

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.
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- 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
 - o LGBT + Partnership
 - o Cirencester based Death Café
 - o Royal Air Force
 - o Gloucestershire Domestic Abuse Support Service
 - o Floyd Steadman (OBE) on Diversity and Inclusion
 - o Cheltenham Opendoor (at AGM)
 - o Keith Leslie (Samaritans Chair of Trustees)
 - o 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
	<u>2,861</u>	<u>3,766</u>	<u>1,496</u>
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
Stationery and Photocopier	2,301	-	(2,301)
	<u>13,980</u>	<u>11,136</u>	<u>(2,844)</u>
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
	<u>15,573</u>	<u>53,307</u>	<u>37,734</u>
Governance Costs			
Independent examination	960	800	(160)
Insurance & Governance	2,078	1,231	(847)
	<u>3,038</u>	<u>2,031</u>	<u>(1,007)</u>
	<u>37,710</u>	<u>82,864</u>	<u>45,154</u>

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
	<u>3,669</u>	<u>5,043</u>

7. Creditors

	2023	2022
	£	£
Deferred Income	1,500	-
Accruals	1,264	3,858
	<u>2,764</u>	<u>3,858</u>

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.