talking to someone you trust.

Events

Samaritan volunteers had a presence at the following events in 2023/2024 with the aim of raising awareness, demonstrating that Samaritans are there for everyone and providing an opportunity for recruitment.

- Three Counties Show
- Talks with Tewkesbury School
- Presentations at local businesses (TSB, GCHQ)
- University of Gloucestershire Freshers' Event. Also attendance at Gloucester College events.
- Gloucestershire Pride
- Talks to local veterans groups, rotary and church groups.
- Brew Monday events at Cheltenham Spa and Kemble train stations

Looking Forward

Looking forward the aim will be to continue to further consolidate the partnerships which enable us to provide emotional support in the local community.

8. LONG LARTIN PRISON LISTENER SCHEME

Cheltenham Branch Samaritans give support to the Listener scheme at Long Lartin prison, a high security men's prison in Worcestershire, about 22 miles from the Centre. It currently accommodates over five hundred men, almost all of whom are serving long sentences.

There are currently 12 Listeners who have been trained by Samaritan volunteers to provide emotional support within the prison. There is a team of 10 Samaritan volunteers who, on a rota, attend a weekly meeting with the Listeners to provide support to them and enable them to offload from contacts with prisoners during the week.

Over the last 12 months, some of the restrictions within the prison have been lifted which means that listeners are now more able to provide emotional support to other prisoners. It remains difficult, though, to ensure that the listeners are able to provide effective support to prisoners at all times including at night.

In February 2024, we were extremely pleased to receive a beautiful handmade table. It was made by one of our listeners at Long Lartin who had spent many hours over the last 3 years making this table during the limited workshop time he had. It will be a permanent reminder of the relationship between Cheltenham Samaritans and Long Lartin and the important work done by the listeners.



<u>Looking Forward</u>

Challenges within the overall prison estate, mean that prisoners are now more likely to be moved between prisons. To ensure that the number of listeners at Long Lartin is maintained there are plans for another round of Listener training during 2024 (commencing in May 2024).

9. MANAGING VICTORIA HOUSE

Over the last year, we have continued to ensure that Victoria House is a fantastic place to volunteer. An external inspection led to minor improvements to guttering and also the repointing of brick work. Cupboards have been tidied and excess equipment and furniture has now been disposed of.

From an IT perspective, we have now moved over to internet based calls using VOIP (Voice over Internet Protocol). This was required due to the removal of analogue phone services in the UK. The change also reduces costs for the branch. The branch continues to look for opportunities to make volunteering accessible for all our volunteers. As part of that we purchased some new headphones which are compatible with hearing aids.

Looking forward

The national phone system (LINK) which is used to receive calls will no longer be supported by December 2024. There is a national project to replace LINK during 2024 which we are engaged with to ensure continuation of service.

Following roof surveys, the trustees have agreed to progress a project to replace the roof over the FT training room. Initial building and structural surveys have been completed and specifications are currently out to tender to enable a decision to be made on whether to progress the project and the prime contractor. The aim would be to complete roof works during Summer 2024 to avoid disruption to the training programme.

10. FRIENDS OF CHELTENHAM SAMARITANS

The following report is from Leigh Norwood (Chairman) to mark the 45th anniversary of the Friends of Cheltenham Samaritans:

> *I find it quite surreal that the first time I wrote a report for the branch annual report was forty years ago! At the time I was Chairman of the 'Young Friends' of the Samaritans and with the resignation the previous year of 'Friends' Chairman, Dennis Newman, our fledgling young group which had been together for just five years, suddenly became responsible for all fundraising for the Branch.*
>
> *Over the next forty years we would of course gel into an efficient fundraising unit, having at the latest count run more than four hundred events (including some seriously big ones) and raised over £360K! To mark our group's 45th anniversary, I spent quite a lot of last year researching and writing a book detailing our fascinating history. This book has now been published (Titled: Fundraisers in an English Town)*

and is available in both paperback and kindle versions from Amazon or indeed from the branch.

Although in our early years our annual fundraising totals could be anything between £1K to £10K. Since 2003 we have regularly been handing over between £10K-£16K to the branch (even through Covid!). Last year, thanks to being the nominated Cheltenham Mayor's charity, we had our most successful year ever and handed over £24K. This was an amount we thought we were unlikely to match again. However, fundraising in the last year went so well that we managed to beat that figure, handing over a cheque for £25K at the Branch 60th anniversary dinner in October.

So, what has changed? To be honest, it's not easy to pinpoint. Certainly, moving to two relatively risk-free beer festivals per year at Pip & Jim's has helped, especially when each of them seem to be raising as much as our old single summer beer festivals. Also now having so many active Samaritan listeners on the committee has helped to cement a much closer union to a large willing group of helpers and supporters.

The biggest honour that our group has ever witnessed happened earlier last year, when as Friends Chairman, I was invited to a 'Community Champions' reception at Number 10 Downing Street. I was accompanied by Cheltenham MP Alex Chalk and was introduced to the Prime Minister, with the obligatory photos being taken.

Although I was the one lucky enough to get the invite (and it was amazing to just enter through that iconic door and then walk up the staircase with all of the photos of previous PMs). I saw this as being an honour being bestowed on all of the committee members of our friends group, past and present, for their unbelievable work over the last forty-five years.

This will be my last year as Chairman of the Friends and I would like to thank everybody for the amazing support and encouragement that I have received over the last three years, I would also like to make special mentions to three of the superstars on our current committee.

Firstly, Gary Newman (like me, a founding member at our first meeting in 1979), for the sheer amount of work that he not only puts into making our own events run efficiently, but into everything he does. The Cheltenham Samaritans 60th anniversary dinner last October would not have gone anywhere near as smoothly as it did without Gary pulling the strings.

Secondly, Debbie Christopher. Debbie originally joined our committee in 1988 having originally been a listening volunteer. Over the next nineteen years, Debbie took on all of the key roles on our committee, including spending twelve years as our treasurer. We lost touch for a number of years, but in 2022 I asked Debbie to help me to create and run our first Retro Pop Quiz for the mayor's charity. Following that success, I successfully managed to persuade her to return to the committee as Treasurer again to sort out our accounts, which to be honest were in a bit of a state. Debbie did so, and our fiscal status and treasurer's reports have never looked so good.

Lastly, I want to mention my good friend Nige Bethell, with whom I first cooked up the idea of running a beer festival back in 2006. Nige subsequently joined the committee that same year and has been a major influence on beer festivals and our annual attendance at the Glastonbury Festival ever since. He (together with Gary) has become a massive part of the engine room, driving our group forward, and is essential to our success. Nige prefers to remain low key, so I can assure you now, he won't be the next Chairman of the Friends.

That's it from me – I believe this was the eleventh time I have written for the Annual report as Friends Chair over the last 40 years, and it will most likely be my last. Don't forget to look out for future Friends events. The next three Beer Festivals are already booked in, and we hope to have more quizzes, Bingo nights and even a Paint & Fizz evening, Finally, if you are not already signed up to our 250 club – why not?

11. FINANCIAL STATEMENTS AND INDEPENDENT EXAMINER'S REPORT

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF CHELTENHAM AND DISTRICT SAMARITANS

Independent examiner's report to the trustees of Cheltenham and District Samaritans
I report to the charity trustees on my examination of the accounts of Cheltenham and District Samaritans (the Charity) for the year ended 31 March 2024.

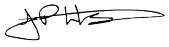
Responsibilities and basis of report
As the charity trustees of the Trust you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the Trust's accounts carried out under section 145 of the Act and in carrying out my examination I have followed all 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 in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the Trust as required by section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination.

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



Jeremy Kitson FCA
Prime
Chartered Accountants
Corner Oak
1 Homer Road
Solihull
B91 3QG
Date: 13 September 2024

CHELTENHAM AND DISTRICT SAMARITANS

STATEMENT OF FINANCIAL ACTIVITIES
INCLUDING INCOME AND EXPENDITURE ACCOUNT
for the Year ended 31 March 2024

	Note	Unrestricted funds	Restricted Funds Prison Service	Reserved Funds Buildings	Total	Linked Charity Friends	Overall Total 2024	Total 2023
		£	£	£	£	£	£	£
Incoming resources								
Donations and legacies		48,299	2,151		50,450		50,450	73,088
Investment Income		1,869			1,869	523	2,392	878
Charitable Activities				25,000	25,000	10,193	35,193	64,388
Total		**50,167**	**2,151**	**25,000**	**77,318**	**10,716**	**88,034**	**138,355**
Resources expended								
Charitable activities	4	9,507	2,363		11,870	11,988	23,858	28,065
Direct Charitable Expenditure	4	14,132			14,132		14,132	13,980
Management and Administrative Costs	4	12,960			12,960	132	13,092	2,307
Building repairs and Maintenance	4	4,877		15,916	20,793		20,793	15,573
Governance Costs	4	3,093			3,093		3,093	3,038
Total resources expended		**44,570**	**2,363**	**15,916**	**62,849**	**12,120**	**74,969**	**62,963**
Net movement in funds		**5,597**	**(212)**	**9,084**	**14,470**	**(1,404)**	**13,065**	**75,392**

CHELTENHAM AND DISTRICT SAMARITANS

BALANCE SHEET
AS AT 31 MARCH 2024

	Note	Unrestricted	Prison Service	Buildings	Total	Total
FIXED ASSETS		**£**	**£**	**£**	**£**	**£**
Fixed assets	5	156,501	-	-	156,501	157,108
CURRENT ASSETS						
Debtors	6	960		-	960	3,669
Cash at bank and in hand		111,770	8,969	97,542	218,281	201,704
Creditors	7	(2,960)		-	(2,960)	(2,764)
TOTAL ASSETS		**266,271**	**8,969**	**97,542**	**372,782**	**359,214**
FUNDS						
Balance at 1st April 2023		262,078	9,181	88,458	359,717	284,325
Surplus or deficit for year	8	4,193	(212)	9,084	13,065	75,392
TOTAL FUNDS	8	**266,271**	**8,969**	**97,542**	**372,782**	**359,717**

Unrestricted Funds include the balances held by the Friends.

The financial statements were approved by the Board of Trustees and authorised for issue on

Toni Hardie
.....
T Hardie
Hon Treasurer & Trustee

CHELTENHAM AND DISTRICT SAMARITANS
NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2024

1. Accounting policies

The financial statements of the charity, which is a public benefit entity under FRS 102, 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)', 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, with the exception of investments which are included at market value, as modified by the revaluation of certain assets.

These accounts include the results for the year of the associated Friends group.

1.2 Tangible fixed assets and depreciation

Tangible fixed assets other than freehold land and buildings are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost of each asset over its expected useful life as follows:

Fixtures, fittings & equipment	- 15% reducing balance
Freehold improvements	- not depreciated

1.3 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.

Services provided by volunteers are not recognised as income.

1.4 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.

1.5 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 objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

The funds of the linked charity The Friends of Cheltenham Samaritans can only be used to support the objects of that charity.

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

2. Trustees

None of the trustees (or any persons connected with them) received any remuneration during the period (2023: none), but it is the policy of the Charity to reimburse all expenses properly incurred by its volunteers in connection with its charitable activities.

3. Employees

There were no employees during the period (2023: none).

4. Analysis of expenditure

	2024	2023	Variance
	£	£	£
Charitable activities			
Volunteers Travel	897	1,080	183
Fundraising and Outreach	8,611	591	
National Prison Service Support	2,363	1,190	(1,173)
	11,870	2,861	(989)
Direct Charitable Expenditure			
Telephone,Computer & Broadband Services	2,810	3,344	534
Electricity, Gas, & Water	3,901	2,907	(994)
Housekeeping, Cleaning & Refreshments	3,488	2,812	(676)
Library Costs	56	69	13
Marketing	1,258	2,547	1,289
Stationey and Photocopier	2,621	2,301	(320)
	14,132	13,980	(152)
Management and Administrative Costs			
Central Office payment	12,960	2,258	(10,702)
Building repairs and Maintenance			
Maintenance &Repairs	4,877	5,500	623
Capital Projects	15,916	10,073	(5,843)
	20,793	15,573	(5,220)
Governance Costs			
Independent examination	1,020	960	(60)
Insurance & Governance	2,073	2,078	5
	3,093	3,038	(55)
	62,849	**37,710**	**(25,139)**

5. Tangible fixed assets

	Land and buildings	Freehold Improvements	Fixtures, fittings and equipment	Total
	£	£	£	£
Cost				
At 1 April 2023 and 31 March 2024	96,825	56,239	9,116	162,180
Depreciation				
At 1 April 2023	-	-	5,072	5,072
Charge for the period	-	-	607	607
At 31 March 2024	-	-	5,679	5,679
Net book value at 31 March 2024	**96,825**	**56,239**	**3,437**	**156,501**
Net book value at 31 March 2023	96,825	56,239	4,044	157,108

6. Debtors

	2024	2023
	£	£
Other debtors	960	3,669
	960	3,669

7. Creditors

	2024	2023
	£	£
Deferred Income	1,910	1,500
Accruals	1,050	1,264
	2,960	2,764

8. Reconciliation of funds

	Balance at 01-Apr-23	Incoming Resources	Outgoing Resources	Balance at 31-Mar-24
National Prison Service	9,181	2,151	(2,363)	8,969
Total Restricted Funds	9,181	2,151	(2,363)	8,969
Unrestricted Funds	232,042	50,167	(44,570)	237,639
Friends	30,036	10,716	(12,120)	28,632
Total Unrestricted Funds	262,078	60,883	(56,690)	266,271
Reserved Funds - Building Fund	88,458	25,000	(15,916)	97,542
Total Funds	**359,717**	**88,034**	**(74,969)**	**372,782**

Restricted fund balances of £8,969 (2023: £9,181) are held in relation to grants received from the National Prison Service for the Charity's work at HMP Long Lartin.

The fund will be used in the summer of 2024 to replace the roof on Victoria House, total cost currently estimated at £100,000.

9. Related party transactions

During the year, the Trustees of Friends agreed a donation of £25,000 (2023: £24,000) to the Charity.

12. SPECIAL THANKS TO OUR VOLUNTEERS

Cheltenham and District Samaritans would not be able to support people in distress without the dedicated support of our volunteers.

Many of our volunteers meet the expectation of one shift every week to provide support to callers by phone call, email or on-line chat. They are all part of our special group of people who give up their time to help others.

In addition, many volunteers support the many activities which need to be done to keep the branch running. Particular thanks go to:

Branch Leadership Team

- Branch Director – Andy 665
- Branch Trustees – Andrew 651, Anthony 407, Sally 1130, Steve 808
- Branch Treasurer – Toni 659

Teams supporting new volunteers

- Recruitment and Selection – Joanne 597 and all those supporting information evenings and interview including Ali 660, Andrew 651, Anne 435, Claudia 739, Chris 1071, Dermot 357, George 594, Gary 645, Nasir 788, Sarah
- Core Training team – Sue 991, Alex 593
- Mentoring team – Sue 844, Anne 435, Robin 207 and all those that supported skills practice and mentoring of new volunteers
- Embedding training team – Sandi 793, Judy 791 and Mike 669
- 3 rings and DBS security clearances – Barbara 236 and Richard 129

Volunteer Support

- Volunteer support – George 594 and Dawn 660 supported by Anne 435, Caroline 440, Cathy 738 and James 843.

Caller Support

- Caller and safeguarding hub – Andrew 651
- Rota Management team – Nicky 992, Karen 443, Ben 804, Liz 232, Claudia 739, Richard 129, Amber 520
- CRUSE and GCS Referrals –Sarah 245

Outreach Teams

- Prison team – Penny 948, Debbie 227, Anne 612, Helen 568, Helen 776, Julia 276, Karen 443, Karen 954, Kaz 742, Mike 669 and Sam 952
- Cheltenham Opendoor – Jon 1036, Richard 949, Toni 659, Helen 568 and Nigel 240
- Network Rail – Nigel 240, Julia 276, Dawn 660, Anthony 407 and Helen 350
- NHS Gloucester Hospital Emergency Department – George 594 and Cathy 738
- Schools and Universities – Isabelle 942
- Support to many outreach events – Laura 234

Social Media

Twitter and Website – Sarah 672

Facilities

Facilities management – Dermot 357
Kitchen Supplies – Isabelle 942
Fire Alarm Service – Gary 645
IT Team – Anthony 213, Sam 604, Tim 1152, Mike 669

Friends of Cheltenham Samaritans

- Committee Members - Leigh 5001, Gary 5002, Debbie 5003, Steve 5004, Phil 5005, Nige 5005, Alex 5006, Lucy 5007, Lucy 5008 and Jilly 5009

We're here to listen

Call free day or night on

116 123

Email
jo@samaritans.org

Web
samaritans.org/cheltenham

Visit us
Victoria House
Back of Albert Place, Pittville
Cheltenham GL52 2HN

SAMARITANS

Samaritans Cheltenham and District is a Charitable Incorporated Organisation registered in England and Wales (1170900). Our registered office is located at Victoria House, Back Albert Place, Pittville, Cheltenham, Gloucestershire GL52 2HN.

SAMARITANS CHELTENHAM AND DISTRICT

England & Wales - Charity number 1170900

Accounts

SAMARITANS

Cheltenham and District

59th Annual Report

2022 – 2023

1. OUR OBJECTIVES

The charitable purposes, as set out in our governing document, are:

- To enable persons in Cheltenham, the surrounding area, and elsewhere, who are experiencing feelings of distress or despair, including those who may be at risk of suicide, to receive 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 all affiliated Branches in fulfilling the same objectives.

2. TRUSTEES REPORT

For 2022/2023, the trustees confirm that Cheltenham & District Samaritans continue to meet the charitable purposes set out in our governing document. In relation to these purposes our main achievements during the year include:

- We have provided effective emotional support to callers through phone calls, emails and on-line chat. Cheltenham is the only Samaritans branch in the South West region to provide emotional support through all of these channels.

-

- Emotional support is provided by a dedicated team of volunteers. During 2022/2023, the branch supported over 22000 callers. This was made up of around 15000 inbound telephone calls, and over 5000 emails and 1200 chats.

- Since COVID, we have been unable to provide emotional support face to face in the branch although we hope to reinstate this during 2023/2024 following the completion of a safeguarding review by Samaritans central office

- In March 2023, we had around a total of 160 volunteers with 128 active listening volunteers.

- We have raised awareness of the Samaritans service and suicide prevention through outreach events and activities. In addition, we have provided effective emotional support in our local community through partnerships with Cheltenham Opendoor, Network Rail and Gloucestershire NHS. We are proud to offer emotional support within the Gloucester Royal Hospital Emergency Department in collaboration with Gloucester Samaritans branch.

- Our purposes are met in collaboration with and support of Samaritans Central Charity and other affiliated branches. Cheltenham & District Samaritans adopt all the policies and procedures of the central charity to enable us to provide this emotional support through the national helpline 116 123 and associated email and chat channels.

Financially, the year ending 31st March 2023 saw a substantial increase in income on the prior year leading to a positive net movement in funds of £75,392, up from £13,419 loss in the prior year. The increase was mainly down to a generous single bequest of £46,456 and a very successful year of fundraising by the Friends of Cheltenham Samaritans who were the nominated charity of the year for the Cheltenham mayor. Their donation was £14,000 higher than the prior year.

Expenditure incurred in the year was for standard operating costs involved in the day-to-day running of the branch, except for £10,073. This was taken from restricted funds to replace all windows with new double glazing with satin obscure glass for increased privacy. A new purpose-built bike shed was constructed for volunteers to secure bikes while on shift.

Having spent £48,279 last year on building improvements and replacing windows this year, the Trustees maintain their decision to keep improving the building to ensure it is fit for purpose, secure and structurally sound. With this in mind, funds have been restricted (£34k) and designated (£54k) to allow for a replacement roof. Quotes are being obtained but are anticipated to be more than £70k.

Trustees agreed to maintain 36 months of reserves and will be investing the funds in different term bonds to earn interest. The increased cash balances held allow for increased spend on advertising for volunteers to increase numbers and reducing the need to close shifts.

The main risks associated with the charity are the number of volunteers (high risk). There has been a fall in volunteer numbers which has resulted in a drop in the number of volunteer hours contributed each month and a gradual increase in shift closures. This is a trend which is being seen across the whole organisation, and compared to some other branches, Cheltenham still performs with excellence. We continue to try to operate a rota which only allows the branch to schedule 5.5 hours of closure per week. Looking forward we aim to increase volunteer numbers through an increase in more active recruitment.

The Trustees have fulfilled their responsibility for ensuring that accounting records comply with the Charities Act 2011. The financial situation is summarised on a quarterly basis. The financial information is stored in a dedicated area of 3Rings and is available for all volunteers to access. The position is appraised at each Trustee meeting.

Governance of the charity is ensured with an effective board of trustees that meets once a quarter and as required. The Branch Director has been appointed to the joint roles of Director and Chair of Trustees since 1st April 2017. The current Branch Director, Helen Bridger, continues to hold both of these roles and has done so since March 2020. Andy Goddard took over as Director on 23rd March 2023 and takes over as Chair of Trustees from 31st March 2023.

The sections that follow outline the performance and achievements of the charity in the reported year and present the financial statements.

Signed on behalf of the Trustees:





Andy Goddard
Branch Director

Helen Bridger
Chair of Trustees

3. SUPPORTING OUR CALLERS

Cheltenham branch is proud to be able to support our callers through phone calls, emails and online chat. We are the only branch in the region to support callers through all these ways. Soon we will also be opening to support our local community by providing face to face emotional support.

Statistics for 2022/ 2023

Total logged contacts	25,836
Inbound telephone calls	15,258
Outbound telephone calls	495
Snap calls	3,670
Face to face	0
E mail	5,080 (899 logged as spam)
Online chat	1,270
Letter	0
Total	25,836
Gender breakdown	
Male	38.5%
Female	50%
Unknown or other	11.5%

Caller support and safeguarding hub

The Caller Support and Safeguarding Hub and the Quality hub are now well established and each branch now has a Hub Liaison Officer who acts as a conduit between branch and the hubs.

Since the proposed reconfiguration of the e-mail hub many branches no longer offer e mail support. However, Cheltenham branch continues to offer emotional support through e mail. A random sample of e mails is audited every month and the standard of replies remains high. All volunteers responding to or checking emails have completed the latest e-mail training module.

The branch still completes 9 duties of on-line chat per week. Nationally there are no firm plans to increase the availability at the moment.

The hub Liaison officer continues to provide up to date information to support our volunteers, guidance on handling callers of concern, updating signposting lists, no call back numbers, misuse of service list and ensuring best practice for follow up calls and the written word.

Local referral services

We have continued the partnership with CRUSE to provide emotional support to callers awaiting bereavement support through CRUSE. During the year there has been a significant reduction in the support provided through CRUSE. This has been due to a change in their approach with group bereavement support being provided to many people who are waiting for individual bereavement support.

During the year we also agreed a partnership with Gloucestershire Counselling Service (GCS). GCS is a counselling service based in Stroud, Gloucester and Cheltenham which offers means tested counselling in the local area. The partnership enables GCS to refer at risk people to Samaritans for a series of calls. Those referred may be in crisis or may have been assessed as unsuitable for counselling but assessed by GCS as being at high risk of suicide.

Looking Forward

Cheltenham branch will be looking to reinstate face to face emotional support. We also aspire to continue to support our callers through all of phone calls, emails and on-line chat.

4. VOLUNTEER AND ROTA MANAGEMENT

Overall, Cheltenham is a branch with highly engaged volunteers. In March 2023 we had 128 active listening volunteers (volunteers who completed at least one shift during the month) completing a total of 1437 volunteer hours during March. The following table summarises the change in volunteer numbers during 2022/2023.

	2022/2023	Notes
New Samaritans Trained	24	
Volunteers transferring from another branch	1	
Volunteers leaving branch	45	Lots of work done by volunteer care during 2022 supporting inactive volunteers to decide on their ongoing volunteering role
Total Volunteers	160	
Active Listening Volunteers	128	137 in March 2022 Peak of 150 during in July 2021
Listening Volunteers on sabbatical or who didn't do a shift during March 2023	24	
Support Volunteers	8	

In March 2023, the rota in Cheltenham Branch requires 555 volunteer hours each week. This is made up of 2 person shifts 24 hours a day (except 5.5 hours of planned closures each week) and an additional 30 hours / week for on-line chat shifts.

The rota management team aims to reduce the number of unplanned shift closures by highlighting rota gaps regularly.

Despite our group of amazing volunteers, the number of active listening volunteers is lower than it has been since its peak of 150 in July 2021. This means that despite the efforts of volunteers, the number of unplanned shift closures has increased, although Cheltenham branch remains a branch with low numbers of unplanned shift closures compared to other branches across the region.

Each listening shift is supported by a leader. As in the previous year, we have not had to close any shifts through lack of a Leader. Leaders at Cheltenham put volunteer welfare at the forefront of their role. Being a big branch, there's a risk volunteering at Cheltenham might seem a little impersonal. Making volunteers feel welcome, valued and supported is therefore a key part of the Leader role.

Looking Forward

Looking forward we will aim to increase the number of active listening volunteers through

- recruitment and training of new Samaritans
- continued support to existing Samaritans to increase engagement and retention
- supporting those on sabbatical with a flexible approach to enable those that need some time off to return when they are ready.
- Trending data and reasons associated with volunteers that leave the branch.

It is judged that with 140 active listening volunteers and 40 leaders, the branch could support its outreach commitments as well as remain open with a low number of unplanned closures.

5. VOLUNTEER SUPPORT, TRAINING AND ENGAGEMENT

Cheltenham is a branch with a really engaged group of volunteers providing dedicated support to our callers and those most at risk in the local community. At Cheltenham branch we provide support to our volunteers through

- continuous training
- engagement activities and
- supporting those that need a period of sabbatical or time off shifts

Continuous Training

During the year mandatory training in our key policies has been completed to ensure volunteers are best equipped to support our callers. In addition, training has taken place to enable volunteers to perform emotional support in outreach settings (ESOS). We currently have around 25 volunteers who have completed ESOS training.

Looking forward we will be looking to reinstate face to face emotional support. Digital training will need to be completed for all volunteers performing face to face emotional support. In addition, optional skills practice will be offered for volunteers.

Engagement Activities

Over the last year, the branch has continued open communications with regular branch director emails. The aim is to try and create a mutually supportive culture where volunteers feel supported by and engaged in the branch. We have a volunteer lobby moving screen display which aims to keep people informed and updated each fortnight with general information plus Samaritans Central Office and branch news. In addition, the branch supports:

- A Library where branch members can borrow books relevant to the role of Samaritans.
- We have had a number of excellent speakers during the year including from
    - LGBT + Partnership
    - Cirencester based Death Café
    - Royal Air Force
    - Gloucestershire Domestic Abuse Support Service
    - Floyd Steadman (OBE) on Diversity and Inclusion
    - Cheltenham Opendoor (at AGM)
    - Keith Leslie (Samaritans Chair of Trustees)
    - Julie Bentley (Samaritans Chief Executive Office)
- In March 2023 a new branch director (Andy 665) was appointed. During the selection process, volunteers were asked about their branch priorities and what could be done to improve the branch. These inputs will be used to shape the branch strategy for the next 3 years.

Sabbatical Management

Volunteers on Sabbatical are contacted regularly to primarily check whether they would like some support but also to discuss future thoughts and plans in relation to Samaritans.

As a branch over the last few years, we had taken a flexible approach to Sabbaticals, perhaps more so than the 'Preparing to Resume Duties' national guidelines. We felt a flexible approach worked well for the branch as many of our volunteers continued to make valuable contributions even when on Sabbatical or not completing regular shifts. We use our own guidelines 'Guidance for Volunteer Care at Cheltenham Samaritans' which endeavoured to lay out some framework to our more flexible approach.

6. RECRUITMENT, SELECTION AND TRAINING OF NEW VOLUNTEERS

Our objective as a branch is to train 3 cohorts of volunteers each year with a maximum of 12 volunteers on each cohort. This is required to maintain the branch at around 130-135 active listening volunteers which is the number required to meet our rota requirements.

To enable this objective it is necessary to:

- Recruit potential volunteers that may be interested in training to become Samaritans
- Select potential volunteers to commence core training
- Train and Mentor potential volunteers through core training, mentoring and embedding training.

Overall, during 2022/2023, 24 volunteers completed core training. A further breakdown is provided below including comparisons with previous years.

Volunteer Recruitment and Selection

	2022/23	2021/22	2020/21
Expressions of Interest	183	197	271
Potential Volunteers being interviewed	33	61	69
Potential Volunteers Selected for Core Training	27	33	64

During 2021/2022, there was a dip in interest being expressed from potential volunteers. This continued into 2022/2023. This follows a significant increase in enquiries during the 'covid period'. For this reason, the branch decided to increase advertising in the local community. This strategy will continue next year and includes:

- Adverts in local magazines
- Including recruitment during outreach awareness events

A further change in strategy was to ensure that during information evenings, potential volunteers were fully informed of some of the demands of being a volunteer so that they

were clearer on expectations before commencing core training. This led to a reduction in the potential volunteers going through to interview but hopefully will increase engagement following training.

New Volunteer Initial Training and Mentoring

	2022/23	2021/22	2020/21
Volunteers trained by Central Training School	1	0	0
Potential volunteers starting core training in branch	24 (3 training cohorts)	59 (5 training cohorts)	48 (4 training cohorts)
New Samaritans completing core training	23	48	41

3 programmes of core training were completed commencing in May 2022, November 2022 and January 2023. 24 volunteers commenced and 23 completed core training. The high proportion of trainees successfully completing core training may be attributed to the changes in approach during selection.

During 2022/2023, changes to training included:

- One trainee was trained remotely by the central Samaritans training school. Feedback was very good, and this is a means of training we will look to use further over the next year.
- Core training was held as a mix between in branch and remote learning.
- Introduction of new version of core training which included a number of updates, most notably an update to the training on misuse of service calls to be in line with a revised approach to calls outside of our service boundaries.
- Continued use of role play mentors to perform additional skills practice calls in the period between core training and start of mentoring.

Looking Forward

Looking forward the aim is to continue to train and mentor new volunteers, running 3 programmes of core training each year with 12 trainees in each cohort. There will be

- An increase in active recruitment to increase expressions of interest and potential volunteers coming to information evenings
- An increased use of the central training school to perform core training and embedding training.
- An increased focus on embedding training completion to reduce the time between trainees completing core training and becoming full Samaritans having completed embedded training.

7. SUPPORT TO OUR LOCAL COMMUNITY

2022/2023 has continued to be a strong year for outreach activities. The strategy has been to

- Develop an engaged group of volunteers trained in providing emotional support in outreach settings.
- Build small teams of volunteers to work in partnership with selected organisations to provide emotional support to those most in need in our local community
- Attend selected events to improve awareness of Samaritans as well as providing an opportunity for recruitment.

Partnerships with local organisations

- Network Rail. There is now a regular presence at Cheltenham Spa and Kemble train stations on the first Monday of each month. As well as increasing awareness, the volunteers regularly provide emotional support to those passing through the station

- Cheltenham Opendoor. Cheltenham Opendoor is a charity providing support to street homeless and vulnerable people in Cheltenham. For over 1 year, we have had a partnership with Opendoor which enable our volunteers to provide face to face emotional support to those most in need. This commenced with an event associated with Brew Monday in January 2022 and continues with presence of 2 Samaritan volunteers on the first Tuesday of each month. Feedback has been very positive and we are currently considering extending the service with a trial period of additional presence each month

- Gloucestershire NHS Hospitals. A partnership has developed with Gloucestershire NHS Trust which will lead to support being provided to Gloucester Hospital Emergency Department by a joint team of volunteers from Gloucester and Cheltenham branches. Initial feedback has been very positive although it is really important volunteers are well supported in this difficult environment

Events

Samaritan volunteers had a presence at the following events in 2022/2023 with the aim of raising awareness, demonstrating that Samaritans are there for everyone and providing an opportunity for recruitment.

- Three Counties Show
- Talks with Tewkesbury School
- Presentations at local businesses (Campfire, Campden BRI)
- University of Gloucestershire Freshers' Event
- Gloucestershire Pride
- Charlton Kings Autumn Fayre

- Brew Monday events at Cheltenham Spa and Kemble train stations

Looking Forward

Looking forward the aim will be to continue to consolidate the partnerships which enable us to provide emotional support in the local community. In addition, further ESOS training will be provided to support recruitment of volunteers to support key partnerships, including NHS.

8. LONG LARTIN PRISON LISTENER SCHEME

Cheltenham Branch Samaritans give support to the Listener scheme at Long Lartin prison, a high security men's prison in Worcestershire, about 22 miles from the Centre. It currently accommodates over five hundred men, almost all of whom are serving long sentences.

There are currently 12 Listeners who have been trained by Samaritan volunteers to provide emotional support within the prison. There is a team of 10 Samaritan volunteers who, on a rota, attend a weekly meeting with the Listeners to provide support to them and enable them to offload from contacts with prisoners during the week.

There continue to be restrictions in the ability of listeners to provide emotional support to other prisoners. The greatest of these has been the restriction on movement between wings and the continuing regime of lockdowns. The Listeners have been heroic in helping men who approach them apparently casually, without formally requesting a Listener. The good that they do in the prison is remarkable and we can only hope that the scheme will be able again to operate as it should. Severe staff shortages affect every aspect of prison life, not least the Listener scheme.

Looking Forward

Looking forward, the aim is to recruit more members to the prison team. There was lots of support to a recent prison visit and 6 volunteers are currently progressing through security checks. As the restrictions within the prison reduce, this should enable the Listeners to provide more emotional support.

9. MANAGING VICTORIA HOUSE

In previous years there has been an extensive refurbishment of the building including operational areas and the Frances Twyford room.

During 2022/2023,

- The Frances Twyford Room is now a fantastic space which can be used as a community hub and meeting venue for external groups as well as internal meetings and training. We have a small number of organisations who regularly use our

facilities in exchange for a donation to the branch. To support this, there have been upgrades to the IT access and cabling in the FT room.
- Upgraded headphones and amplifiers for each phone are working well.
- The IT team have set up referral services for Gloucestershire Counselling Service.
- There have been other general upgrades to the IT systems and Wifi.
- Wooden cycle shed built to enable volunteers to cycle to the centre for shifts and lock cycles securely.

Looking forward

We intend to transition as a branch to taking calls using VOIP (Voice over Internet Protocol) to reduce costs and improve call quality.

10. FINANCIAL STATEMENTS AND INDEPENDENT EXAMINER'S REPORT

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF
SAMARITANS CHELTENHAM AND DISTRICT
Independent examiner's report to the trustees of Samaritans Cheltenham and District

I report to the charity trustees on my examination of the accounts of Samaritans Cheltenham and District (the Charity) for the year ended 31 March 2023.

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 Act and in carrying out my examination I have followed all 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 in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the Trust as required by section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination.

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



Jeremy Kitson FCA
Prime
Chartered Accountants
Corner Oak
1 Homer Road
Solihull
B91 3QG

20th September 2023.

STATEMENT OF FINANCIAL ACTIVITIES
INCLUDING INCOME AND EXPENDITURE ACCOUNT
for the Year ended 31 March 2023

	Note	Unrestricted funds	Restricted Funds Prison Service	Buildings	Total	Linked Charity Friends	Overall Total 2023	Total 2022
		£	£	£	£	£	£	£
Incoming resources								
Donations and legacies		70,898	2,190		73,088		73,088	62,184
Investment Income		770			770	108	878	1,457
Charitable Activities		-		24,000	24,000	40,388	64,388	23,933
Total		**71,669**	**2,190**	**24,000**	**97,859**	**40,496**	**138,355**	**87,574**
Resources expended								
Charitable activities	4	1,029	1,832		2,861	25,204	28,065	22,687
Direct Charitable Expenditure	4	13,980			13,980		13,980	10,144
Management and Administrative Cost	4	2,258			2,258	49	2,307	12,824
Building repairs and Maintenance	4	5,500		10,073	15,573		15,573	53,307
Governance Costs	4	3,038			3,038		3,038	2,031
Total resources expended		**25,805**	**1,832**	**10,073**	**37,710**	**25,253**	**62,963**	**100,993**
Net movement in funds		**45,864**	**358**	**13,927**	**60,149**	**15,243**	**75,392**	**(13,419)**

BALANCE SHEET
AS AT 31 MARCH 2023

	Note	Unrestricted	Prison Service	Buildings	Total FY23	Total FY22
FIXED ASSETS		£	£	£	£	£
Fixed assets	5	157,108	-	-	157,108	157,822
CURRENT ASSETS						
Debtors	6	3,669		-	3,669	5,043
Cash at bank and in hand		104,065	9,181	88,458	201,704	125,318
Creditors	7	(2,764)		-	(2,764)	(3,858)
TOTAL ASSETS		**262,078**	**9,181**	**88,458**	**359,717**	**284,325**
FUNDS						
Balance at 1st April 2022		200,971	8,823	74,531	284,325	297,746
Surplus or deficit for year	8	61,107	358	13,927	75,392	(13,421)
TOTAL FUNDS	8	**262,078**	**9,181**	**88,458**	**359,717**	**284,325**

Unrestricted Funds include the balances held by the Friends.

The financial statements were approved by the Board of Trustees and authorised for issue on 18th September,2023 and were signed on its behalf by:

Toni Hardie

.....

T Hardie
Hon Treasurer & Trustee

NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2023

1. Accounting policies

The financial statements of the charity, which is a public benefit entity under FRS 102, 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)', 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, with the exception of investments which are included at market value, as modified by the revaluation of certain assets.

These accounts include the results for the year of the associated Friends group.

1.2 Tangible fixed assets and depreciation

Tangible fixed assets other than freehold land and buildings are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost of each asset over its expected useful life as follows:

Fixtures, fittings & equipment	– 15% reducing balance
Freehold improvements	- not depreciated

1.3 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.

Services provided by volunteers are not recognised as income.

1.4 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.

1.5 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 objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.
The funds of the linked charity The Friends of Cheltenham Samaritans can only be used to support the objects of that charity.

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

2. Trustees

None of the trustees (or any persons connected with them) received any remuneration during the period (2022: none), but it is the policy of the Charity to reimburse all expenses properly incurred by its volunteers in connection with its charitable activities.

3. Employees

There were no employees during the period (2022: none).

4. Analysis of expenditure

	2023	2022	Variance
	£	£	£
Charitable activities			
Volunteers Travel	1,080	1,529	449
Fundraising and Outreach	591		
National Prison Service Support	1,190	2,237	1,047
	2,861	3,766	1,496
Direct Charitable Expenditure			
Telephone,Computer & Broadband Services	3,344	2,122	(1,222)
Electricity, Gas, & Water	2,907	2,996	89
Housekeeping, Cleaning & Refreshments	2,812	1,614	(1,198)
Library Costs	69	311	242
Marketing	2,547	4,093	1,546
Stationey and Photocopier	2,301	-	(2,301)
	13,980	11,136	(2,844)
Management and Administrative Costs			
Central Office payment	2,258	12,624	10,366
Building repairs and Maintenance			
Maintenance &Repairs	5,500	5,028	(472)
Capital Projects	10,073	48,279	38,206
	15,573	53,307	37,734
Governance Costs			
Independent examination	960	800	(160)
Insurance & Governance	2,078	1,231	(847)
	3,038	2,031	(1,007)
	37,710	**82,864**	**45,154**

5. Tangible fixed assets

	Land and buildings	Freehold Improvements	Fixtures, fittings and equipment	Total
	£	£	£	£
Cost				
At 1 April 2022 and 31 March 2023	96,825	56,239	9,116	162,180
Depreciation				
At 1 April 2022	-	-	4,358	4,358
Charge for the period	-	-	714	714
At 31 March 2022	-	-	5,072	5,072
Net book value at 31 March 2023	**96,825**	**56,239**	**4,044**	**157,108**
Net book value at 31 March 2022	96,825	56,239	4,758	157,822

6. Debtors

	2023	2022
	£	£
Other debtors	3,669	5,043
	3,669	5,043

7. Creditors

	2023	2022
	£	£
Deferred Income	1,500	-
Accruals	1,264	3,858
	2,764	3,858

8. Reconciliation of funds

	Balance at 01-Apr-22	Incoming Resources	Outgoing Resources	Balance at 31-Mar-23
National Prison Service	8,823	2,190	(1,832)	9,181
Buildings Fund income	74,531	24,000	(10,073)	88,458
Total Restricted Funds	83,354	26,190	(11,905)	97,639
Unrestricted Funds	186,178	71,669	(25,805)	232,042
Friends	14,793	40,496	(25,253)	30,036
Total Unrestricted Funds	200,971	112,165	(51,058)	262,078
Total Funds	**284,325**	**138,355**	**(62,963)**	**359,717**

Restricted fund balances of £9,181 (2022: £8,823) are held in relation to grants received from the National Prison Service for the Charity's work at HMP Long Lartin.

The Building Fund which is restricted or designated for the maintenance and enhancement of the charity's present or future buildings has a balance of £88,458 at the year end (2022: £74,531).

9. Related party transactions

During the year, the Trustees of Friends agreed a donation of £24,000 (2022: £10,000) to the Charity.

11. SPECIAL THANKS TO OUR VOLUNTEERS

Cheltenham and District Samaritans would not be able to support people in distress without the dedicated support of our volunteers.

Many of our volunteers meet the expectation of one shift every week to provide support to callers by phone call, email or on-line chat. They are all part of our special group of people who give up their time to help others.

In addition, many volunteers support the many activities which need to be done to keep the branch running. Particular thanks go to:

Branch Leadership Team

- Branch Director – Helen 568
- Branch Trustees – Clive 623 , Sally 1130, Steve 808, Andrew 651
- Branch Treasurer – Toni 659
- Branch Lead Team Supported by Annie 550 and Anthony 407

Teams supporting new volunteers

- Recruitment and Selection – Carol 974, Sue 991 and all those supporting information evenings and interview including Alex 593, Andrew 186, Andrew 651, Berni 1129, Gary 645, George 594, Guy 795, Nasir 788, Rowena 275.
- Core Training team – Robin 207, Andy 665 and Monty 361
- Mentoring team – Isabelle 942, Andrew 186 and all those that supported skills practice and mentoring of new volunteers
- Embedding training team – Sandi 793, Judy 791 and Mike 669
- 3 rings and DBS security clearances – Barbara 236

Volunteer Support

- Volunteer support – Jon 1036 and Dawn 660

Caller Support

- Caller and safeguarding hub – Andrew 651
- Rota Management team – Nicky 992, Liz 232, Claudia 739, Richard 129, Eileen 227
- CRUSE and GCS Referrals – Louise 744 and Sarah 245

Outreach Teams

- Prison team – Debbie 227, Penny 948, Kaz 742, David 404, Andy 665, Anne 612, Anthony 407, Sam 952 and Karen 954, Eileen 827, Penny 948
- Cheltenham Opendoor – Jon 1036, Richard 949, Toni 659 and Marley 957
- Network Rail – Nigel 240, Julia 276, Dawn 660, Anthony 407
- NHS Gloucester Hospital Emergency Department – George 594, Louise 744, Cathy 738
- Schools and Universities – Isabelle 942
- Outreach events – Laura 234

Social Media

Twitter and Website – Sarah 672

Facilities

Facilities management – Clive 623
IT Team –Anthony 213, Sam 604, Tim 1152, Mike 669.

SAMARITANS CHELTENHAM AND DISTRICT

England & Wales - Charity number 1170900

Accounts

SAMARITANS

Cheltenham and District

58th Annual Report

2021 – 2022

HOW TO CONTACT SAMARITANS

You can contact Samaritans by phone, email, online chat, letter, or by visiting a Branch.

Samaritans	Helplines are open 24/7 every day of the year.
Telephone:	116 123 (national number, free to call)
Email:	jo@samaritans.org
Online Chat:	Online chat is available via the main charity website, between 18.00 and 22.00 Monday to Thursday and between 18.00 and 20.00 on Sunday.
Letter:	P.O. Box 90 90, Stirling, FK8 2SA
Visit:	Find your local Branch at www.samaritans.org Cheltenham & District Branch is usually open during the day until 10 pm. No appointments are necessary. Due to COVID restrictions the branch was closed to callers during the year.

LEGAL AND ADMINISTRATIVE INFORMATION

Registered charity number: 1170900

Name: Samaritans Cheltenham and District

Address: Victoria House, Back Albert Place,
Cheltenham, GL52 2HN
Website: www.cheltenhamsamaritans.org

Trustees 2021-2022

Helen Bridger, Director and Chair of Trustees

Toni Hardie, Treasurer

Clive Ridgwell, Secretary

Andrew Evans

Arlene Deane

Steve Lalic

Chair of the Friends 2021-2022

Gary Newman followed by Leigh Norwood

Health & Safety Officer

David Lawlor

Data Protection Officer

Susan Honeywill

Independent Examiner

Prime Accountants Group

Bankers

Lloyds Bank plc, Cheltenham

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1. OUR OBJECTIVES

To enable persons in Cheltenham, the surrounding area, and elsewhere, who are experiencing feelings of distress or despair, including those who may be at risk of suicide, to receive 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 all affiliated Branches in fulfilling the same objectives.

2. TRUSTEES REPORT

The Branch Director has been appointed to the joint roles of Director and Chair of Trustees since 1st April 2017. The current Branch Director, Helen Bridger, continues to hold both of these roles and has done so since March 2020.

All branch activities have continued to be affected by the COVID-19 worldwide pandemic which began to take effect in the UK in March 2020. Acting in line with Government and Samaritans Central Office guidance many of our normal procedures and processes were continuously updated to reflect the conditions and national regulations in place throughout the year.

The Trustees took their responsibilities, in terms of maintaining the premises as a safe volunteering environment, very seriously. Updated procedures for safe and hygienic use of the building were considered at each Trustees meeting throughout the year, and updated as appropriate.

The 2020/21 AGM was held as a volunteer only hybrid event September 2021. There were a small number of volunteers present in the branch whilst others chose to attend via zoom. Elections were a combination of pre-cast votes and votes at the AGM itself. The constitution requires Cheltenham branch to appoint a Treasurer and a Branch Secretary to the Trustee body. Both a new Treasurer and a new Branch secretary were elected at the AGM in 2021. The outgoing Treasurer was elected to the role of Branch Secretary which was vacant following a resignation, whilst the vice Treasurer was elected to the lead role of Branch Treasurer. Three further Trustees were re-elected at the AGM. All Trustees have signed the required documentation, confirming their suitability to act as a Trustee, as required by the Charities Commission.

Throughout the year the Trustees have worked with the Deputy Directors, appointed by the Branch Director. They have met every 12 weeks to review activities, finances and risks. The main focus of the Trustees during the year was to oversee the upgrading and refurbishment to the remaining part of Victoria House, following the extensive work completed on the

operational side of the building, the previous year. The intention was to create a space which would not only service as a venue for internal events and training, but also be available for external users whose presence would not interfere with our core operational activities. To date we have regular arrangements with four external users and this helps to finance the ongoing costs of operating services from Cheltenham. Externally this space is known as "The Hub at the Frances Twyford Room". As a group the Trustees are very grateful to the dedication of Clive623 who has managed this project with great skill and acumen and who has managed the booking system.

The Trustees were consulted and agreed expenditure for each stage of the refurbishment project and when urgent repairs were required. In addition, the Trustees were informed as part of the process of implementing the safeguarding changes, required by the Central Charity, and detailed in the Director's Report.

Following the AGM in September, a branch meeting was held in December followed by a quiz night. This branch meeting was intended to be a hybrid meeting but was eventually conducted over zoom following a pre-Christmas spike in Covid cases.

The Trustees have fulfilled their responsibility for ensuring that accounting records comply with the Charities Act 2011. The financial situation is summarised on a quarterly basis. Going forward, the Frances Twyford room will be identified as a discrete cost centre. The financial information is stored in a dedicated area of 3Rings and is available for all volunteers to access. The position is appraised at each Trustee meeting.

The sections that follow outline the performance and achievements of the charity in the reported year and present the financial statements.

Signed on behalf of the Trustees:



Helen Bridger
Branch Director & Chair of Trustees

3. DIRECTORS REPORT

At the start of the year under review England was still learning to adapt to the effects of the Covid pandemic which changed all our lives in March 2020. All of the activities, so central to the operation of our service from branch were being revisited regularly and gradually some degree of normality resumed over the year. Although there was joy that some activities could resume "in person", some degree of hybrid working has continued, with zoom being offered as an alternative to being in branch when appropriate. Face to face delivery of training was restarted, as was physical outreach. However, face to face caller support in branch remains suspended.

The Branch Leadership Team (BLT) met every 12 weeks in order to keep the branch compliant with regulations and to ensure procedures were in place to keep all our listening volunteers safe. Stringent cleaning procedures were put in place, social distancing was required and mask wearing was mandatory for certain periods of the year. These restrictions were gradually relaxed although there remains a culture within the branch of cleaning work stations at each shift changeover.

The BLT was also responsible for maintaining the procedures and protocols for the operational side of the branch. As a result of input from the Charities Commission, national changes were made to the way Samaritans safeguard children and vulnerable adults, with a more pro-active approach expected than had previously been the case. This amounted to a fundamental change in the way that Samaritans volunteers were expected to operate. These changes were implemented successfully, at branch level, in line with instructions from the Central Charity. Cheltenham branch has one volunteer who is a member of the national safeguarding team.

In addition to the safeguarding changes, during the year we have seen a change in the way that our email callers are being supported. Many emails are now dealt with by volunteers who are part of a remote-working hub. There is a timeframe, the end of which will see all emails to our service processed within the email hub. To date no volunteers from Cheltenham branch have chosen to join this hub, but this may well change in the future.

In addition to the email hub, 2 other hubs have been set up where volunteers can work remotely. One hub supports regular callers, on the telephone and by email, who have complex needs, and the other hub oversees the quality of volunteer support both verbal and written. To date Cheltenham branch has one volunteer in each of these hubs.

The volunteers involved in these additional roles still continue to belong to the Cheltenham branch and do duties in line with expectations.

One of the effects of the restrictions and lockdowns caused by Covid was a record number of people asking to train as Samaritan volunteers. This obviously impacted on volunteer numbers within the branch. Our high point was reached in July 2021, when the branch had over 200 volunteers of which 150 were active listening volunteers. The remainder being a mixture of support volunteers, sabbatical volunteers and those who were starting to disengage and drift away from the branch. Sadly, since July we have seen a tail off in volunteer numbers. A reflection, maybe of the relaxation of covid rules and volunteers no longer having time for us as their lives ‘returned to normal’. At the end of the year our active listening volunteers had fallen back to 137.

During the early part of 2021, we found ourselves under pressure to open up enough slots on the rota for everyone to find a weekly shift. We undertook a branch survey of all volunteers to understand how volunteers choose to book shifts and gauge the popularity of shifts at different times of day. Using the results as guidance (in conjunction with the ‘hours of most need’ national data), we opened more 3 person duties and were open for all the

online chat hours the service was available. We were consistently a high performing branch in our South West region regularly providing the most volunteer hours and fewest ad hoc shift closures – a testament to the commitment of our volunteers. However, the fall in our volunteer numbers has resulted in a drop in the number of volunteer hours contributed each month and a gradual increase in shift closures. This is a trend which is being seen across the whole organisation, and compared to some other branches, Cheltenham still performs with excellence. We continue to try to operate a rota which only allows the branch to schedule 5.5 hours of closure per week.

The refurbishment of the operational side of the building was completed in the previous financial year, which left the Frances Twyford room, the hallway and director's office looking a little shabby. These areas were upgraded during this financial year and the Frances Twyford Room is now a fantastic space which can be used as a community hub and meeting venue for external groups as well as internal meetings and training. We have 4 organisations who regularly use our facilities in exchange for a donation to the branch.

Early in 2022 the BLT took part in an exercise to consult with volunteers on an individual basis to gain some feedback about their volunteering experience. Whilst there was some small degree of discontent with some of the central charity initiatives, the results were hugely positive, and particularly complimentary about the way Cheltenham branch operates. The results were shared with the whole branch and we have already taken the opportunity to put in place some of the suggestions made.

The IT team, as always, provided excellent support to the branch during the year. I know, when I speak to other branch directors, that the IT at Cheltenham is way ahead of what is available elsewhere and we are so grateful for their input. They have improved the WIFI in all areas of the centre with different networks (with different security levels) available for volunteers and guests. Early in 2022, the IT team also researched and installed headset amplifiers for the phones in the operations room. These amplifiers have made a huge difference to the sound quality of our calls.

In addition to the awareness raising events summarised in the Outreach Report, we arranged for Samaritans branding to be displayed on petrol pumps at two petrol stations in Cheltenham during July 2021. This was timed to correspond with the national "Talk to Us" campaign. A team from Cheltenham branch took part in the national 310,000 steps in March challenge. Wearing our Samaritans branded T shirts we walked in Cheltenham, Cirencester, Kemble, Stow and Tewkesbury to raise awareness, and also raised nearly £1,000 in sponsorship. Additionally, we have paid for the refurbishment of a bench on the Lower High Street, in an area of high footfall, and it now has a plaque on it with our contact details.

As with the previous financial years, the branch leadership was concerned about finances during the year, as we get no financial support from the central charity. We had also completed the refurbishment of the whole building over a two-year period. We are fortunate as a branch that we have reserves to tide us over difficult periods and we still have substantial reserves following the work which has been done. The Friends were able to

give us a donation in line with previous years for which we are always immensely grateful. There were sponsored events by volunteers and their families throughout the year which raised nearly £3,500. We again printed our own Christmas cards, which were designed by 3 of our volunteers, and sold to raise funds. Volunteers were given personalised Samaritans pens for Christmas as they were last year. We were charity of the year for Kallidus and they raised over £3,000 for us. We were also recipients of grants from the Pears and the Screwfix Foundations which allowed us to upgrade our audio-visual systems and to pay for some of the refurbishments.

These are just a few of the great things we achieved during the year. It is remarkable that we were able to do so much, but maybe I shouldn't be surprised. After all, Cheltenham branch is full of wonderful people. Thank you, everyone, for all you do for us.

Helen 568
Branch Director & Chair of Trustees

4. VOLUNTEER RECRUITMENT

Volunteer Recruitment continued to be busy, particularly during the first half of 2021/22 with the interview and selection of new volunteers

There was a huge increase during the 'covid period' where numbers of people wishing to apply to volunteer at the Branch soared. We then started to see a dip in applications to volunteer at the beginning of 2022. Fortunately, there now appears to be a trend to a levelling out of numbers for volunteering to a more normal and realistic level.

During the period 31 March 2021 to 1 April 2022, 198 enquiries were received to apply to volunteer. This represents

- 37% decrease from the previous reporting year of 2020/21
- 48% increase from the reporting year 2019/20

From the month of August 2021 we welcomed the opportunity to recommence interviewing face-to-face at the Branch in accordance with covid regulations. Zoom interviewing had worked well, but carrying out interviews at the Centre was popularly received by both the recruitment team and potential volunteers (PVs), and carried out in accordance with covid guidelines.

We have a recruitment team of 12 dedicated volunteers, who continue to help and be involved with the Information Sessions and interviewing. I always welcome and enjoy carrying out interviews with members of the team, where there is immense satisfaction in holding an interview and meeting a new and keen potential volunteer.

We continue to use the Branch Management Tool (BMT), which was brought in from January 2021, for enquiries, interviewing and selection. Apart from the normal teething problems at the beginning it is working fine with the system.

We currently run Information Evenings every 4-6 weeks as appropriate. The Information Evenings, which we hold by zoom, receive very positive feedback from PVs. At the interview stage we are told by PVs the Information Sessions greatly help them to decide whether they wish to go further with their application. We are looking to hold future Information Sessions at the Centre

This year we have also revamped the Information Sessions to give a more concise and clearer picture of what volunteering at Cheltenham Branch means. We had interesting discussions with other branches, including Bristol, Bath and Gloucester, and were invited to the Bristol Branch Information evening We gained a lot from this and it was also very helpful to liaise with other branches and gain their views and perspectives.

Following successful interviewing, we handed over 46 PVs to the Core Training Team in 2021/22 for the four courses that were run during this reporting period

Thank you so much to the Recruitment Team for being so helpful and accommodating in what they do for recruitment, with the time they give, humour and enthusiasm. Sue 991 continues with a large amount of work, and her time, reliability and commitment is invaluable.

Carol 974
Deputy Director

5. TRAINING

Since April 2021, Training in Cheltenham Branch has been co-ordinated by Robin 207 as Deputy Director for Training. We have continued to segment training into different teams: a team for CORE Training, Mentoring, Embedding Development, Continuous Development and lastly a new function of Role-Play Mentoring. Since September 2021, CORE Training has been led by Patricia 728, Mentoring continues to be led by Andrew 186 & Isabelle 942, Role-Play Mentoring is co-ordinated by Dawn 660 Embedding Development is led by Robin 207 and Continuous Development is led by Helen 568 & Robin 207.

Between April and September 2021 we were continuing with conducting Training almost exclusively over Zoom, since then however we have been carefully re-introducing face-to-face training in branch in all aspects of our training. We are now at the stage where we are conducting the majority of our training in person but using Zoom based sessions or blended sessions where appropriate and where we can do so without sacrificing any level of quality or support during the training. We have run 4 CORE Training programmes, in May 2021, September 2021, November 2021 and January 2022 where we have had 37 people complete CORE Training where 23 of those are now full members of the branch with more to complete their Embedding Development.

With CORE Training, we have seen a number of changes to the Training Team over the past year. We have had Milly 998, Dan 314, Steve 808 and Ben 804 step back from training, for a variety of reasons but we are very grateful for all their contributions towards the delivery of training in our branch. Since September 2021, CORE Training has been led by Patricia 728 with support from Sandy 999, Andy 665, Robin 207 and Katie 662 who was supporting training as Skills Practice co-ordinator. In Cheltenham Branch we have continued to use remote Skills Practice during our training, meaning that all of our Skills Practitioners have been supporting our trainees from home. This is an aspect of training that we are always looking for as many different volunteers to support the training team with as possible, and luckily we have continued to have a good response from a number of volunteers who have given us their time to support with our training.

We have also had a number of changes to the syllabus for CORE Training, we are now running 7 trainer-led sessions in each program where the main change is we now have an additional session to take our time and offer additional support on working through supporting callers who experience feelings of suicide. The program continues to be blended with a mixture of trainer-led sessions as well as independent digital learning.

We have continued our mentoring in Cheltenham with the model of assigning each trainee with a ‘role-play mentor and a ‘shift mentor at the end of their CORE Training. Feedback continues to be that more trainees are having the confidence to take a call on their first duty with their shift mentor and having the additional skills practice at the end of CORE Training has been a good opportunity to apply their learning to some more difficult call-based scenarios.

Embedding Development has seen a number of changes in the past year, since January 2022 we have moved towards a new syllabus which has changed a number of the sessions. Action Learning Sets has now changed to Listening & Coaching Skills and we now have our final session of Embedding on the topic of Ending Calls. We anticipate that there will be further changes to Embedding Development in January 2023. Until September 2022 the team was continued to be led by Allyson 1090, after this point Robin 207 now leads Embedding Development with support from Sandi 793, Judy 791 and Mike 669.

Continuous Development has continued in the form of mandatory digital modules to be completed independently by volunteers, there hasn’t been an expectation for any trainer-led sessions of Continuous Development and we have held back on running additional sessions in consideration of not over-burdening volunteers at this time. Later in the year we will be running a mandatory trainer-led session of Continuous Development on the topic of ‘Applying our Key Policies & Safeguarding which will be delivered to all of our listening volunteers by the end of the calendar year.

We have 2 more intakes of potential volunteers planned for CORE Development in May and October 2022 and then looking ahead to 2023 we are planning to run 3 more courses, we will continue to work with a mixture of face-to-face and virtual training and will be anticipating to incorporate any changes to our training material which will next be due in January 2023. As a team we are looking to recruit some new trainers specifically for our

CORE Training Team as well as a continued need for as many available mentors and skills practitioners as possible.

Robin 207
Deputy Director

6. VOLUNTEER SUPPORT

During the past year, our volunteers have continued to provide outstanding support to callers, on the telephone, by the written word through email and on-line chat and during Outreach activities. The commitment shown is extraordinary, commendable and inspirational. Statistics taken from Three Rings show that in the 12 months to the end of the reporting year

+9, when compared to the previous 12 months, we had answered 6.5% more calls, answered 18.5% more emails and had supported nearly 2,000 on-line chat callers. In addition, volunteers supported a range of Outreach activities and the Prison Team continued their incredible support of listeners at Long Lartin. Cheltenham Samaritans continues to be a vibrant and healthy branch and activities under the umbrella of Volunteer Support play a key part.

Volunteer Support at Cheltenham encompasses a wonderful group of capable and committed Samaritans; including Leaders, the Rota Management Team and Volunteer Care. Each merits their own review:

Leaders: The contribution of our Leaders has been second to none. As in the previous year, we have not had to close any shifts through lack of a Leader, despite a reduction in Leader numbers in the second half of the year. Leaders at Cheltenham put volunteer welfare at the forefront of their role. Being a big branch, there's a risk volunteering at Cheltenham might seem a little impersonal. Making volunteers feel welcome, valued and supported is therefore a key part of the Leader role.

Many of our Leaders have multiple roles within the branch and as such are well placed to support volunteers both emotionally and in Samaritans policies and procedures. As mentioned, the emotional support Leaders offer is something we consider paramount; we want volunteers to feel there is someone there when needed both during and after their shifts.

Leader numbers fell a little in the first half of the year and at one time we had less than 30 active Leaders for a rota with nearly 60 shifts. Some of our most experienced Leaders once again helped by covering extra shifts and by going above and beyond what might be expected, without reducing the levels of Leader support for volunteers.

Towards the end of the year, we've recruited a number of new Leaders. It's extremely encouraging that newer and talented volunteers have put themselves forward for Leader training. It's estimated we need a pool of at least 40 Leaders to allow us the flexibility to

ensure safe shift coverage. At the time of writing, we have 39 Leaders with a few more interested in training

To support Leaders and to share branch information, we have Leader meetings every few months and these continue to be well attended and a good forum for discussion of any issues and the exchange of key information. Meetings are blended, being attended both at the centre and on-line, and this helps with attendance. It illustrates how the advances and investment the branch has made in IT creates a platform and opportunity for improved volunteer engagement. With Leaders, as with all volunteers, we want them to realise how appreciated they are and how much they bring to their co-volunteers and, ultimately, our callers

Volunteer Care: Volunteers on Sabbatical are contacted regularly to primarily check whether they would like some support but also to discuss future thoughts and plans in relation to Samaritans. This activity continues to be efficiently and sensitively led by Dawn 660, who co-ordinates contacts between Sabbaticals and Volunteer Care with a lovely small team of four volunteers.

During the pandemic there were over 30 volunteers on Sabbatical. Some had been absent from the branch for well over 12 months. We made the difficult decision to gently encourage Sabbatical volunteers to work with us on returning to the branch but if the time wasn't right for returning they could step back from Samaritans until such time they were ready for regular shifts again (if that were their wish). As we tell many volunteers who become inactive, ex-volunteers often return and we want them to know that by stepping away from volunteering now it doesn't mean they can't return when and if circumstances allow.

During the pandemic we had taken a flexible approach to Sabbaticals, perhaps more so than the 'Preparing to Resume Duties' national guidelines. We felt a flexible approach worked well for the branch as many of our volunteers continued to make valuable contributions even when on Sabbatical or not completing regular shifts. We decided to draft our own version 'Guidance for Volunteer Care at Cheltenham Samaritans' which endeavoured to lay out some guidelines for our flexible approach.

As well as working with Sabbaticals, Dawn 660 continues to help find meaningful roles for many of the branch Support Volunteers. This includes engaging some of them in the previous year introduction of an extra stage of skills practice between Core training and mentoring. An initiative that prepares new Samaritans well for their first calls.

Rota Management: The Rota Management Team, ably led by Nicky 992, remains one of the great strengths of the Cheltenham Branch. During the year, a number of team members stepped down but their positions have been filled and the Team works more effectively than ever. Each week they highlight rota gaps in a timely manner. Cheltenham continues to be a branch with low numbers of unplanned closures, a testimony to the work of the Rota Management Team; and also to those many volunteers willing to step in and fill shifts at short notice

Through the year the number of active volunteers at Cheltenham fell somewhat and this increased our shift closures towards the year end (albeit the closures level is still low). This

led to a review of the rota and volunteering patterns. We have seen a gradual reduction in active volunteer numbers through the year. Looking at statistics over the last two years, we see that if we have 150 active volunteers each month, we are highly unlikely to have unplanned closures, and can support planned Outreach and Prison shifts. The trend of lower volunteer numbers and higher ad-hoc shift closures is a concern but at the time of writing we have a new training group just started in-branch, some returning volunteers and a further training group in the autumn. Clearly getting the balance between the rota demands, resignations, recruitment and training is challenging but the evidence is encouraging that we'll continue to attract committed and skilled volunteers in enough numbers to support our current shift rota.

In summary, as Volunteer Support we try and create a mutually supportive culture. We have a volunteer lobby moving screen display which aims to keep people informed and updated each fortnight with general information plus Samaritans Central Office and branch news. In addition, we have had a number of excellent speakers during the year, arranged with the help of Laura 234. These included an on-line event hosted by the Speakers Collective, with Gloucester Branch, where we heard from speakers with lived experience of Samaritans. We also have a full programme of branch speakers arranged running into 2023.

Finally, a personal note, as this may be my last year as Volunteer Support Deputy, at least as part of this Directorate. I took on this role as someone who'd completed my expected shifts each year for 12 years and done not much more for the branch. Whilst it's been challenging combining a working life and my Samaritans role it's been uplifting volunteering alongside such fantastic co-volunteers; Helen 568, as Director, has wonderfully ignored my shortcomings on so many occasions and I can honestly say the commitment and ability of everyone on the Branch Leadership Team has been humbling.

I need to particularly thank Nicky and the Rota Team, they do so much, and also Dawn, my friend who is always supportive and wise. There are so many others, Vicky 975, Anthony 213, Laura 234 & librarian Sue 991, who help with Leaders, IT and display content. Thank you all. Sometimes Helen and I head for a coffee around the corner from the branch and we reflect who's on shift, followed by the words 'they're brilliant volunteers'. I know we're lucky to be part of such a great branch, it's the people that make it.

Jon1036
Deputy Director

7. CALLER SUPPORT AND SAFEGUARDING

The last year has seen some very significant changes to how Caller Support and Safeguarding is delivered nationally. In December 2021 the Caller Support and Safeguarding Hub was established. Volunteers within the new hub are now responsible for managing remotely all caller support and safeguarding support plans across the organisation including the ROI. The

South West CS team was disbanded at the same time, I would like to thank Derwood, RCSO and the South West team for all the support that they gave to Cheltenham and District Branch. My thanks also go to Sam 604 who supported me managing the Caller support team. As a member of the newly established CSS Hub, I have been able to keep the branch up to date with caller support and safeguarding concerns. Louise 744 and Sarah 245 continue their responsibility for our excellent, continued partnership with CRUSE and Anthony 213 continues to work tirelessly perfecting the IT system. Thank you to the team for their diligent and efficient work. As you will see from the outbound call statistics our contribution to CRUSE has nearly doubled in the last year which is not surprising considering the impact of the coronavirus pandemic.

Online chat was introduced in Cheltenham on March 1st, 2021, we still complete 9 duties per week. As a trend in wider society, people are using the phone and text messaging less and less. Many people prefer to use instant messaging to communicate with friends, family, charities, and businesses. Younger callers have grown up surrounded by the internet, mobile phones, messaging, social media, and are far more likely to look for sources of support online. Although we continue to see high levels of demand for our telephone and e mail services, our research and piloting with callers indicate that some people would prefer to contact us over online chat. The online chat service gives callers the chance to talk to us in a way that they feel most comfortable. We eagerly anticipate the introduction of more online shifts within the branch. Veteran support has now been included to volunteers who have completed the appropriate training which we are encouraging all OLC trained volunteers to complete.

Caller Support and Safeguarding continues to provide up to date information to support our volunteers, guidance on handling callers of concern, updating signposting lists, no call back numbers, misuse of service list and ensuring best practice for follow up calls and the written word. The remote e mail hub has been introduced with a view to managing all e mail callers, unfortunately this is not totally in place at the moment but despite this Cheltenham branch have increased in the last year the number of email replies by over 18%. With the considerable somewhat unexpected impact of the Covid restrictions being reduced I would like to thank all our volunteers for their support that is reflected in the statistics below. A fantastic increase across the board.

Statistics for 2021 / 2022

Total logged contacts	27,540 up 13%
Inbound telephone calls	17,647 up 6.5%
Outbound telephone calls	400 up 49.75%
Snap calls	4,022 up 5.5%
Face to face	0
E mail	3,866 up 18.5%
Online chat	1,186
Letter	0
Total	27,540
Gender breakdown	

Male	39.1%
Female	51.1%
Transgender	0.1%
Unknown or other	9.8%

Andrew 651

Deputy Director & Trustee

8. OUTREACH

2021/2022 has been a strong year for outreach activities. The strategy has been to

- Develop an engaged group of volunteers trained in providing emotional support in outreach settings.
- Build small teams of volunteers to work in partnership with selected organisations to provide emotional support to those most in need in our local community
- Attend selected events to improve awareness of Samaritans as well as providing an opportunity for recruitment.

Partnerships also continue with key local forums including Gloucestershire Suicide Prevention Partnership to inform the onward strategy and partnerships developed.

Training of volunteers

- As of April 2022, 25 volunteers have been trained to provide emotional support in outreach settings
- Guidelines have been produced which enable other volunteers to provide support to awareness events.

Partnerships with local organisations

- Network Rail. There is now a regular presence at Cheltenham Spa train station on the first Monday of each month. As well as increasing awareness, the volunteers regularly provide emotional support to those passing through the station
- Cheltenham Opendoor. Cheltenham Opendoor is a charity providing support to street homeless and vulnerable people in Cheltenham. In December 2021, our volunteers provided food donations to the charity to support the opening of their new larger premises. We now have a partnership with Opendoor which enable our volunteers to provide face to face emotional support to those most in need. This commenced with an event associated with Brew Monday in January 2022 and continues with presence of 2 Samaritan volunteers on the first Tuesday of each month. Feedback has been very positive.

- Gloucestershire NHS Hospitals. A partnership has developed with Gloucestershire NHS Trust which will lead to support being provided to Gloucester Hospital Emergency Department by a joint team of volunteers from Gloucester and Cheltenham branches.

Events

Samaritan volunteers had a presence at the following events in 2021/2022 with the aim of raising awareness, demonstrating that Samaritans are there for everyone and providing an opportunity for recruitment.

- Three Counties Show
- Cheltenham Balloon Fiesta
- Cotswold Fayre
- University of Gloucestershire Freshers' Event
- Gloucestershire Pride
- Charlton Kings Autumn Fayre
- Charlton Kings Christmas Lights
- Brew Monday events at Cheltenham Opendoor, Cheltenham Spa and Kemble train stations

Forward strategy

Looking forward the aim will be to continue to provide work with Cheltenham Opendoor and Network Rail and also to agree the arrangements for support to Gloucester Hospital Emergency Department. This is likely to include a regular presence by a joint team of volunteers from Gloucester and Cheltenham branch along with a direct referral service for patients in need of emotional support.

In addition, further ESOS training will be provided to ensure volunteers are trained to support selected awareness events over the next year.

Andy 665
Deputy Director

9. PRISON SUPPORT

Cheltenham Branch Samaritans give support to the Listener scheme at Long Lartin prison, a high security men's prison in Worcestershire, about 22 miles from the Centre. It currently accommodates over five hundred men, almost all of whom are serving long sentences.

The year began frustratingly for both us and the Listeners in that we were not able to visit the prison for some months while Covid was prevalent. The Listeners were able to contact us on a dedicated mobile phone if they needed to offload. Some made regular use of the service while others were reluctant and it was a poor substitute for face-to-face meetings. In August,

it became possible to resume meetings and much credit is deserved by the four remaining Listeners that they continued to do what they could in the prison and at least kept the scheme active.

The autumn proved to be a very positive time in that we recruited and trained fifteen new Listeners, greatly assisted by an enthusiastic and helpful Safer Custody department. The training was launched on 29 September when we held a most successful celebration event marking thirty years of the Listener Scheme, attended by our Director and prison team, the Governor of the Prison, the Safer Custody department and all the new trainee Listeners. A long service certificate was presented to one of our Listeners for 10 years in the role. All four of our Listeners received certificates and small gifts and the prison laid on a lavish buffet. The optimistic atmosphere was inspiring and seemed to herald a new era.

We held another celebration when our new Listeners completed their training and received certificates presented by the Governor, along with brand new polo shirts and fleeces donated by the Samaritans. Just as the scheme was progressing well, a further lockdown occurred from early December until February when we were not allowed to enter the prison. Although the Listeners were delighted to see us again and they remained as keen as ever, there have been many difficulties impeding the efficiency of the scheme. The greatest of these has been the restriction on movement between wings and the continuing regime of lockdowns. The Listeners have been heroic in helping men who approach them apparently casually, without formally requesting a Listener. The good that they do in the prison is remarkable and we can only hope that the scheme will be able again to operate as it should. Severe staff shortages affect every aspect of prison life, not least the Listener scheme.

This year we lost three long-serving members of the prison team, Carol 974, Diana 1119 and Mary 1148. They have been stalwarts in the work they have done and the support they have given over many years. We could not have kept the scheme going without them. Our new team is showing the same commitment and the same understanding that prisoners have done terrible things but they are human beings suffering real distress. We can only give our support to the Listeners who do the really tough work.

Debbie 227

10. FRIENDS REPORT

It has been an eventful twelve months for the Friends, but I am pleased to say, one where we finally got back to doing ‘real’ (as opposed to ‘Virtual’) fundraising events again.

It is testament to the wide range of talent on our committee that we were able to raise so much money for the branch from ‘virtual’ events during the pandemic. It was however, such a relief that we could finally get back to doing what we do best – interacting with people.

The gradual lifting of restrictions also meant that we could finally begin to take advantage of our 12-month tenure as the selected Cheltenham Mayor’s charity. This saw us get involved in

and organise far more diverse activities than we usually do in a year. It even saw the one-off resurrection (at the Town Hall, no less) of the infamous Pop Quiz that was our 'bread and butter' for so many years in the 80's and 90's. Some events, like the 'Curry and Quiz' evening held at The Everest, were so popular that we are planning on making them annual occurrences.

In May, many of our committee attended the Mayor Handover event at Cheltenham Town Hall and we were delighted to receive a cheque from the outgoing mayor, councillor Steve Harvey, for £10,500. Many thanks go to Steve for choosing us and allowing us to realise such a healthy post-pandemic boost to our fundraising.

For the past seventeen years our primary event of the year has been a summer beer festival. In February of this year however, we organised a very unique beer festival - one held in a Church!

Our 'Winter Craft Beer Festival', run over two days at Pip & Jim's (St Philip & St James church in Leckhampton), was such a success that we feel we have now discovered a much lower-risk method of raising money for the branch'. Going forward our aim will be to hold two beer festivals at this venue every year, one in February and one in November.

We did still hold our much delayed, fifteenth (and final), summer beer festival at the Old Pats and for once the weather was kind to us, making it a roaring success. In fact, it was such a success that our decision to make it the last, was a really hard one to take. However, the unreliability of the British summer weather, rapidly rising infrastructure costs and the advent of so many competing beer festivals, informed our decision. Our next event at Pip & Jim's is an International Beer Festival to be held on Friday 18th and Saturday 19th November.

Our other primary source of fundraising is from stewarding at Festivals and other events, and thankfully these were all back again in style. In November many of our team were on hand to help out at the most successful Round Table fireworks event on record. In May we sent a crew of volunteers to Lechlade festival and our regular team of 28 once again manned the on-site stewards control table at the Glastonbury festival in June.

So, in summary, it is great to be back doing physical fundraising again. As ever, we are pleased and honoured to be supporting the vital work that the branch does for the community. With the Mayor's charity income added to that from our other ventures, we have raised over £18,000 in the last twelve months, far and away our best total ever. We do know however that with the current cost of living crisis, we cannot get complacent. We realise that all charities are likely to find fundraising a struggle in the coming years.

Finally, for me, one of the most encouraging trends this year, has been the much greater involvement and attendance at our events by many of the branch volunteers. This took me back to my early tenure as Chairman of our group in the early 80's where there was so much more interaction between the 'listening' and 'fundraising' volunteers. I really hope that this is something we can build on over the coming months and years.

Leigh Norwood,

Chairman Friends of Cheltenham & District Samaritans

11. TREASURER'S REPORT

The financial position of the branch is stable as we go into a period of economic uncertainty. Our reserves, excluding the restricted fund, are sufficient to cover day to day running costs for the next year and provides a cushion against interest rate rises. Thanks to Clive623 previously committing to a three-year business tariff for electricity ending in June 2023, we are protected for the time being from the staggering increases predicted.

Following on from the major modernisation programme to improve the operational side of Victoria House in FY21, this year saw the complete refurbishment of the Francis Twyford room. The room is now a great space for branch meetings, training, events and for local businesses to hire for a small donation. We are grateful to the Pears Fund and the Screwfix Foundation for generous grants which helped fund the cost of audio-visual improvements and flooring.

The next major project will be to replace the roof over the Francis Twyford room, but no timeline has been decided. Recent quotes have suggested the cost will be in the region of £50k which will be covered by the restricted fund.

FY22 saw the end of Virgin Money Giving, a subsidiary of Virgin Money created 12 years ago for their sponsorship of the London Marathon. Their sponsorship came to an end last year leading to the closure of the platform. As a result, we adopted the Enthuse platform recommended by Samaritans Central Office. Enthuse is a well-established organisation that they believe offered the best overall alternative to VMG. It has been well received and has already been used successfully for various fundraising challenges by volunteers.

I would like to express my thanks to Barnaby Hopson from the Samaritans central office in helping and guiding us during the transition to Enthuse and, also for his support with applying for GWR funding to cover recruitment, training, expenses etc of 6 volunteers, outreach materials and local advertising. He also supported us with the Pears Foundation and suggested applying to the Screwfix Foundation to fund refurbishments.

Following on from lockdown in the prior year, it's been great to see prison claims coming in knowing our volunteers are once again able to support and train the Listeners at Long Lartin. We are grateful to have received an additional contribution on top of expense claims to our branch overheads, in recognition of the support we give to delivering the Listener scheme

I would like to thank all the volunteers who have actively raised money for the branch in addition to their listening and outreach duties; the Friends for their continued support and substantial contribution; the many donors and people who are no longer with us but kindly donated bequests. All donations, large or small are gratefully received.

Finally, I took over the role of Treasurer from Clive 623 in September 2021. His knowledge and continued support as Branch Secretary have been invaluable to me as has the guidance from Helen 568.

Toni 659

Treasurer, Deputy Director & Trustee

12. FINANCIAL STATEMENTS AND INDEPENDENT EXAMINER'S REPORT

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF SAMARITANS CHELTENHAM AND DISTRICT

Independent examiner's report to the trustees of Samaritans Cheltenham and District
I report to the charity trustees on my examination of the accounts of Samaritans Cheltenham and District (the Charity) for the year ended 31 March 2021.

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 Act and in carrying out my examination I have followed all 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 in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the Trust as required by section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination.

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



Jeremy Kitson FCA
Prime
Chartered Accountants
Corner Oak
1 Homer Road
Solihull
B91 3QG
Date: .....22/09/2022.....

CHELTENHAM AND DISTRICT SAMARITANS

STATEMENT OF FINANCIAL ACTIVITIES
INCLUDING INCOME AND EXPENDITURE ACCOUNT
for the Year ended 31 March 2022

	Note	Unrestricted funds	Restricted Funds Prison Service	Buildings	Total	Linked Charity Friends	Overall Total 2022	Total 2021
		£	£	£	£	£	£	£
Incoming resources								
Donations and legacies		48,979	3,205	10,000	62,184		62,184	70,010
Investment Income		1,457			1,457		1,457	1,453
Charitable Activities					-	23,933	23,933	16,874
Total		**50,436**	**3,205**	**10,000**	**63,641**	**23,933**	**87,574**	**88,337**
Resources expended								
Charitable activities	4	2,521	2,237		4,758	17,929	22,687	18,943
Direct Charitable Expenditure	4	10,144			10,144		10,144	17,798
Management and Administrative Costs	4	12,624			12,624	200	12,824	9,830
Building repairs and Maintenance	4	53,307			53,307		53,307	38,273
Governance Costs	4	2,031			2,031		2,031	2,099
Total resources expended		**80,627**	**2,237**	**-**	**82,864**	**18,129**	**100,993**	**86,943**
Net movement in funds		**(30,191)**	**968**	**10,000**	**(19,223)**	**5,804**	**(13,419)**	**1,394**

CHELTENHAM AND DISTRICT SAMARITANS

BALANCE SHEET
AS AT 31 MARCH 2022

	Note	Unrestricted	Prison Service	Buildings	Total	Total
FIXED ASSETS		**£**	**£**	**£**	**£**	**£**
Fixed assets	5	157,822	-	-	157,822	158,662
CURRENT ASSETS						
Debtors	6	5,043	-	-	5,043	600
Cash at bank and in hand		41,964	8,823	74,531	125,318	139,713
Creditors	7	(3,858)		-	(3,858)	(1,229)
TOTAL ASSETS		**200,971**	**8,823**	**74,531**	**284,325**	**297,746**
FUNDS						
Balance at 1st April 2021		279,360	7,855	10,531	297,746	296,352
Surplus or deficit for year	8	(24,389)	968	10,000	(13,421)	1,394
Transfer between funds		(54,000)		54,000	-	-
TOTAL FUNDS	8	**200,971**	**8,823**	**74,531**	**284,325**	**297,746**

Unrestricted Funds include the balances held by the Friends.

The financial statements were approved by the Board of Trustees and authorised for issue on ..22nd September 2022... and were signed on its behalf by:

-

Toni Hardie

……

T Hardie
Hon Treasurer & Trustee

CHELTENHAM AND DISTRICT SAMARITANS
NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2022

1. Accounting policies

The financial statements of the charity, which is a public benefit entity under FRS 102, 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)', 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, with the exception of investments which are included at market value, as modified by the revaluation of certain assets.

These accounts include the results for the year of the associated Friends group.

1.2 Tangible fixed assets and depreciation

Tangible fixed assets other than freehold land and buildings are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost of each asset over its expected useful life as follows:

Fixtures, fittings & equipment	- 15% reducing balance
Freehold improvements	- not depreciated

1.3 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.

Services provided by volunteers are not recognised as income.

1.4 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.

1.5 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 objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

The funds of the linked charity The Friends of Cheltenham Samaritans can only be used to support the objects of that charity.

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

2. Trustees

None of the trustees (or any persons connected with them) received any remuneration during the period (2021: none), but it is the policy of the Charity to reimburse all expenses properly incurred by its volunteers in connection with its charitable activities.

3. Employees

There were no employees during the period (2021: none).

CHELTENHAM AND DISTRICT SAMARITANS
NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2022

4. Analysis of expenditure

	2022	2021
	£	£
Charitable activities		
Volunteers Travel	1,529	1,188
National Prison Service Support	2,237	463
	3,766	1,651
Direct Charitable Expenditure		
Telephone,Computer & Broadband Services	2,122	9,489
Electricity, Gas, & Water	2,996	3,400
Housekeeping, Cleaning & Refreshments	1,614	3,153
Library Costs	311	-
Marketing	4,093	1,756
	11,136	17,798
Management and Administrative Costs		
Central Office payment	12,624	9,736
Building repairs and Maintenance		
Maintenance &Repairs	5,028	2,220
Capital Projects	48,279	36,053
	53,307	38,273
Governance Costs		
Independent examination	800	700
Insurance & Governance	1,231	1,399
	2,031	2,099
	82,864	69,557

5. Tangible fixed assets

	Land and buildings	Freehold Improvements	Fixtures, fittings and equipment	Total
	£	£	£	£
Cost				
At 1 April 2021 and 31 March 2022	96,825	56,239	9,116	162,180
Depreciation				
At 1 April 2021	-	-	3,518	3,518
Charge for the period	-	-	840	840
At 31 March 2022	-	-	4,358	4,358
Net book value at 31 March 2022	**96,825**	**56,239**	**4,758**	**157,822**
Net book value at 31 March 2021	96,825	56,239	5,598	158,662

CHELTENHAM AND DISTRICT SAMARITANS
NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2022

6. Debtors

	2022	2021
	£	£
Other debtors	5,043	600

7. Creditors

	2022	2021
	£	£
Accruals	3,858	1,229

8. Reconciliation of funds

	Balance at 01-Apr-21	Incoming Resources	Outgoing Resources	Transfers Between Funds	Balance at 31-Mar-22
National Prison Service	7,855	3,205	(2,237)		8,823
Buildings Fund income	10,531	10,000	-	54,000	74,531
Total Restricted Funds	18,386	13,205	(2,237)	54,000	83,354
Unrestricted Funds	270,371	50,434	(80,627)	(54,000)	186,178
Friends	8,989	23,933	(18,129)		14,793
Total Unrestricted Funds	279,360	74,367	(98,756)	(54,000)	200,971
Total Funds	**297,746**	**87,572**	**(100,993)**	**-**	**284,325**

Restricted fund balances of £8,823 (2021: £7,855) are held in relation to grants received from the National Prison Service for the Charity's work at HMP Long Lartin.

The Building Fund which is restricted for the maintenance and enhancement of the charity's present or future buildings has a balance of £74,531 at the year end (2021: £10,531). A balance of £54,000 has been transferred from unrestricted funds for the anticipated roof repair.

9. Related party transactions

During the year, the Trustees of the Friends agreed a donation of £10,000 (2021: £11,500) to the Charity which has been received into the restricted funds.

SAMARITANS CHELTENHAM AND DISTRICT

England & Wales - Charity number 1170900

Accounts

SAMARITANS

Cheltenham and District

57th Annual Report

2020 – 2021

HOW TO CONTACT SAMARITANS

You can contact Samaritans by phone, email, online chat, letter, or by visiting a Branch.

Samaritans	Helplines are open 24/7 every day of the year.
Telephone:	116 123 (national number, free to call)
Email:	jo@samaritans.org
Online Chat:	Online chat is available via the main charity website, between 18.00 and 22.00 Sunday to Thursday.
Letter:	P.O. Box 90 90, Stirling, FK8 2SA
Visit:	Find your local Branch at www.samaritans.org Cheltenham & District Branch is usually open during the day until 10 pm. No appointments are necessary. Due to COVID restrictions the branch was closed to callers during the year.

LEGAL AND ADMINISTRATIVE INFORMATION

Registered charity number: 1170900

Name: Samaritans Cheltenham and District

Address: Victoria House, Back Albert Place,
Cheltenham, GL52 2HN
Website: www.cheltenhamsamaritans.org

Trustees 2020-2021

Helen Bridger, Director and Chair of Trustees

Clive Ridgwell, Treasurer

Emma Colabella, Secretary

Andrew Evans

Arlene Deane

Steve Lalic Co-Opted December 2020

Chair of the Friends 2020-2021

Gary Newman

Health & Safety Officer

David Lawlor

Data Protection Officer

Karen Fill

Independent Examiner

Prime Accountants Group

Bankers

Lloyds Bank plc, Cheltenham

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1. OUR OBJECTIVES

To enable persons in Cheltenham, the surrounding area, and elsewhere, who are experiencing feelings of distress or despair, including those who may be at risk of suicide, to receive 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 all affiliated Branches in fulfilling the same objectives.

2. TRUSTEES REPORT

The Branch Director has been appointed to the joint roles of Director and Chair of Trustees since 1st April 2017. The current Branch Director continues to hold both of these roles.

A new Branch Director, Helen Bridger, was appointed to post on 31 March 2020, replacing the outgoing Director, Veronica Ward. Helen and the Trustees would like to acknowledge and record their thanks to Veronica for the three years during which she was Branch Director. The branch has been handed over in a healthy financial position with a committed and dedicated volunteer base.

All branch activities have been seriously affected by the COVID-19 worldwide pandemic which began to take effect in the UK in March 2020. Acting in line with Government and Samaritans Central Office guidance many of our normal procedures and processes were continuously updated to reflect the conditions and national regulations in place throughout the year.

The Trustees took their responsibilities, in terms of maintaining the premises as a safe volunteering environment, very seriously. Updated procedures for safe and hygienic use of the building were considered at each Trustees meeting throughout the year, and updated as appropriate.

The AGM was held virtually, via Zoom, for the first time in September 2020. The constitution requires Cheltenham branch to appoint both a Treasurer and Branch Secretary to the Trustee body. The Treasurer was re-elected and a new Branch secretary was elected at the AGM in 2020. Resignations had been received from the Branch Administrator, the Trustee for Marketing and the previous Branch Secretary. Two further Trustees were elected at the AGM and a Trustee with responsibility for fund-raising was co-opted from December 2020

Throughout the year the Trustees have worked with the Deputy Directors, appointed by the Branch Director. The team has met every 12 weeks to review activities, finances and risks. The main focus of the Trustees during the year was to oversee the upgrading and refurbishment of the operational side of Victoria House. This had been considered as a key objective in terms of improving the volunteering experience and improving retention rates within our volunteer base. It had been some years since the operational side of the building had last been fully upgraded and the work was much needed. As a group the Trustees are very grateful to the dedication of our Treasurer Clive623 who has managed this project with great skill and acumen. Trustees held either zoom or email discussions for decision making on expenditure both for the refurbishment project and for urgent repairs.

The Trustees were also involved in the Quality Outcomes Framework (QOF) Review which was completed at the end of 2020. The result of the QOF was to confirm the very high standards which are exhibited in every area of Cheltenham branch activity.

It was more difficult to organise branch meetings due to the inability of a large number of people to meet in person in an indoor space during the year under review. However, following the AGM in September, a branch meeting was held in December followed by a quiz night. This branch meeting was conducted over zoom and was well received and enjoyed by all who 'zoomed in'.

The Trustees have paid due regard to guidance issued by the Charity Commission and Samaritans Central Office at all times. The safeguarding policy for children was updated in line with Samaritans requirements with effect from 1 January 2021.

The Trustees have fulfilled their responsibility for ensuring that accounting records comply with the Charities Act 2011. The financial situation is summarised on a quarterly basis and disseminated to all branch volunteers by email. The information is also stored in a dedicated area of 3Rings. The position is discussed at each Trustee meeting.

At 31st March 2021, we have healthy cash reserves, however the branch appreciates the need to generate a significant amount of income annually. Action is being taken to repurpose the Frances Twyford Room to have a twin role as both the branch training/meeting room and also as a community hub with an income generating potential. We continue to benefit from the fundraising activities of The Friends and we are fortunate that the Mayor of Cheltenham 2021/22, Steve Harvey, has chosen The Friends to be one of his Charities of the year. We are very hopeful that the outlook going forward is good.

The sections that follow outline the performance and achievements of the charity in the reported year and present the financial statements.

Signed on behalf of the Trustees:

Helen Bridger,

Branch Director and Chair of Trustees

3. DIRECTORS REPORT

At the start of the year under review England was in lockdown due to the COVID 19 pandemic. All of the activities, so central to the operation of our service from branch were being revisited. Face to face delivery of training was suspended, face to face caller support in branch was suspended and all physical outreach was put on hold. Volunteers over the age of 70 and those who were clinically vulnerable or shielding clinically vulnerable relatives were advised to isolate and not to come into branch. Some volunteers were unhappy with that advice and were prepared to continue to come in and support our callers. As we are part of an organisation which believes in self-determination, the leadership team agreed that they should be allowed to do so.

Lots of isolating volunteers helped out in other ways, by doing additional leader duties, which they could still do from home. Other volunteers joined the special helpline set up by Samaritans to support NHS workers. The branch despite being depleted in numbers felt like a very tight-knit and supportive place to be. This first lockdown lasted for around 8 weeks and then, as soon as they were able to, our isolating volunteers started to return to us.

During lockdown around 35 volunteers were missing from branch directly as a result of COVID restrictions. These were on top of around 20 volunteers who were on sabbatical for other reasons. Thanks to the efforts of the remaining active listening volunteers, we only closed 3 shifts, which was a tremendous achievement. Many volunteers did multiple duties each week and there was the distinct aroma of bleach around the place. One of my proudest moments was when an isolating leader told me she had decided to return to listening duties because she had been told that the centre smelled like a swimming pool! Two further lockdown periods occurred during the year, and far few volunteers chose to isolate throughout the second and third lockdowns.

The Branch Leadership Team (BLT) met at regular intervals at the start of the year in order to keep the branch compliant with regulations and to ensure procedures were in place to keep all our listening volunteers safe. Stringent cleaning procedures were put in place, social distancing was required and mask wearing was mandatory. Much of the branch paper-based documentation was removed from the operations room and digitalised to avoid cross contamination. Laminated, wipe clean copies of frequently consulted documents were put in each booth. Many of the old dusty files were removed, and volunteers have steadily got more used to finding information on 3 rings or on the chromeboxes in the centre.

That summarised very briefly some of the difficulties we faced over the year. Our achievements, on the other hand, have been astonishing.

The branch IT systems have blossomed over the year. We have two new TV display units. The TV in the operations room displays information crucial to supporting our listening service. Leaders phone numbers, essential contact information, a list of follow up calls and hot messages are all displayed on this TV. It also shows the national dashboard with wait times for calls, emails and chats. Every volunteer who comes on duty knows which support

medium should be prioritised. The second TV is in our information room. It shows a regularly updated loop of slides and is maintained by our volunteer care deputy. It shows information about our outreach activities both completed and forthcoming. It shows information about monthly branch & regional statistics, inspirational quotations, new additions to our library books, volunteer profiles, "top tips" about procedures which may not be at the forefront of volunteer minds and a welcome message for each group of New Samaritans when they start doing shifts after completing core.

Early on in the first lockdown, our national telephone distribution system (Connect) broke. The branch spent a number of weeks on what we referred to as 'the back-up platform' – a sorry experience for both callers and volunteers. Eventually, it was decided that connect couldn't be fixed and the replacement service (Link) which was due to be gradually rolled out over many months, was installed at great speed.

The IT team did an amazing job enabling our volunteers to learn the new system whilst maintain social distancing and working remotely. Volunteers embraced the new system and quickly got used to it.

During the first lockdown all volunteers isolating at home were, for the first few weeks, contacted by a member of the leadership team. The volunteer care team then took over this role. It was always the aim that volunteers who were unable to come into branch should feel important to us and valued. We hoped that all would return to us in the end, and the vast majority did. For volunteer week in June 2020, we celebrated the contribution of all our volunteers by baking them heart shaped cookies. Members of the BLT delivered them to members of the branch who were isolating. At Christmas we gifted volunteers Samaritans branded pens.

We completed a major refurbishment of the operational side of the building at the start of 2021. Volunteers were so understanding when we moved our support service to temporary workstations in the FT room. It was a bit messy but we all got on with it. We kept volunteers up to date with the progress with photos on Workplace and the work was completed quickly. In a very short space of time, we were back in our new blue (colour choice by volunteer vote) operations area. Everyone seemed very pleased with their new working environment.

Zoom became a standard part of everyone's life. During the year we trained 5 core groups and delivered embedding via Zoom. Information evenings and interviewing were conducted over Zoom. Unlike other branches, where outreach stopped completely, our outreach team adapted many initiatives and delivered them virtually over Zoom. Samaritans team meetings switched to Zoom and the newly formed branch book-group also convened around computer screens at home, usually with a glass of wine, so not all bad!

During my first year as branch director, it was mandatory that an independent review of the branch was completed. This replaced the "visit" and instead a Quality Outcomes Framework (QOF) had to be completed. Two external mentors then met with the Trustees and BLT and

reviewed the information recorded on the QOF. The outcome was that Cheltenham branch was regarded as an exemplary example of how Samaritans branches should be operating. As part of the process, we agreed 3 objectives to work towards, all of which have been addressed by the time of writing this report. One of these aims was to increase the number of night hours we cover at Cheltenham. We surpassed our expectations and have added an extra 10.5 listening hours a week, 8.5 of which are night hours between 2am and 6am. In addition, from the end of February, we started participating in the online chat service, and the rota at Cheltenham has always covered all the hours it operates.

At the start of the year, the BLT and particularly the Treasurer, were a little concerned about our ability to fundraise whilst face to face activities were suspended. We are fortunate as a branch that we have reserves to tide us over difficult periods, such as the one we were envisaging. However, our worries turned out to be unfounded. The Friends moved many of their events onto online platforms and ended the year making a donation of £10,500, not dissimilar to previous years. There were sponsored events by volunteers and their families throughout the year which raised nearly £10,000. We printed our own Christmas cards, which were designed by 3 of our volunteers, and sold them to raise funds. They were very popular and were of very high quality. One of our volunteers also made 25 Christmas cakes, for volunteers who pre-ordered. We were fortunate enough to be given some company donations.

We were also recipients of grants from the Pears foundation which allowed us to purchase individual headsets for volunteers who wanted them, and to pay for some of the operational room refurbishment.

These are just a few of the great things we achieved during the year. It is remarkable that we were able to do so much, but maybe I shouldn't be surprised. After all, Cheltenham branch is full of wonderful people. Thank you, everyone, for all you do for us.

Helen 568

Branch Director & Trustee

4. VOLUNTEER RECRUITMENT

Despite covid and the limitations and restrictions surrounding 2020/2021, this past year has again proved to be a great success in relation to the recruitment of new volunteers.

We have a loyal and committed Recruitment Team, now consisting of 10 volunteers, who have been involved in the whole process of interviewing and selection of new volunteers.

In the period under review, we received 271 enquiries regarding volunteering at the Cheltenham Branch. This figure represents a 58% increase from the number of enquiries received for the previous reporting year of 2019/2020.

Since January 2021 we now have a new system called the Branch Management Tool (BMT) used in the recruitment of new volunteers and continue to receive our main enquiries through this system via Central Office.

The BMT is an all-encompassing system which has been designed for Branch teams to manage the recruitment and training process for new Samaritans, by automating many of the processes and aiming to reduce workload. Potential volunteers (PVs) can book their own interviews and if successful at interview stage, can submit referee details and book on to training. In most cases, the new recruitment journey will mean that potential volunteers will do a lot of this for themselves. The Cheltenham Recruitment Team are efficiently using this new system. However, in order to provide a more personal service we currently arrange to book interviews directly with the PV and also subsequently liaise with each PV to offer and allocate an agreed training place with each individual.

We continue to hold Information Evenings every 4-6 weeks as appropriate. The Information Evenings, which have been run via zoom, receive very positive feedbacks from PVs as to the information given to them. We are frequently told they find them very helpful and informative at this stage of their recruitment journey. Again, the Information Sessions offer a more personal and in-depth service where the Recruitment Team can attend the zoom Information Session and PVs have the opportunity to ask any questions.

As a result of the recruitment procedure, we have handed 60 new recruits to the Training team over the 12 months under review. The vast majority of these are now doing shifts at the branch, and many have also enthusiastically joined Branch teams and activities, such as Outreach Team, Training, etc.

This has been my first year as Deputy for Recruitment & Selection. In the preceding years I was a member of the Recruitment Team. All of the above would not have been possible without the help of Sue 991 who has been hugely helpful and invaluable in the management and running of the system. Together with the positive and enthusiastic approach from the whole team, it is a great Team to work with and be part of. The feedback from the Information Sessions and from new volunteers joining Cheltenham Branch is that they have been delivered in a professional, friendly and information manner. A big, grateful thank you is given to everyone who has made Recruitment of new volunteers happen.

Carol 974, Deputy Director

5. TRAINING

Since 1st April 2020, training continued to run via two teams within Cheltenham Branch, our Initial Training Team and our In-Branch Training Team. Robin 207 as Deputy Director for Initial Training and Allyson 1090 as Deputy Director for In-Branch Training. Since then, we have now changed our structure for Training where Robin 207 now acts as Deputy Director for Training and we have leads for each section of Training within branch: Robin 207 is lead for CORE Training, Andrew 186 & Isabelle 942 are leads for Mentoring and Allyson 1090 is lead for In-Branch Training which includes both Embedding Development and Continuous Development.

At the start of this year, we were restricted on conducting any training of new volunteers due to the COVID-19 pandemic where our training wasn't suitable to be delivered in a virtual space, this was amended by July 2020. Since then, we have run 5 CORE Training programmes in July 2020, September 2020, November 2020, January 2021 and March 2021 which has led to us putting 58 people through CORE Training and 40 of those are now full members of our branch.

With the Initial Training Team, our first change this year has been with Barbara 236 stepping down as Skills Practice Co-Ordinator after a long and successful tenure. Responsibilities for this have subsequently been shared amongst the Initial Training Team primarily by Milly 998. We have started with the same team as last year with Robin 207 leading with support from Milly 998, Sandy 999 and Dan 314. In September 2020 we were delighted to welcome Ben 804 and Steve 808 into team and shortly afterwards in November 2020 we were also able to have Patricia 728 join our team, all as regular trainers. Initial Training has continued to implement remote skills practice, involving a wide variety of volunteers from our Branch to give our trainees a more authentic and varied experience with their practice calls. We have had such a good response from volunteers willing to give up some of their time to help our team and our new trainees so thank you to everyone who has been involved.

How Mentoring has been implemented over the last year has undergone a change, where traditionally we would allocate a New Samaritan to a mentor for a number of shifts straight after they have completed initial training, now we are doing something different. After a New Samaritan completes CORE Training, they now go on to do a series of extended practice calls with a 'Role-Play Mentor' before they are then handed over to a 'Shift Mentor'. This change was implemented with the purpose of New Samaritans having a higher level of confidence when they first come into branch, this would potentially mean they would require fewer mentored duties before doing shifts unaccompanied. This has been our practice since January 2021 and has so far proven to be successful both from the perspective of the mentors and the trainees themselves.

As a branch we have fulling transitioned from delivering SIT2 to Embedding Development for the second half of our training programme for new volunteers. Our In-Branch Training Team led by Allyson 1090 have done a brilliant job of navigating this process of delivering a brand-new course as well as having to do it over Zoom. The foundation of this course continues to be on supporting our New Samaritans with adapting to taking calls and being on shift and supplementing their learning in an experienced-based way. Embedding

Development is a course that may well be subject to change over the next 12-18 months so we will make sure to keep on top of what is going on.

Another aspect of how we have transitioned into a new model of training over the last year has come in the form of moving from the old On-Going Training (OGT) to Continuous Development. The expectation of volunteers to complete five hours of OGT has been replaced with volunteers completing modules set by central office. The first of which came with the module 'Refreshing Our Core Skills' during Summer 2020 and will continue to be set 2/3 times each year.

With training moving forward in Cheltenham Branch we are coming into unprecedented times after the past year. Throughout all of our courses, our teams have grown adept at delivering training remotely in an online setting via Zoom and this isn't something that we are looking to get rid of despite being able to train in person again. Our courses moving forward will likely take a blended approach of being online in some instances and in-person in others depending on the needs of the trainees and the suitability of the training material. We have two more intakes of initial trainees this year in September and November 2021 where we will be initially trialing this new blended approach to training.

Robin 207, Deputy Director

6. VOLUNTEER SUPPORT

This year has proved both challenging and successful for Cheltenham Samaritans and those involved in Volunteer Support have played no small part.

Volunteer Support covers a number of key activities within, the branch. Considering each of these:

Volunteer Care: Volunteers on Sabbatical are contacted regularly to primarily check whether they would like some support but also to discuss future thoughts and plans in relation to Samaritans. This activity has been efficiently and sensitively led by Dawn 660, who co-ordinates contacts between Sabbaticals and the Volunteer Care team of six lovely volunteers.

Partly due to the pandemic there have, at times, been over 30 volunteers on Sabbatical. To help reintegrate returning volunteers into the branch we have set up a small team of 'return mentors' willing to support volunteers as they come back. A similar approach has helped some other longer term absent volunteers return. Not all Sabbaticals wish to come back to the branch though and we've tried to make those who may no longer volunteer with us feel valued for their contributions to our wonderful organisation, as they step away.

As well as working with Sabbaticals, Dawn 660 has helped find meaningful roles for many of the branch Support Volunteers. One key change was the introduction of an extra stage of skills practice between Core training and mentoring and some Support Volunteers, plus some of our most experienced active listeners, acted as effective caller role players, ably coordinated by Dawn. This has improved preparedness of New Samaritans before they start taking calls.

Over the year the intention has been to somewhat extend Volunteer Care to the whole branch; identifying active volunteers who might benefit from support or using Three Rings to see where volunteers have drifted away from the branch. Continuing these thoughts to extend activities is one key aim of Volunteer Support in the forthcoming year.

In general, at Cheltenham we have sought to take a flexible approach to volunteering and have not enforced in any way the traditional Samaritans expectation of a shift a week and a night shift each month. This has worked very successfully as we've extended the rota, had few unplanned closures and had relatively few volunteer resignations.

Our flexible approach coincided with a national Samaritans Volunteer Retention initiative and we at Cheltenham contributed fully to that discussion.

Rota Management: The Rota Management Team, ably led by Nicky 992, can be considered one of the great strengths of the Cheltenham Branch. Each week they enthusiastically highlight rota gaps in a timely manner. As mentioned above, even during the pandemic our unplanned closures remained commendably low in number. Of course, it's not just the Rota Management Team but also those wonderful volunteers who are willing to cover gaps at short notice.

Leaders: The third main task of Volunteer Support in Cheltenham is co-ordination of the Leaders. We are fortunate to have an extremely experienced and capable group of Leaders, many of whom cover multiple shifts. No shift has closed over the year due to Leader unavailability.

Leader meetings have taken place every 6 or 7 weeks during 2021 and these were well attended. Debate and discussion are often robust and enthusiastic at the meetings, as it should be from volunteers who care about the way we do things at Samaritans.

Whilst we have a good group of over thirty Leaders, we have found recruitment of new Leaders to be challenging. Pin-pointing reasons for this isn't easy as we have many, many volunteers well able to fulfil the role of Leader. There are plans to increase our numbers, Vicky 975 and Jon 1036, who jointly co-ordinate Leading at Cheltenham, will continue to lobby volunteers to take on this fulfilling role.

As well as the three key activities (Volunteer Care, Duty Rota Management & Leading), Volunteer Support contributes to volunteer engagement within Cheltenham Samaritans. In late 2020 a new moving slide VDU display was introduced into the volunteer entrance room, and this can be observed by volunteers as they come onto shift. The display includes a variety of different slides from Volunteer Support and Outreach and is updated most weeks. It provides volunteers with information on wider Samaritans issues, gives details of working practices and provides guidance and it gives local branch news.

The intention is that Volunteer Support will continue to arrange occasional speakers for the branch.

Given the challenges faced during 2020 and 2021, Cheltenham Samaritans has provided an admirable and dedicated service to callers. We value our volunteers and want them to feel both supported and fulfilled by their Samaritans work. We have aimed to do this in Volunteer Support and plan to consolidate and extend our activities in 2021 and 2022.

Jon 1036

Deputy Director

7. CALLER SUPPORT

Caller support provides ongoing support to callers to the Cheltenham branch. Currently the team has 4 members, Andrew 651 and Sam 604 who audit e mails and respond to callers of concern flagged on elog by volunteers and through the regional caller support forum. Louise 744 and Sarah 245 are responsible for our continued partnership with CRUSE. Thank you to the team for their diligent and efficient work. Thank you also to Andrew 168 who recently handed over the management of CRUSE and to Anthony 213 who has worked tirelessly perfecting the IT system.

Online chat was introduced in Cheltenham on March 1st, 2021. Currently 34 volunteers have completed the training and we have 9 duties per week at present. As a trend in wider society, people are using the phone and text messaging less and less. Many people prefer to use instant messaging to communicate with friends, family and businesses. Younger callers have grown up surrounded by the internet, mobile phones, messaging, social media, and are far more likely to look for sources of support online. Although we continue to see high levels of demand for our telephone and e mail services, our research and piloting with callers indicate that some people would prefer to contact us over online chat. The online chat service gives callers the chance to talk to us in a way that they feel most comfortable.

On the 31st March 2020, Cheltenham joined the South West region. Quarterly regional meetings have continued by zoom which are both informative, helpful and interesting. We have gained valuable support from the regional officers and the other teams within the region. Central office is in the process of setting up a caller support and safeguarding hub which will remotely deliver caller support plans and review eLogs with caller support flags. The hub will also investigate safeguarding cases that have been referred by volunteers, make all external safeguarding referrals and respond to general caller support and safeguarding queries from branches.

Caller Support provides up to date information to aid volunteers, guidance on handling callers of concern, updating signposting lists, no call back numbers, misuse of service list and ensuring best practice for follow up calls and the written word.

Statistics for 2020 / 2021 are shown below

Total logged contacts	23,969
Inbound telephone calls	16,528
Outbound telephone calls	400
Snap calls	3,797
Face to face	0
E mail	3,151
Online chat	93

Letter	0
Total	23,969
Gender breakdown	
Male	41%
Female	55%
Transgender	0.5%
Unknown or other	4.5%

Andrew 651

Deputy Director & Trustee

8. OUTREACH

The current Outreach Steering Group (OSG) was formed in autumn 2020, following my appointment as Director Outreach, comprising of me, Laura 234, Andy 655 and Helen 726. In spring 2021 Sarah 672 joined OSG as Media / Comms specialist. I am grateful to all members of OSG for their unstinting commitment and energy.

We have benefitted throughout this period from the strong support of Helen 568 as Director and Clive 623 as Treasurer. Jon 1036's video loop has played an important role in publicising outreach activities among branch members. Also, Emma 229 has been a constant source of encouragement. COVID 19 has made this a year of exceptional challenge for outreach with face-to-face activities not permitted during the year. Remote working and virtual technology have made rapid strides accompanied by valuable ESOS training from Allyson 1090 but there is a clear emotional need for all of us to re-engage with personal meetings and contacts.

Achievements

- Early OSG strategic thinking was to seek a coherent strategy in which we could be proactive rather than merely reactive responding to opportunities as they presented themselves
- High-level contacts made with MP for Cheltenham and the Lib-Dem Prospective Parliamentary Candidate.
- Of importance have been the firm links established with (Gloucestershire Suicide Prevention Partnership) GSPP and Cotswold VCS (Voluntary Community Services). Through attending these meetings, I have been able to build awareness of Samaritans and prepare the way for suitable partnerships
- The collection and delivery of 120 Christmas Boxes to a Cheltenham charity and an energetic "Brew Monday" giving virtual support in active listening to several local organizations got 2021 off to a flying start
- The outreach structure adopted consisted of "Bubbles" and "Huddles". Bubbles were interest groups such as "health and well-being" and "schools and universities" while Huddles were Samaritans coming together in local communities to promote Samaritan causes and enjoy some fellowship, first Huddles Charlton King's and Cirencester
- Good links in education have been formed with Gloucester College, Cirencester College, the University of Gloucestershire and the Royal Agricultural University
- Partnership in development stage with Gloucestershire NHS, also contact made with Cirencester Primary Health Care Trust
- Emergency Services & Armed Forces Bubble (ESAF) has formed close links with Gloucestershire Constabulary
- Contact made and support provided for GGLC including Pride Event
- We have reached out with some success to Foodbanks and supermarkets

Anthony 407
Deputy Director

9. PRISON SUPPORT

Long Lartin is a high security men's prison in Worcestershire, about 22 miles from the Samaritans Centre. It currently accommodates nearly six hundred men, almost all of whom are serving long sentences.

The past year has been a very challenging one in the prison which did suffer from a bad outbreak of Coronavirus. In order to contain the spread of the virus as much as possible, and because of staff shortages, the prisoners were held in their cells for up to 23 hours a day. They could receive no visitors and could not associate with each other beyond a small bubble of seven or eight men. Initially, at least, the prison found it difficult to provide the men with distractions and even the library was unavailable to them. This situation was prolonged and prisoners were not allowed to associate with men on wings other than their own. The Listeners were not exempt from these rules. Consequently, they have not been able to meet, either with Samaritans or even with each other. The resultant frustrations have been great.

In order to enable us to maintain contact with our Listeners, we were provided with a special mobile phone on which the Listeners were able to call to debrief. While this system suited some of them, others found it difficult to talk and it was not easy for them to be sure of not being overheard. Our training of a keen new group of Listeners was interrupted in February 2020 and very briefly resumed in November, only to be curtailed again after a week.

The year began with our Listener numbers reduced to 6 (we should have at least 12) but two of them were transferred during the year to category C prisons which was excellent news for them but sad for us. They have both immediately made enquiries about being Listeners in their new prisons. The remaining four Listeners have been extraordinarily steadfast in continuing to do what they can to help their fellows but sadly there are four wings on which there are no Listeners and so most prisoners have not had access to Listeners at all,

It has been good throughout the year to be in occasional contact with other prison teams, both in our region and nationally. We have been able to share experiences and it has been supportive to know that we are by no means alone in experiencing great difficulties.

On a more optimistic note, we have had a wonderful expansion to our prison team. Despite losing one of our experienced members, we now have sixteen members, with another two-completing clearance. It has been disappointing for them that they have not been able to visit the prison but it is excellent for our future development and they are keenly awaiting opportunities. At the time of writing, we have just been allowed to resume our visits and we hope to be able to train more Listeners in September.

Heartfelt thanks go all the team for their dedication.

Debbie 227

10. FRIENDS REPORT

As we look back over the last covid years, who would have thought of the life changing situation we all find ourselves in.

The Samaritan Volunteers and Service you provide is really appreciate and that the wonderful work on the phones, and in person that the Cheltenham Branch does. This service is amazing to local people. Where am I going with this? I hear you say. I believe that this is the catalyst that spurs into action our Friends Committee of enthusiastic fundraisers. The drive and contribution that some of us make is above and beyond the call of duty, continually moving forward, new events, new opportunities. I am proud, as we all are, to be part of Friends of Samaritans.

We have new committee members, and a reshuffle of jobs within our team, all to the good, so it keeps a fresh outlook.

I would love to tell you about our 2020, 2021 years of raising funds on behalf of my amazing committee.

With our Festivals being cancelled our opportunity to raise money by working at Lechlade & Glastonbury Festivals had faded away, we are so looking forward to next year and hope that the events industry can survive. We also work closely with the Cheltenham Round table and help steward their big event with the racecourse Fireworks coming up. 2019 saw an additional and unusual event for us, using our contacts at Cheltenham Motor club we were asked to manage carparking in Malvern for 3000 spectators, in September 21 this year, we have been asked to again to steward for even more spectators in Ledbury, we have become proficient at stewarding to the events industry and a new revenue stream.

Our Outdoor Beer Festival has also been hit with cancellation, but next years date could go into your diary as Saturday 11th June 2022 at old Pates. We are wishing to maintain the momentum for our customers of a regular beer festival, and looking at the success of our Virtual Winter Beer festival, we are excited to say that we have our first indoor winter event. We will be at Pip & Jim's venue, St Philips & St James Church Hall, they are excited and we are excited. 25th & 26th February is the date, please come or if you want to help us on the Saturday night to convert a beery venue back to a Church for a service on Sunday, be appreciated.

The success of our beer festivals is well known, the infrastructure and hire rates are now even more expensive, so as a committee we are investing in that infrastructure to save us money in the longer term, to reduce that risk every time we put an event on, we will construct our own pint pulling equipment, once we have found year-round storage. Spending less, making more.

In May this year the new Cheltenham Mayor councillor Steve Harvey approached the committee with an offer we could not refuse, he would like us to join his Mayors Charity committee for a year, this was an opportunity not to be missed.

Mr Mayor, Steve Harvey has been a long-time supporter of the Friends and regularly sponsors us. The added bonus would be that the mayors year fundraising activities would go to FOTS.

So jointly, we have a social night at the Mayflower, a Quiz and curry night in November at the Everest. Our big event is at the Cheltenham Town Hall Saturday January 22nd, the Mayor has given this day for free. So, all you pop pickers, get your thinking hats on as we are looking for teams of up to 6, for the "Retro Pop Quiz". "Retro" yes, no questions after year 2000, mainly because we just don't know the words!!

This year has been interesting but productive, this year we delivered to Cheltenham Branch, £10,500.

https://samsfriendscheltenham.com/ is our link, we strive to achieve and communicate with our supporters, take a look.

Our second year of Cheltenham world relay and live during the summer and is encouraging families to contribute mileage to the grand total, whilst keeping active, then a simple donation to our just giving page.
https://cheltenhamworldrelay.com/#content

Getting involved couldn't be easier, just pledge your goal distance as a team or individual for the World Relay and then start logging those miles! Funds via Just Giving are really positive.

I wish to thank EVERY member of the committee and "friends of", and all those that help on the day of events without you we could not support as well as we do.

Gary Newman,

Chairman & Founder member

11. TREASURER'S REPORT

It has been a really demanding year for the whole country as we faced the pandemic and in particular for those individuals who faced serious difficulties in their lives. The Samaritans organisation stepped forward as we always do for our callers including our NHS staff who have given so much support to those who needed medical care.

The Samaritans dedicated line for NHS staff has been and will continue to be a much-needed service.

We have substantially increased the opening hours of the branch during the year, our volunteers of the branch have performed fantastically well in covering more shifts than ever and ensuring that the branch has stayed open during the most difficult of times of the pandemic

I am extremely proud to be part of this branch and of the Samaritans family.

Victoria House is a wonderful asset to our branch; it became our home in 1996 and during this financial year we completed a major modernisation programme to improve the operational side of the building

We have totally updated our electrical and central heating systems, removed the old disused air conditioning unit and the ceiling vents. We have also renewed all the ceilings and fitted new carpet and flooring throughout and completely redecorated the entire operations area. We have also installed new work desks and built a new work station for our recently introduced Chatline service, thereby increasing the capacity of the branch.

It is now a much better environment that will serve our volunteers for many years to come.

We are extremely grateful to the Pears foundation, Charles Irving Trust and to the Friends of the Samaritans in providing the funds for this work to be completed.

In the new financial year, we will commence the modernisation of the Francis Twyford room with the goal enhancing the training facilities for our volunteers and the establishment of a community hub.

The modernisation work will include the provision of 2 new toilets, with facilities for disabled visitors, a new audio-visual system and the room will also be re-decorated. The work will be part funded by grants from the Pears and Screwfix foundations.

I would also like to express my thanks to Barnaby Hopson from the Samaritans central office in helping and guiding us to the various grants available to support the modernisation of Victoria House.

2021 is the 58th year of our branch and the 25th anniversary of moving into Victoria House, it seems only fitting that we celebrate these milestones with a modern home for our branch for the next 25 years!!

As an affiliated branch, we receive no financial support from the central office, we are totally dependent on the generosity of individuals and organisations in giving us funds to provide our

service to our callers; despite the difficulties of the pandemic, we have increased our income substantially.

We have also benefitted from money raised by branch volunteers through sponsored activities, and received a very welcome legacy of £ 22,000 from the estate of a Samaritan supporter.

With that in mind, if you are in the process of reviewing your will, please give some thought to the possibility of a legacy to our branch, if you require further information, please don't hesitate to contact us on

cheltsamstreasurer@gmail.com

The Friends have now supported the branch to the tune of £420,000 since they started their organisation, they are truly excellent friends to the Cheltenham Samaritans and there is no doubt that we are a better branch because of the Friends.

The option of using Virgin Money Giving as a vehicle for donations continues to be very successful, we receive donations within a week and if applicable the Gift Aid within 30 days without any further administration required from the branch.

We are therefore extremely grateful and are indebted to everyone who has donated funds to the branch over the last year, I am also pleased to announce that my co volunteer Toni 659 will take over the responsibilities as treasurer in September 2021 if she is nominated as a trustee, she has already contributed to the preparation of the accounts and has greatly improved the accounts management system.

If my nomination as a Trustee is successful, I will act as Secretary to the Trustees as well as being part of the Leadership team and will continue with my listening duties.

At last years AGM we voted for a new independent external examiner of our accounts, however due to their existing work commitments, they were unable to give assurances on completing the necessary tasks. We therefore appointed Prime Accountants Group who specialise in supporting non-profit organisations and charities as our new independent external examiner.

This was a necessary appointment in supporting our financial governance undertaking.

Clive 623

Treasurer, Deputy Director & Trustee

12. FINANCIAL STATEMENTS AND INDEPENDENT EXAMINER'S REPORT

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF CHELTENHAM AND DISTRICT SAMARITANS

Independent examiner's report to the trustees of Cheltenham and District Samaritans
I report to the charity trustees on my examination of the accounts of Cheltenham and District Samaritans (the Charity) for the year ended 31 March 2021.

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 Act and in carrying out my examination I have followed all 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 in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the Trust as required by section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination.

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

Jeremy Kitson FCA
Prime
Chartered Accountants
Corner Oak
1 Homer Road
Solihull
B91 3QG
Date: ...21st September 2021

CHELTENHAM AND DISTRICT SAMARITANS

STATEMENT OF FINANCIAL ACTIVITIES
INCLUDING INCOME AND EXPENDITURE ACCOUNT
for the Year ended 31 March 2021

	Note	Unrestricted funds	Restricted Funds Prison Service	Buildings	Total	Linked Charity Friends	Overall Total 2021	Total 2020
		£	£	£	£	£	£	£
Incoming resources								
Donations and legacies		56,294	2,216	11,500	70,010	-	70,010	65,030
Investment Income		1,426	-	25	1,451	2	1,453	548
Charitable Activities		-	-	-	-	16,874	16,874	22,234
Total		**57,720**	**2,216**	**11,525**	**71,461**	**16,876**	**88,337**	**87,812**
Resources expended								
Charitable activities	4	1,188	463	-	1,651	17,292	18,943	12,437
Direct Charitable Expenditure	4	17,798	-	-	17,798	-	17,798	15,852
Management and Administrative Costs	4	9,736	-	-	9,736	94	9,830	6,944
Building repairs and Maintenance	4	2,220	-	36,053	38,273	-	38,273	13,376
Governance Costs	4	2,099	-	-	2,099	-	2,099	-
Total resources expended		**33,041**	**463**	**36,053**	**69,557**	**17,386**	**86,943**	**48,609**
Net movement in funds		**24,679**	**1,753**	**(24,528)**	**1,904**	**(510)**	**1,394**	**39,203**

CHELTENHAM AND DISTRICT SAMARITANS

BALANCE SHEET
AS AT 31 MARCH 2021

	Note	Unrestricted	Prison Service	Buildings	Total	Total
FIXED ASSETS		£	£	£	£	£
Fixed assets	5	158,662	-	-	158,662	159,650
CURRENT ASSETS						
Debtors	6	600	-	-	600	600
Cash at bank and in hand		121,327	7,855	10,531	139,713	136,102
Creditors	7	(1,229)		-	(1,229)	-
TOTAL ASSETS		**279,360**	**7,855**	**10,531**	**297,746**	**296,352**
FUNDS						
Balance at 1st April 2020		255,191	6,102	35,059	296,352	257,149
Surplus or deficit for year	8	24,169	1,753	(24,528)	1,394	39,203
TOTAL FUNDS	8	**279,360**	**7,855**	**10,531**	**297,746**	**296,352**

Unrestricted Funds include the balances held by the Friends.

The financial statements were approved by the Board of Trustees and authorised for issue on 3rd September 2021 and were signed on its behalf by:

C V Ridgwell
Hon Treasurer & Trustee

CHELTENHAM AND DISTRICT SAMARITANS
NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2021

1. Accounting policies

The financial statements of the charity, which is a public benefit entity under FRS 102, 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)', 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, with the exception of investments which are included at market value, as modified by the revaluation of certain assets.

These accounts include the results for the year of the associated Friends group.

1.2 Tangible fixed assets and depreciation

Tangible fixed assets other than freehold land and buildings are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost of each asset over its expected useful life as follows:

Fixtures, fittings & equipment	- 15% reducing balance
Freehold improvements	- not depreciated

1.3 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.

Services provided by volunteers are not recognised as income.

1.4 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.

1.5 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 objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

The funds of the linked charity The Lapworth Educational Foundation can only be used to support the objects of that charity.

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

2. Trustees

None of the trustees (or any persons connected with them) received any remuneration during the period (2020: none), but it is the policy of the Charity to reimburse all expenses properly incurred by its volunteers in connection with its charitable activities.

3. Employees

There were no employees during the period (2020: none).

4. Analysis of expenditure

	2021	2020
	£	£
Charitable activities		
Volunteers Travel	1,188	1,051
National Prison Service Support	463	1,171
	1,651	2,222
Direct Charitable Expenditure		
Telephone,Computer & Broadband Services	9,489	9,852
Electricity, Gas, & Water	3,400	3,000
Housekeeping, Cleaning & Refreshments	3,153	2,000
Marketing	1,756	1,000
	17,798	15,852
Management and Administrative Costs		
Central Office payment	9,736	6,197
Building repairs and Maintenance		
Maintenance &Repairs	2,220	13,376
Capital Projects	36,053	-
	38,273	13,376
Governance Costs		
Independent examination	700	-
Insurance & Governance	1,399	-
	2,099	-
	69,557	37,647

5. Tangible fixed assets

	Land and buildings	Freehold Improvements	Fixtures, fittings and equipment	Total
	£	£	£	£
Cost				
At 1 April 2020 and 31 March 2021	96,825	56,239	9,116	162,180
Depreciation				
At 1 April 2020	-	-	2,530	2,530
Charge for the period	-	-	988	988
At 31 March 2021	-	-	3,518	3,518
Net book value at 31 March 2021	**96,825**	**56,239**	**5,598**	**158,662**
Net book value at 31 March 2020	96,825	56,239	6,586	159,650

6. Debtors

	2021	2020
	£	£
Other debtors	600	600

7. Creditors

	2021	2020
	£	£
Accruals	1,229	-

8. Reconciliation of funds

	Balance at 01-Apr-20	Incoming Resources	Outgoing Resources	Balance at 31-Mar-21
National Prison Service	6,102	2,216	(463)	7,855
Buildings Fund income	35,059	11,525	(36,053)	10,531
Total Restricted Funds	41,161	13,741	(36,516)	18,386
Unrestricted Funds	245,692	57,720	(33,041)	270,371
Friends	9,499	16,876	(17,386)	8,989
Total Unrestricted Funds	255,191	74,596	(50,427)	279,360
Total Funds	**296,352**	**88,337**	**(86,943)**	**297,746**

Restricted fund balances of £7,855 (2020: £6,102) are held in relation to grants received from the National Prison Service for the Charity's work at HMP Long Lartin.

The Building Fund which is restricted for the maintenance and enhancement of the charity's present or future buildings has a balance of £10,531 at the year end (2020: £35,059).

9. Related party transactions

During the year, the Trustees of Friends agreed a donation of £11,500 (2020: £10,000) to the Charity.