

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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TRUSTEES' ANNUAL REPORT

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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.

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- 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.

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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

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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%

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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.

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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).

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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.

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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.
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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.

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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

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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.

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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.

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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

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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 prizes 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

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- 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.

SAMARITANS CHELTENHAM AND DISTRICT

TRUSTEES' ANNUAL REPORT

YEAR ENDED 31 MARCH 2025

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

SAMARITANS CHELTENHAM AND DISTRICT

REFERENCE AND ADMINISTRATIVE INFORMATION

YEAR ENDED 31 MARCH 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
Utttoxeter
Staffs
ST14 8HD

SAMARITANS CHELTENHAM AND DISTRICT

INDEPENDENT EXAMINERS REPORT

YEAR ENDED 31 MARCH 2025

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		<u>63,175</u>	<u>2,039</u>	<u>65,214</u>	<u>88,034</u>
Expenditure on:					
Raising funds	4	14,047	-	14,047	19,096
Charitable activities	5	130,649	2,784	133,433	55,873
Total expenditure		<u>144,696</u>	<u>2,784</u>	<u>147,480</u>	<u>74,969</u>
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	<u>282,292</u>	<u>8,224</u>	<u>290,516</u>	<u>372,782</u>

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
		<u>155,985</u>	<u>156,501</u>
Current assets			
Debtors	9	2,026	960
Cash at bank and in hand		135,978	218,281
		<u>138,004</u>	<u>219,241</u>
Liabilities			
Creditors : amounts falling due within one year	10	(3,473)	(2,960)
Net current assets		<u>134,531</u>	<u>216,281</u>
Total assets less current liabilities		<u>290,516</u>	<u>372,782</u>
Net assets		<u>290,516</u>	<u>372,782</u>
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		<u>290,516</u>	<u>372,782</u>

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

Touie Hardie

T Hardie
Hon Treasurer & Trustee

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

SAMARITANS CHELTENHAM AND DISTRICT

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2025

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.

SAMARITANS CHELTENHAM AND DISTRICT

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2025

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.

SAMARITANS CHELTENHAM AND DISTRICT
NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2025

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
	<u>24,189</u>	<u>2,039</u>	<u>26,228</u>	<u>43,960</u>

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
	<u>34,400</u>	<u>-</u>	<u>34,400</u>	<u>41,682</u>

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
	<u>14,047</u>	<u>-</u>	<u>14,047</u>	<u>19,096</u>

Raising funds expenditure in the previous year was unrestricted.

SAMARITANS CHELTENHAM AND DISTRICT
NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2025

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 Examiner - 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).

SAMARITANS CHELTENHAM AND DISTRICT
NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2025

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	<u>96,825</u>	<u>56,239</u>	<u>9,116</u>	<u>162,180</u>
Depreciation				
At 1 April 2024	-	-	5,679	5,679
Charge for the year	-	-	516	516
At 31 March 2025	<u>-</u>	<u>-</u>	<u>6,195</u>	<u>6,195</u>
Net book value				
At 31 March 2025	<u>96,825</u>	<u>56,239</u>	<u>2,921</u>	<u>155,985</u>
At 31 March 2024	<u>96,825</u>	<u>56,239</u>	<u>3,437</u>	<u>156,501</u>

SAMARITANS CHELTENHAM AND DISTRICT
NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2025

9 Debtors

	2025	2024
	£	£
Prepayments	2,026	960
	<u>2,026</u>	<u>960</u>

10 Creditors: amounts falling due within one year

	2025	2024
	£	£
Accruals and deferred income	3,473	2,960
	<u>3,473</u>	<u>2,960</u>

11 Movement in funds

For the year ended 31 March 2025

	At 1 April	Income	Expenditure	Transfers	At 31 March
	2024	£	£	£	2025
	£				£
Restricted funds					
National Prison Service	8,969	2,039	(2,784)	-	8,224
	<u>8,969</u>	<u>2,039</u>	<u>(2,784)</u>	<u>-</u>	<u>8,224</u>
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
	<u>363,813</u>	<u>63,175</u>	<u>(144,696)</u>	<u>-</u>	<u>282,292</u>
Total funds	<u>372,782</u>	<u>65,214</u>	<u>(147,480)</u>	<u>-</u>	<u>290,516</u>

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).

SAMARITANS CHELTENHAM AND DISTRICT
NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2025

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
	<u>9,181</u>	<u>2,151</u>	<u>(2,363)</u>	<u>-</u>	<u>8,969</u>
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
	<u>350,536</u>	<u>85,883</u>	<u>(72,606)</u>	<u>-</u>	<u>363,813</u>
Total funds	<u>359,717</u>	<u>88,034</u>	<u>(74,969)</u>	<u>-</u>	<u>372,782</u>

12 Analysis of net assets between funds

	Restricted Funds £	Unrestricted Designated Funds £	Unrestricted General Funds £	Total £
As at 31 March 2025				
Tangible fixed assets	-	155,985	-	155,985
Other net assets	8,224	42,182	84,125	134,531
	<u>8,224</u>	<u>198,167</u>	<u>84,125</u>	<u>290,516</u>
	Restricted Funds £	Unrestricted Designated Funds £	Unrestricted General Funds £	Total £
As at 31 March 2024				
Tangible fixed assets	-	156,501	-	156,501
Other net assets	8,969	126,174	81,138	216,281
	<u>8,969</u>	<u>282,675</u>	<u>81,138</u>	<u>372,782</u>

SAMARITANS CHELTENHAM AND DISTRICT

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2025

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
	<u>39,014</u>	<u>(15,090)</u>	<u>23,924</u>

	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
	<u>35,716</u>	<u>(12,120)</u>	<u>23,596</u>

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).