CENTRAL LONDON SAMARITANS

England & Wales · Charity number 1171330

Details

Status	Registered
Legal form	CIO
Registered	2017-01-26
Register	View on the Charity Commission register

Contact

Address	13 Salisbury Place London W1H 1FJ
Phone	020 7758 0660
Email	office@cls.org.uk
Website	http://www.samaritans.org/branches/central-london-samaritans

Activities

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

Activities: CENTRAL LONDON SAMARITANS PROVIDES A SAFE PLACE FOR PEOPLE TO TALK, ROUND THE CLOCK, EVERY SINGLE DAY OF THE YEAR. PEOPLE CAN GET IN TOUCH BY PHONE, EMAIL, TEXT, LETTER OR BY VISITING A BRANCH. VOLUNTEERS ALSO DO OUTREACH WORK, FOR EXAMPLE AT FESTIVALS, PRISONS AND SCHOOLS.

Classification

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

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Geography

- City Of Westminster

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£4,543,344	£508,938	£5,467,257	5
2024-03-31	£401,922	£470,107	-	-
2023-03-31	£375,450	£430,142	-	-
2022-03-31	£349,669	£521,581	-	-
2021-03-31	£467,089	£418,614	-	-

Trustees

Name	Role	Appointed
David Ian Bassford	Chair	2025-10-15
Bethan Alice Davies		2023-10-18
Claire Anne Marie Justin		2024-10-30
Duncan Charles Jeffery		2025-10-15
Helen Elizabeth Buck		2024-02-14
Hitesh Kanji Mistry		2025-10-15
Jane Sheila Little		2023-07-12
Jeremy Paul Marcus		2021-07-14
John Trimbos		2025-10-15
Margherita Marchetti		2025-11-12
Roger Norman Jeary		2023-10-18
Sham Singh		2025-10-15
Susannah Jane Burns		2025-10-15

Linked charities

- THE SAMARITANS (LONDON BRANCH) (1171330-1)

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CENTRAL LONDON SAMARITANS

England & Wales - Charity number 1171330

Accounts

Central London Samaritans

Annual Report and Financial Statements

31 March 2025

Charity number 1171330

Central London Samaritans
Annual Report and
Financial Statements

Year ended 31 March 2025

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Central London Samaritans

Legal Information

Year Ended 31 March 2025

GENERAL INFORMATION

Founder
The late Prebendary Dr Chad Varah CH, CBE.

Chair and Branch Director ('Single Branch Leader')

Heather Barker throughout the year as Chair and Interim Branch Director.

The Trustees
Heather Barker, Trustee, Chair and Interim Branch Director – appointed July 2023, elected October 2023.
Jane Little, Trustee - re-elected October 2024.
Simon Denyer, Trustee, Treasurer - re-elected October 2024.
Jeremy Marcus, Trustee – re-elected October 2024.
Roger Jeary, Trustee and Secretary – re-elected October 2024.
Bethan Davies, Trustee – re-elected October 2024.
Helen Buck, Trustee – co-opted February 2024, elected October 2024.
Claire Justin, Trustee, elected October 2024.

Trustees who retired at our AGM on 30 October 2024
Hannah Scott, Trustee.
Catherine Bourne, Trustee.
Angelo Monni, Trustee.

Advisor to the Board of Trustees
Cynthia Pearce, special Advisor.

Registered Charity Number: 1171330.

Constitution dated: Charitable Incorporated Organisation (CIO) registered 26 January 2017 - effective from 1 April 2017.

Registered Address and Telephone Number:

46 Marshall Street, London, W1F 9BF - 020 7758 0660 until 12 March 2025.
13 Salisbury Place, London, W1H 1FJ - 020 7758 0660 from 13 March 2025.

Auditors (previously Independent Examiners)
Moore Kingston Smith LLP, 4 Victoria Square, St Albans, Herts, AL1 3TF.

Bankers
Lloyds Banking Group plc, Cheapside Branch, 125 London Wall, London, EC2Y 5AS.

Central London Samaritans
Annual Report of the Trustees
Year Ended 31 March 2025

THE CHARITY

The charity, Central London Samaritans ('CLS'), was registered with the Charity Commission as a Charitable Incorporated Organisation ('CIO') on 26 January 2017 with Charity Number 1171330 and Registered Office at 46 Marshall Street, London, W1F 9BF. The charity became operational on the full transition to CIO status on 1 April 2017. Prior to this the charity had operated and been registered with the Charity Commission as an unincorporated body known as "The Samaritans (London Branch)" with Charity Number 268293, at 46 Marshall Street, London, W1F 9BF.

CLS is a recognised affiliate branch of Samaritans, founded in 1953 by the late Prebendary Dr Chad Varah CH, CBE. CLS is a part of the Samaritans London Region and covers the seven inner London Boroughs of: City of Westminster, City of London, Kensington & Chelsea, Camden, Islington, Hackney and Tower Hamlets. CLS fulfils its charitable aims under an Operating Agreement with the Samaritans Central Charity ('SCC') the purpose of which is to make sure that all services provided are of a consistently high quality and that we work effectively together to support our callers. In addition, the SCC are responsible for determining the overall strategy of the wider organisation and providing direction and support to all branches across the broad aspects of service, access, influence and evidence.

CLS has been fully self-funding since 1 April 2018. The majority of CLS's income during the year ended 31 March 2025 was generated through voluntary donations and grants which were raised independently by the branch. CLS does not receive grants or donations from the wider Samaritans organisation.

STRUCTURE, GOVERNANCE AND MANAGEMENT

The Board of Trustees

Under the CIO constitution, the charity is managed by the Board of Trustees comprising the Branch Director, the Secretary, the Treasurer and up to eight elected members with the power to co-opt up to two additional members. Elected members can serve a maximum of six consecutive years, with annual elections taking place at the charity's Annual General Meeting (AGM) each year. All trustees offer their services on a voluntary and unpaid basis.

The trustees are responsible for ensuring the charity delivers its charitable objectives; for the financial well-being of the charity; and for compliance with charity and relevant legal and statutory requirements.

In line with Charity Commission guidelines, training materials are made available to newly appointed trustees on their roles and responsibilities to supplement an online training program created by Samaritans. Further ongoing training is arranged, for trustees individually or the Board of Trustees as a whole, when deemed necessary.

During the year ended 31 March 2025 the Board of Trustees formally met fourteen times in order to discuss and plan the strategic direction of CLS and oversee the charity's effective and efficient operation.

The Branch Director

The Branch Director of the charity is selected through a consultative process involving all branch volunteers and representatives of the SCC. A formal appointment is then made by the SCC Trustee Board on the recommendation of the Regional Director. The Branch Director then selects a number of Deputy Directors to support her or him during their three-year term of office and may also select a Deputy Branch Director. The posts of Branch Director, Deputy Branch Director and Deputy Directors are voluntary and unpaid.

In accordance with our constitution, the role of Branch Director is ordinarily restricted to a three-year term. Heather Barker was appointed Interim Branch Director in July 2023.

A key role of the Branch Director is to ensure the provision of high quality and consistent care to all callers contacting the charity by whatever means and to support all the volunteers who provide this care, or who support the work of the charity in other ways. The position of Branch Director is assisted by a small team of paid full-time staff who are responsible for the day-to-day operations of the branch. The staff team provide support for the volunteer rota, outreach in the local community, recruitment, training and support of volunteers, fundraising, administrative functions and management of branch facilities and premises which are open and utilised 24 hours a day.

Deputy Director Team

The Branch Director is typically supported by a team of deputy directors, all of whom are themselves volunteers. Each deputy director acts as a lead in their particular area of expertise covering the following operational areas: Email, Communications, Transfers, Volunteer Support, New Volunteers, Homeless Support, Training, Recruitment & Selection, Onsite Support, Peer Support, Prisons, Continuous Development, Online and Self-Directed Learning, Data and CRM. The Branch Director and deputy director team meet regularly during the year to monitor and discuss the operational performance of the branch. This team together with the Trustees form the Branch Leadership Team.

OBJECTIVES AND VALUES

Samaritans' Vision, Mission and Values (which the charity is fully aligned to and supports) are set out in its document *Samaritans' Strategy 2022-2027.*

Our Vision
Samaritans' Vision is that fewer people die by suicide.

Our Mission
Samaritans work to achieve this Vision by making it our Mission to alleviate emotional distress and reduce the incidence of suicidal feelings and suicidal behavior.

Samaritans do this by:
- Being available 24 hours a day, 365 days a year to provide emotional support for people who are experiencing feelings of emotional distress or despair, including those which may lead to suicide.
- Reaching out to high-risk groups and communities to reduce the risk of suicide.
- Working in partnership with other organisations, agencies and experts; and
- Influencing public policy and raising awareness of the challenges of reducing suicide.

Our Values
Samaritans are committed to the following values:
- **Listening,** because exploring feelings alleviates distress and helps people to reach a better understanding of their situation and the options open to them.
- **Confidentiality,** because if people feel safe, they are more likely to be open about their feelings.
- **People making their own decisions wherever possible,** because Samaritans believe that people have the right to find their own solution and telling people what to do takes responsibility away from them.
- **Being non-judgemental** because Samaritans want people to be able to talk to us without fear of prejudice or rejection; and
- **Human contact,** because giving people time, undivided attention and empathy meets a fundamental emotional need and reduces distress and despair.

Fulfilling the Mission

Our volunteers are available to provide support by telephone and written word 24 hours a day every day of the year, see callers wishing to visit the branch in person from 9am to 9pm every day of the year and offer emotional support outside of the branch by way of numerous outreach projects within the local community. We have provided this support to our callers and visitors since establishing in 1953. Hence, we are now in our 72nd year of providing emotional support to those in need, no appointment required and all free of charge.

Central London Samaritans
Annual Report of the Trustees
Year Ended 31 March 2025

REVIEW OF OUR ACTIVITIES AND PERFORMANCE

Highlights of Our Year

Delivery of our core services	48,047 callers via phone, email and webchat This represents a 10.6% increase year-on-year
Face to face and support through our outreach programs	Supporting 2,561 people in person either face to face in the Branch or through outreach activities This is 8.6% lower year on year
Total supported	50,608 which is 9.4% higher year-on-year
Recruitment and training	78 new, fully trained listening volunteers Lower than prior year (107) due to premises move
Number of active listening volunteers	347 average during the year This is 4.5% higher year on year
Continuing initiatives	• The listener Schemes in Brixton and ISIS prisons • Supporting those who make the streets their home • Working with the London Ambulance Service call centre staff • The veterans programme at Chelsea Royal Hospital • City of London Police • Offering Time to Talk, Time to Listen to organisations across London • Offering support to those bereaved by suicide through Facing the Future
New initiatives	• Extension of support for London Ambulance Service through skills development for call handler • Early stage discussions with London Fire Brigade • Extended programme with City of London Police
Securing a base for the next 30+ years	After 37 years in Marshall Street, 2024/25 saw the sale of Marshall Street and purchase / refurbishment of Salisbury Place. We now have a sustainable home for our volunteers, staff and callers for the next 30+ years. This transition enables us to remain within Westminster, ensures continuity of service to local communities and our outreach programmes
Financial position	• 8.0 months of free reserves as at March 2025 versus policy of between 6 – 12 months • 85p in every £1 spent of fulfilling our charitable aims
Return on investment	Our volunteer-led model results in £3.48 of 'volunteer service' for every £1 spent, based on the total value of volunteer time at CLS equating to £1.3m (priced at the London Living Wage)
Goals for next year	• Maximise benefits and opportunities from our new building • Expand engagement and partnerships with Westminster organisations • Maintain volunteer recruitment and training at circa 100 per annum

Our Work

Our primary aim has always been that our volunteers are available at any time of the day or night to provide non-judgemental, confidential emotional support for callers who experience a range of feelings including loneliness, isolation, anxiety, despair, fears about financial problems or relationship breakdowns and just need someone to talk to. We respond not only to phone calls, but contact by email, webchat and face-to-face callers at our branch in the City of Westminster as well as taking our services to vulnerable individuals and marginalised communities at highest risk of suicide. We remain one of the few truly 24/7 support services, available free of charge to anyone, with no appointment or waiting lists. We know that the element of human interaction is important to callers: research has shown that our callers value having someone real to communicate with, listen to and be there for them at any time of the day or night.

The work we do is undertaken by around 400 volunteers - listening and support volunteers - who are recruited and trained in their specific roles. We are, and always have been, a volunteer-led charity with all our support mechanisms being provided by highly trained volunteers. In addition, many volunteers take on extra responsibilities by taking the lead on, and helping with, recruitment, training, outreach programs, fundraising, awareness and publicity, administration and volunteer support. Being a Samaritans volunteer is time demanding and at times challenging yet can also be hugely rewarding.

We maintain close contact with and attend meetings of a number of suicide prevention groups within the boroughs that we serve. Through our attendance we can offer help and support to the initiatives being driven by these groups and, where relevant, offer our views on how best to achieve our shared goals. We also partner with other organisations and charities to provide our service in a coordinated, meaningful way which caters for their specific needs – e.g. Network Rail, City of London Police, HM Prison Service, London Ambulance Service, London Fire Brigade.

Inside the Branch – Output

Callers via telephone, email and webchat - In terms of output, during the year ended 31 March 2025, CLS volunteers responded to 48,047 calls for help through calls to our helpline (40,012) and written word (8,035). The overall number of people we were able to provide in-branch support to through these services increased by 11% year-on-year largely due an increase (4%) in the total number of shift hours our volunteers were available coupled with an increased proportion of shift hours dealing with such callers (up 12% year-on-year).

Drop-in Callers at our Branch – this service enables us to see face-to-face visitors, no appointment necessary, no waiting lists at our branch in Westminster, 12 hours a day, every day of the week. Being centrally located in London offers a convenient and accessible position for Londoners struggling to cope. During the year ended 31 March 2025 we supported 1,092 visitors in this way.

Outside the Branch – Output

Certain groups of people have heightened vulnerability to suicide which require a tailored range of interventions.

We proactively reach out to these high-risk communities, including the homeless, men in custody and people bereaved by suicide.

Homeless - our Homeless Team of volunteers attend homeless food drops in Westminster providing support which gives individuals a unique opportunity to be heard and explore their feelings, often at a point of personal crisis. This year we have been able to provide emotional support to 296 individuals in this environment. We also have materials and virtual sessions that can be used to support the staff in homeless centers as we look to engage with those involved in their care.

Men in Custody – men in prison are significantly more likely to die by suicide than people in the general population. As part of our commitment to reducing suicide, we train selected prisoners to provide confidential emotional support to their peers who are struggling to cope or feeling suicidal, by becoming 'Listeners'. Our volunteers work with prison staff to select and train people in prison who have shown an interest in becoming a Listener. On completion of their training, Listeners receive a certificate and agree to follow our policies and values. Listeners receive regular support and meet with our team of volunteers on a weekly or fortnightly basis.

We support two London prisons in this way (HMP ISIS and HMP Brixton) and continue to build our team of volunteers who provide this vital support. In this way, our volunteers support these 'Listeners' who themselves provide support to the inmates at Brixton and ISIS Prison. This service enabled Listeners to support 153 calls for help (in a prison setting) from prisoners in Brixton and ISIS during the year.

People bereaved by suicide – the impact of suicide can be devasting. It can cause intense feelings of grief for loved ones, communities and workplaces. One in ten people who are bereaved by suicide go on to have suicidal feelings. We run group sessions for those bereaved by suicide to ensure that they are properly supported. We are incredibly proud that this program has developed from its inception at Central London Samaritans to become an organisation-wide Samaritans program called Facing the Future which is run and administered by us at CLS. During the year under review, we supported 240 individuals through this program.

Time to Talk, Time to Listen – the development and take-up of this 'awareness training' for external organisations has been extremely important as mental health and wellbeing in the workplace continues to be a priority for employers. In response to various requests for our help from external organisations, we have developed materials suitable for on-line and in-person sessions hosted by our highly trained volunteers. Broadly, these sessions are led by one of our trained volunteers and look at the many and complex issues faced by staff (tailored to the specific needs of the organisation) and how effective listening can make a difference. Importantly it looks at ways in which we can take care of ourselves and our own wellbeing while having the confidence and skills to open up conversations with, and provide support to, others. This year we completed 23 separate sessions which directly reached 954 attendees across both private and public sector organisations.

Other regular outreach activities include our weekly attendance at a ***London Ambulance Service*** call center aimed at supporting their staff who answer emergency calls. This has been extremely rewarding and well received and resulted in 780 instances of LAS staff being supported during the year. We also have a regular attendance at the ***Royal Hospital Chelsea*** where we hold sessions with the veterans who are housed there.

Our Impact

By virtue of our very strict confidentiality service policy and the anonymity of our callers it is difficult to quantify with great accuracy the impact of the services that we provide. We obtain feedback where possible in relation to certain aspects of our Outreach projects, but this remains a difficult area for precise analysis on an ongoing basis. However, we do carry out point-in-time surveys of both our own listening volunteers and our callers where they are willing to participate. The most recent full survey of our callers took place in 2020. In summary, the findings were:

Why Samaritans

- callers said the immediate availability of our support sets it apart from other services. The helpline gives them the chance to talk to someone straight away when they need it, even in the middle of the night. There are no waiting lists and they don't have to wait to be called back.
- callers also appreciate that there is no set time limit, so they can take the time they need to talk things through and they know they can call again if they need to; and
- callers value our services because it is available 24/7, anonymous, confidential, non-judgemental and provides an opportunity for human contact.

Our impact on distress and suicidality

- for all callers, on average, there was a significant reduction in levels of distress from the start to end of a call, and from the start of a call to one week later;
- most callers felt their call helped them to manage their own level of distress and suicidal thoughts or feeling;
- a week after calling us, seven out of ten callers said they were feeling better, and that their call had contributed to this; and
- 70% of respondents who felt suicidal stated that contacting us influenced their decision not to end their life at that time.

Our impact by talking and listening

- most callers said calling us helped them feel listened to and understood. Calling helped them see that they had options and they felt more able to make choices. It also gave people more hope for the future and made them feel like they could cope with everyday life. Some said it made them feel calmer and less lonely.

A survey of specific caller concerns in June 2023 highlighted that the top three concerns mentioned by callers that reached out for emotional support were mental health (46%), family (33%) and isolation (27%).

These pieces of research provide us with evidence about the positive impact of our emotional support services but also identify areas of concern which are acknowledged to have been exacerbated by the impact of the pandemic and cost-of-living crisis on suicide risk. Both have been used to inform the strategy of the wider organisation as well as specific areas of focus around service development, training materials and information provided to callers.

Awareness Raising

Our awareness raising activities are a key feature of our work whereby we focus our efforts on settings known to experience high numbers of suicide, such as main line rail stations, alongside a targeted talks program reaching out to vulnerable communities across central London.

Equally we target large scale events such as Pride and Black Pride in London to raise awareness of our service and offer emotional support where necessary. There are also organisation-wide events every year that we take part in such as 'Brew Monday' in January and The 'Big Listen' in July.

We hold fundraising events which also serve to raise awareness in the form of *Sing for Samaritans* at main line railway stations which, this year, included Charing Cross, Waterloo, and Marylebone stations. In addition, Trafalgar Square is also a popular venue around the Christmas period.

Further awareness raising via social media and on-line platforms took place around established events like Mental Health Awareness Week, World Suicide Prevention Day and World Mental Health Day to reach out to different audiences and give talks about the service we provide as well as offering emotional support in general. In this way we reach 1,000's of people through our talks but many times more through the awareness raising that the larger events provide.

In addition to the above we regularly attend events at local universities and colleges to raise awareness amongst students and staff alike, typically associated with freshers week activities.

Our People

Our Volunteers

We are a volunteer-led organisation so our service can only persist through the recruitment and training of new volunteers. During the year under review, we received 1,292 enquires from people who wished to be considered for our volunteer training program. We currently run a hybrid model whereby some elements of on-line training are mixed with in-person sessions. Using this approach, we ran 5 selection days which resulted in the commencement of 7 separate CORE Training classes and 78 newly trained listening volunteers.

Each of these classes typically consists of a number of 'classroom' modules totaling 21 hours of training plus a further 5 hours of self-learning time. Additional training time and mentoring requirements result in each new listening volunteer undertaking a total of 62 hours of training to provide and equip them with the skills and support required to provide an empathic, listening ear for our highly vulnerable callers.

The training is delivered by our experienced volunteer training team (all volunteers themselves) and prepares new volunteers to manage every eventuality. Our non-listening volunteers (Support Volunteers) who provide help in a variety of areas such as administration, fundraising and consultancy also receive that same first stage training to help them understand the roles of the listeners.

The average number of active listening volunteers during the year showed an increase from 332 to 347. The period end number of 340 as at 31 March 2025 compares to 345 active listening volunteers as at 31 March 2024. One of our key goals remains the recruitment and training of new volunteers.

Following the increase in average number of active listening volunteers during the year, the total number of shift hours during which volunteers were available to provide support also increased by 4% year on year.

Our Staff Team

Our staff team during the year of 5.1 full time equivalents provided support services to the Branch Director, board of Trustees and volunteers covering areas such as IT, building and facilities management, office administration, financial management and co-ordination of volunteer recruitment, training and rota management. In addition, the staff team are responsible for the digital footprint of our branch, some of the branch's fundraising activities and many of our relationships with external partners which, among other things, helps to promote our services and raise awareness.

We are immensely grateful to all our volunteers and staff for their unwavering support and dedication which ensures that the support provided to those who call us is available at any time of the day or night, every day of the year.

Our New Building

Following the sale of our property in Marshall Street and simultaneous purchase of property at 13 Salisbury Place on 13 May 2024, we successfully moved into our new home on 12 March 2025. Despite an extensive refurbishment period, we were able to secure continuity of service throughout as a result of a leaseback arrangement at Marshall Street. This enabled a seamless move from one environment to the other and ensured our service remained available to callers every day throughout the year.

Salisbury Place is only 1.5 miles from Marshall Street and we remain in the borough of Westminster. This is extremely important in terms of continuity of service, especially to our various outreach activities and those who visit us in-person. We are thrilled to be fully operational in our new home as this marks a pivotal point in our journey. We have realized our aspiration of a new, purpose designed home for the charity thereby contributing to its long term security, sustainability and future.

Key Aims for the Year Ahead

Our New Building and Location - Benefits and Opportunities
We are thrilled to be fully operational in our new home as this marks a pivotal point in our journey. We have realised our aspiration of a new, purpose designed home for the charity which we believe contributes to its long term security, sustainability and future.

Over the coming year we will take steps to increase general awareness of our presence within the area and amongst visitors who previously used our face-to-face service at our old premises. We also believe that the facilities we have in-place will be attractive to prospective volunteers and, in particular, those who are available for night shifts which is a peak time for people wishing to contact us. Finally, we have great facilities for external meeting room hire and will be looking to raise awareness of this within the local area

Engagement and Partnerships
Given the importance of partnerships and awareness raising, we have made significant efforts to engage with the local area organisation which brings together residents and businesses in the immediate area of our new home in Marylebone. They are called Baker Street Quarter and are themselves a non-profit organisation. We were honored to be named Charity of the Year by the Baker Street Quarter Partnership – an achievement that has opened doors to increased visibility, in-kind donations, and new fundraising opportunities.

Thanks to this partnership, we were offered fundraising opportunities at various summer festival events, received generous in-kind support, including a venue donation for our PRIDE brunch at a local hotel and free laptops from another local business. Further interaction with local businesses to explore corporate partnerships and/or awareness raising opportunities are ongoing.

Volunteer Recruitment and Training
Typically, we aim to train c.100 new listening volunteers annually and do so through running up to nine group classes across the year. The trainers are, themselves, experienced listening volunteers. In order to accelerate the process and reduce the ongoing commitment required from the training team, we are trialing a 'Big Train' initiative. This involves holding training for up to 100 prospective volunteers over a condensed 3 day period. Trainees who successfully pass the training will then be subject to an enhanced mentoring program. We are excited to trial this approach and look forward to making it a success.

Risk Management

During the year, the Board of Trustees reviewed and updated the charity's Risk Register. This register sets out the key risks facing the charity along with a range of mitigating actions and controls applied against each risk.

Whilst it is acknowledged that most of our fundraising activities have performed relatively well, there remains a degree of uncertainty over the continuing impact that the wider cost-of-living issues may have on future fundraising opportunities in general. The Board of Trustees has reviewed forecast cash flows and budgets for the coming year taking into account the likely impact on fundraising activity as well as the prevailing level of free reserves. We are satisfied that the charity has sufficient resources to remain financially sustainable for the foreseeable future.

Environmental Awareness

The Branch continues its efforts to reduce its overall impact on the environment through the following actions:

- Using a 'green' energy supplier and energy saving light bulbs where possible throughout the building;
- Recycling as much as possible, with recycling bins positioned around the building;
- Waste is recycled through the local authority;
- Paper is recycled and re-used within the branch wherever possible;
- Printer cartridges are recycled through the nationally organised collection;
- Purchasing 'green' catering and stationery supplies where possible; and
- The use of motion sensitive lighting.

Public Benefit

All our activities focus on the core work of offering emotional support to vulnerable people and are undertaken to further our charitable objectives for the public benefit. In planning and reviewing all the activities of the charity during the year, the Trustees have paid due regard to the Charity Commission's guidance on public benefit.

FINANCIAL REVIEW

Funding

Central London Samaritans is affiliated to but financially independent from the wider Samaritans organisation. We receive no income from the wider organisation and, indeed, have been fully financially independent for the last seven years over which time we have raised £2.81m, an average of £401,000 per year. This has been achieved through the efforts of our own staff and volunteers and of course the amazing support from our varied donor base.

The aim of the Board of Trustees is that the charity must be financially self-sustaining and resilient in order to develop and maintain our services in a way that best meets the changing needs of Londoners. We endeavor to introduce and maintain diversity within our mix of funding across various sources.

Typically, we might expect one third of our funding to come via trusts & foundations, up to 25% through individual giving and community events, 20% through legacies, 10% through corporate relationships and a further 10% through commercial activities such as room hire and workplace training. The fundraising target in any one particular year is influenced not only by our service plans but also by the level of free reserves we hold as these may fund our running costs in accordance with our stated reserves policy.

During the year under review, fundraising opportunities were stable, with all but two of the ten streams of income remaining broadly in-line with prior year. One outlier was grants from trusts and foundations which were £22,587 down year-on-year but reflected an all-time high in the prior year. Legacies (i.e. gifts in Wills) were significantly up at £126,833 versus £27,712 in the prior year - average annual legacy income over the last 7 years stands at £80,676 indicating that prior year was historically low for legacy receipts.

In summary, excluding net gains on fixed asset disposals, income for the year totaled £469,884, an increase of 18.4% on the prior year. This reflects a stronger performance from legacy gifts partially offset by reduced levels of grants from trusts and foundations following a record year last year.

The general fundraising environment is always difficult to predict. Cost pressures remain due to cost-of-living increases and recent wider disruptions to previously accepted global trading relationships. These may impact potential donors of all kinds (individuals, corporates and trusts). Volatility in asset prices and investment income remains difficult to predict, partly as a result of perceived political risks. This may affect the funds available to grant making organisations or their appetite to maintain the programmes previously supported.

We will continue to seek opportunities to enhance the charity's financial sustainability to ensure our services continue to be available to vulnerable and marginalised groups within the communities we serve and enable us to respond to the needs of our callers and visitors.

Expenditure

To ensure the charity's finances are properly monitored and managed, the Board of Trustees receives monthly financial reports from the Treasurer. These reports include details of the charity's income and expenditure compared with a pre-approved annual budget, monthly Management Accounts covering the operation of the branch, cash and reserve balances compared with pre-approved policy requirements and other financial analysis.

The total expenditure incurred, excluding expenditure on the building project and the value of pro-bono services provided, increased by 27.6% year-on-year. However, included in this rise is a material increase in depreciation charge following the completion of our change of location. Before depreciation, the operating expense base saw a 7.9% rise year-on-year which we believe to be a reasonable result given the magnitude of external cost pressures. Overall, excluding building project costs, out of every £1 spent, 85p went directly to supporting our charitable services.

The Financial Statements

The financial statements are prepared in compliance with the Statement of Recommended Practice ("The Charity SORP"). During the year ended 31 March 2025, the charity made an overall surplus of £4,034,406 (2024: deficit £68,185). This comprises a surplus of £4,057,957 on Unrestricted funds and a deficit of £23,551 on Restricted funds. The unrestricted surplus arose on the disposal of our previous property and was fully utilised on the purchase and refurbishment of our new property.

Total income for the year was £4,543,344 (2024: £401,922). £30,500 of this income was Restricted and £4,512,844 was Unrestricted. The Unrestricted income includes £4,073,460 relating to the gain on disposal of our previous property with the remaining £439,384 from normal fundraising activity.

Expenditure for the year amounted to £508,938 (2024: £470,107), including depreciation of £120,136 and £22,141 in respect of spend on our building project funded through the use of designated funds.

At 31 March 2025 the charity had cash balances totaling £559,712 (2024: £553,280). £82,955 of this balance was placed in a 32 day notice deposit account, the remainder being in instant access bank accounts. At 31 March 2025, available Unrestricted Funds totaled £339,716 (excluding fixed assets and investments) and Restricted Funds totaled £17,961.

Restricted funds comprise recognisable funds that can only be spent in accordance with the donor's intentions. Unrestricted funds comprise all other funds, including the value of the freehold property and any funds which have been designated by the trustees for a specific use. Current assets held within unrestricted funds are available for the ordinary purposes of the charity.

Reserves Policy

The Trustees may determine, from time to time, whether there are foreseeable non-recurring expenditures or loss of income specific to a certain event or circumstance and may establish designated reserves to cover these. A designated reserve will therefore be intended for a specific defined purpose over a specific defined period of time and be separate from the Charity's general free reserve.

Over and above such designated reserves, the Charity will hold a general 'free' reserve to cover items of expenditure or shortfalls in income arising from the general operation of the Charity's activities. As an employer of staff, the Charity is concerned that the position of staff should be protected as far as possible, and the level of reserve is intended to ensure that contractual obligations to staff and third parties can be met in an orderly fashion. In addition to meeting contractual obligations, the general free reserve also serves to provide near-term financial resilience to assist in the planning of and support for the delivery of our charitable activities.

The challenges introduced by various cost-of-living pressures have not abated but equally do not appear to have prompted a deterioration in our ability to raise funds from the various and diverse sources which have supported us over recent years. In view of this, our target for 'free' reserves has been maintained within the range six to twelve months operating costs. For this purpose, operating costs are the highest audited annual total expenditure figure over the most recent three years of operation.

For the avoidance of doubt, the general free reserve comprises the total unrestricted funds less the sum of tangible fixed assets, illiquid investments and any designated funds set aside by the Trustees.

As at 31 March 2025 the unrestricted free reserve totaled £339,716. The audited total expenditure for the year totaled £508,938. The highest audited annual expenditure over the three years ended 31 March 2025 arose in the year under review. Hence, the general free reserve position represents 8.0 months of expenditure and is therefore within our stated policy. We anticipate that our free reserve balance will continue to remain within policy during 2025-26.

The trustees monitor compliance with this policy as part of the monthly Management Accounts reporting.

Investment Powers and Policy

The charity's Constitution allows the trustees to invest in any way they consider appropriate. The charity's investment policy is a conservative one which prioritises capital preservation, reduced counterparty risk and liquidity ahead of yield.

All cash balances must be placed with reputable UK banks, which are regulated by the PRA/FCA and members of the FSCS (Financial Services Compensation Scheme).

The charity's policy is that it will hold all its liquidity as cash in instant access accounts with reputable UK banks sufficient to cover at least 5 months of operating expenditure. Cash balances in excess of this may be held on fixed term deposit or rolling term deposit (again with reputable UK banks) such that amounts in excess of 5 months but equal to or below 8 months of operating expenditure may be placed on no more than 3 months deposit. Balances in excess of the 8 months requirement may be placed on no more than 6 month deposit.

As at 31 March 2025, total cash balances amounted to £559,712 of which £467,757 was held in instant access accounts and £82,955 was held in a 32 day notice deposit account. Cash held on instant access was in excess of our minimum policy requirement.

The deployment of cash is kept under review by the trustees in conjunction with advice from the Treasurer and professional advisors where relevant. The trustees monitor compliance with this policy as part of the monthly Management Accounts reporting.

THANK YOU

The charity has established a diverse program of fundraising activity which has resulted in generous support from new and existing supporters and donors. The response from donors, supporters and volunteers we receive is truly remarkable.

The charity would like to take this opportunity to especially thank: The Adrian Swire Charitable Trust, The Aird Charitable Trust, Capital Group, The City of Westminster, CGB Trust, Edward Harvist Trust, Garfield Weston Foundation, Horseshoe Trust, Hyde Park Place Estates, The National Lottery Award for All, Shaftesbury PLC, St James's Piccadilly Charity, Strand Parishes Trust, The London Community Fund, The Tudor Foundation, Westminster Almshouses Foundation, Westminster Amalgamated, Westminster Community Fund, The Worshipful Company of Coopers, The Worshipful Company of Fishmongers and The Worshipful Company of Grocers.

The charity is also extremely grateful to: Arup UK, Moore Kingston Smith LLP, My Soho Times, Murphy Philipps, Network Rail, PwC Foundation, Raccord Electricals, RAF Club, Sainsbury PLC and Simmons & Simmons LLP for their support and to all those who have helped us so generously during the year.

Thank you also to all 'The Friends of CLS' who give so much of their time and support to us whenever we are in need and the various choirs who helped us raise awareness and funds. And of course, thank you to all those who took part in fundraising events for CLS throughout the year – in particular sporting events including the London Landmarks Half Marathon, the Hackney Half Marathon, the Great Bristol Half Marathon, Victoria Park Half Marathon, the Amsterdam Marathon, the Paris Marathon, Hull 10K, Saucony London 10k and the Laugavegur Iceland Ultra 55km

And finally, thank you to the various choirs who have performed at our events to entertain the public while we raise awareness and funds. These include Real Voices, Bellow Fellows, Eclectic Voices, Mixtape Choir, The Cast of Fawlty Towers: The Play and the Metropolitan Police Choir.

We are determined to continue to work together with our funders to and build upon all the amazing support that they have shown us. This, coupled with our unrestricted 'free' reserves balance, gives us confidence that the charity will remain financially stable for the foreseeable future and that we will continue to be there for anyone who needs us, every hour of every day.

Central London Samaritans
Annual Report of the Trustees
Year Ended 31 March 2025

Statement of the Board of Trustees' Responsibilities

The Central London Samaritans Board of Trustees is responsible for keeping proper accounting records which disclose with reasonably accuracy at any time the financial position of the charity and for the preparation of the financial statements for each financial year which give a true and fair view of the state of the charity and of the surplus (or deficit) of the charity for that period. In preparing those 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 judgements and estimates that are reasonable and prudent;
- State whether applicable 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 existence.

It is also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention of fraud and other irregularities. To the best of our ability The Board of Trustees believe that it has discharged its responsibilities during this past year.

Post Balance Sheet Events

Building

Practical completion of our new premises was signed-off on 13 March 2025. Hence all contracted work had been materially completed at that stage. Following discussions between the contractor, independent project manager and representatives from the trustee board, agreement of the final contract sum was achieved on 25 July 2025.

The agreed final sum including all retention amounts and VAT have been recognised in full in the financial statements for the year ended 31 March 2025.

Press Coverage

Press coverage concerning the wider Samaritans organisation was published on Friday 25 July 2025. It reported on an internal presentation given by the main Trustee board of Samaritans to volunteers and staff across the whole organisation. The basic thrust of the reporting centered around the potential closure of around half of the 201 branches from which the service provision of Samaritans is currently delivered.

Central London Samaritans (CLS) is an independently registered charity with its own constitutional document and trustee board. It is affiliated to, but independent from the wider Samaritans organisation, and in particular what we refer to as Samaritans Central Charity (SCC). We are one of 201 'branches' and operate under an Operating Agreement between us and SCC. The trustee board of CLS is wholly responsible for the governance and operation of all aspects of CLS including 100% of the funding required to maintain its existence. We receive no direct funding from SCC. Any funding given to CLS is used wholly for the activities carried out by CLS.

Around two thirds of the 201 branches which deliver the support services operate on an affiliated basis. The rest remain under the direct control of SCC and are accordingly funded by SCC.

We, the trustee board of CLS, cannot comment directly on the press coverage or deliberations of the main Trustee board as the basis on which such conclusions have been drawn have yet to be shared. However, as an independently funded and managed service, we would like to provide reassurance that as far as we are concerned, the future of CLS and the services it provides remain unchanged.

This report was signed on behalf of the Board of Trustees by:

Signed by:

Heather Barker

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Heather Barker – Chair and Interim Branch Director

Independent auditor's report to the Trustees of Central London Samaritans

Opinion

We have audited the financial statements of Central London Samaritans for the year ended 31 March 2025 which comprise the Statement of Financial Activities, the Balance Sheet, the Statement of Cash Flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 'The Financial Reporting Standard Applicable in the UK and Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

· give a true and fair view of the state of the charity's affairs as at 31 March 2025, and of its incoming resources and application of resources, for the year then ended;
· have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
· have been prepared in accordance with the requirements of the Charities Act 2011.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the audit of the financial statements section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Independent auditor's report to the trustees of Central London Samaritans

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Charities Act 2011 requires us to report to you if, in our opinion:

· the information given in the Trustees' Annual Report is inconsistent in any material respect with the financial statements; or

· the charity has not kept adequate accounting records; or
· the financial statements are not in agreement with the accounting records and returns; or
· we have not received all the information and explanations we required for our audit.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on page 12, the trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charity or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with regulations made under section 154 of that Act.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Independent auditor's report to the trustees of Central London Samaritans

As part of an audit in accordance with ISAs (UK) we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purposes of expressing an opinion on the effectiveness of the charity's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees.
- Conclude on the appropriateness of the trustees' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the charity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the charity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Explanation as to what extent the audit was considered capable of detecting irregularities, including fraud

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below.

The objectives of our audit in respect of fraud, are; to identify and assess the risks of material misstatement of the financial statements due to fraud; to obtain sufficient appropriate audit evidence regarding the assessed risks of material misstatement due to fraud, through designing and implementing appropriate responses to those assessed risks; and to respond appropriately to instances of fraud or suspected fraud identified during the audit. However, the primary responsibility for the prevention and detection of fraud rests with both management and those charged with governance of the charity.

Independent auditor's report to the trustees of Central London Samaritans

Our approach was as follows:

- We obtained an understanding of the legal and regulatory requirements applicable to the charitable company and considered that the most significant are the Charities Act 2011, the Charity SORP, and UK financial reporting standards as issued by the Financial Reporting Council.
- We obtained an understanding of how the charitable company complies with these requirements by discussions with management and those charged with governance.
- We assessed the risk of material misstatement of the financial statements, including the risk of material misstatement due to fraud and how it might occur, by holding discussions with management and those charged with governance.
- We inquired of management and those charged with governance as to any known instances of non-compliance or suspected non-compliance with laws and regulations.
- Based on this understanding, we designed specific appropriate audit procedures to identify instances of non-compliance with laws and regulations. This included making enquiries of management and those charged with governance and obtaining additional corroborative evidence as required.

There are inherent limitations in the audit procedures described above. We are less likely to become aware of instances of non-compliance with laws and regulations that are not closely related to events and transactions reflected in the financial statements. Also, the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment by, for example, forgery or intentional misrepresentations, or through collusion.

Other matter

The corresponding figures in the financial statements of Central London Samaritans were not audited as the company did not require a statutory audit under the Charities Act 2011 in the prior year.

Use of our report

This report is made solely to the charity's trustees, as a body, in accordance with Chapter 3 of Part 8 of the Charities Act 2011. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to any party other than the charity and charity's trustees as a body, for our audit work, for this report, or for the opinion we have formed.

R. Ogden

Roger Ogden
(Senior Statutory Auditor)
for and on behalf of Moore Kingston Smith LLP

Date 19.09.2025

4 Victoria Square
St Albans
Hertfordshire
AL1 3TF

Central London Samaritans

Statement of Financial Activities

Year ended 31 March 2025

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2025 £	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Income and endowments from:							
Donations and legacies	2	382,517	30,500	413,017	270,020	85,883	355,903
Investments		25,481	-	25,481	6,855	-	6,855
Other trading activities	3	4,104,846	-	4,104,846	36,937	2,227	39,164
Total		4,512,844	30,500	4,543,344	313,812	88,110	401,922
Expenditure on:							
Raising funds	4	(39,363)	(435)	(39,798)	(43,754)	(1,156)	(44,910)
Charitable activities	5	(385,036)	(52,949)	(437,985)	(311,048)	(99,520)	(410,568)
Other	6	(30,488)	(667)	(31,155)	(12,881)	(1,748)	(14,629)
Total		(454,887)	(54,051)	(508,938)	(367,683)	(102,424)	(470,107)
Net income/(expenditure)		4,057,957	(23,551)	4,034,406	(53,871)	(14,314)	(68,185)
Net movement in funds		**4,057,957**	**(23,551)**	**4,034,406**	**(53,871)**	**(14,314)**	**(68,185)**
Reconciliation of funds:							
Total funds brought forward	14	1,391,339	41,512	1,432,851	1,445,210	55,826	1,501,036
Total funds carried forward	14	5,449,296	17,961	5,467,257	1,391,339	41,512	1,432,851

All of the above amounts relate to continuing activities

The notes on pages 20 to 27 form part of these financial statements.

Central London Samaritans

Balance Sheet

31 March 2025

	Note	2025 £	2024 £
Fixed assets:			
Tangible assets	11	5,109,129	971,535
Investments	12	1,000	1,000
Total fixed assets		5,110,129	972,535
Current assets:			
Debtors	13	58	6,042
Cash at bank and in hand		559,712	553,280
Total current assets		559,770	559,322
Liabilities:			
Creditors: Amounts falling due within one year	14	(202,642)	(99,006)
Net current assets		357,128	460,316
Total assets less current liabilities		5,467,257	1,432,851
Total net assets		5,467,257	1,432,851
The funds of the charity:			
Restricted income funds	15	17,961	41,512
Unrestricted funds	15	5,449,296	1,391,339
		5,467,257	1,432,851

These financial statements were approved and signed by the members of the Board of Trustees on

18.09.2025

Date

Signed by:

Heather Barker

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Heather Barker
Chair and Interim Branch Director

Signed by:

Simon Denyer

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Simon Denyer
Treasurer

CIO Number 1171330

Central London Samaritans

Cashflow Statement

Year ended 31 March 2025

		2025 £	2024 £
Cash Flows from Operating Activities:			
Net Cash generated from/used by Operating Activit	**Note 10**	165,221	32,050
Cash Flows from Investing Activities:			
Proceeds from Sale of Fixed Assets		5,144,514	-
Dividends and Interest from Investments		25,481	6,855
Purchase of Fixed Assets		(5,328,784)	(11,028)
Net cash provided by investing activities		**(158,789)**	**(4,173)**
Change in cash and cash equivalents in the reporting period		**6,432**	**27,877**
Cash and Cash Equivalents at the beginning of the reporting period		553,280	525,403
Cash and Cash Equivalents at the end of the reporting period		**559,712**	**553,280**

Analysis of changes in net debt

	At start of year	Cash flows	At end of year
Cash	553,280	6,432	559,712
Total	553,280	6,432	559,712

1 Accounting policies

1.1 Basis of accounting

The financial statements have been prepared in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102), the Charities SORP FRS 102 (second edition - October 2019) - 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 and the Companies Act 2006 and Charities Act 2011.

Assets and liabilities are initially recognised at cost or transaction value unless otherwise stated in the relevant accounting policy notes.

Central London Samaritans meets the definition of a public benefit entity under FRS 102.

1.2 Going concern

The Trustees have, at the time of approving the financial statements, a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus they continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Fund accounting

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity. Unrestricted funds include the freehold property.

Restricted funds comprise funds which are subject to specific restrictions imposed by the donor and which are available for the better performance of the charity in accordance with those specific restrictions.

1.4 Incoming resources

Income received by way of donations and gifts is recognised in the Statement of Financial Activities ("the SOFA") when received.

Legacies are recognised when all the criteria have been met; entitlement when the Board of Trustees has been notified of distribution. The legacy is only formally recorded in the accounts when received.

Investment income is included when received.

Other income is included when received.

1.5 Resources expended

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it related:

- Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It excludes governance costs and costs incurred exclusively in the raising of funds.

- 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 governance and the strategic management of the charity.

1 Accounting policies (continued)

1.6 Fixed assets

Fixed assets (excluding investments) are stated at cost or valuation less accumulated depreciation.

Depreciation is provided on all tangible fixed assets held by the charity for its own use at the following rates

Buildings	-	2% on valuation
Improvements to buildings	-	2% on cost
Fixtures, fittings and equipment	-	12.5% - 25% on cost

Assets with a value of more than £500 are capitalised.

1.7 Property revaluation

In accordance with the provisions of the SORP the Trustees have elected not to incorporate further revaluations of the property in the financial statements.

1.8 Investments

Investments are stated at valuation. Valuation is based on market value where securities are quoted or other valuation techniques approved by the Board of Trustees. Gains or losses are taken to the Statement of Financial Activities.

1.9 Pension costs

Central London Samaritans has set up a defined contribution Personal Pension Scheme in respect of all its employees and contributes a fixed percentage of the employees' salaries to this scheme. The assets of the scheme are held separately from those of the charity.

2 Donations and legacies

	2025			2024		
	Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
	£	£	£	£	£	£
Trust and foundation	130,538	30,000	160,538	103,000	80,125	183,125
Corporate and major donor funding	35,204	-	35,204	33,605	-	33,605
Community and individual fundraising	81,607	500	82,107	92,905	5,758	98,663
Legacies	126,833	-	126,833	27,712	-	27,712
Gift Aid	8,335	-	8,335	7,848	-	7,848
Donated services	-	-	-	4,950	-	4,950
	382,517	30,500	413,017	270,020	85,883	355,903

3 Other trading activities

	2025			2024		
	Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
	£	£	£	£	£	£
Gain on disposal of fixed assets	4,073,460	-	4,073,460	-	-	-
Other income	27,307	-	27,307	28,579	2,227	30,806
Central Charity Funding	4,079	-	4,079	8,358	-	8,358
	4,104,846	-	4,104,846	36,937	2,227	39,164

4 Expenditure on raising funds

	2025			2024		
	Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
	£	£	£	£	£	£
Fundraising staff costs	28,103	-	28,103	36,844	-	36,844
Other fundraising costs	11,260	435	11,695	6,910	1,156	8,066
	39,363	435	39,798	43,754	1,156	44,910

5 Expenditure on charitable activities

	2025			2024		
	Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
	£	£	£	£	£	£
Staff costs	139,308	31,986	171,294	118,989	47,258	166,247
Telephones	1,692	86	1,778	4,044	869	4,913
Conference and training	9,943	2,102	12,045	2,386	96	2,482
Catering costs	1,723	323	2,046	2,172	260	2,432
Volunteer expenses	8,348	7,325	15,673	4,288	8,595	12,883
Printing postage stationery	2,504	142	2,646	1,945	217	2,162
Computer Costs	13,701	1,097	14,798	13,142	2,078	15,220
Maintenance	12,905	1,208	14,113	12,241	2,387	14,628
Bank charges	982	82	1,064	1,155	190	1,345
Utilities	12,342	2,736	15,078	13,562	4,592	18,154
Business Rate	-	-	-	-	-	-
Cleaning	21,741	3,127	24,868	16,358	4,105	20,463
Business Insurance	5,845	920	6,765	4,599	1,449	6,048
Professional fees and costs	33,866	1,815	35,681	74,507	27,424	101,931
Depreciation	120,136	-	120,136	41,660	-	41,660
	385,036	52,949	437,985	311,048	99,520	410,568

6 Other expenditure

	2025			2024		
	Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
Governance costs:	£	£	£	£	£	£
Audit/ examination fees	15,200	-	15,200	4,356	-	4,356
Committee meeting costs	92	41	133	(56)	122	66
Branch contribution	15,196	626	15,822	8,581	1,626	10,207
	30,488	667	31,155	12,881	1,748	14,629

7 Staff costs

	2025 £	2024 £
Total staff costs were as follows:		
Wages and salaries	181,781	186,258
Social security costs	12,510	12,485
Pension costs	4,090	3,853
Other staff costs	1,016	250
	199,397	202,846

No employee received emoluments of more than £60,000 (2024: none).

Key management personnel:
No key management personnel were remunerated in the year (2024: none).

Particulars of employees:
The average number of employees during the year was as follows:

The average full time equivalent number of employees during the year was 5.1 (2024: 5.9)
As at 31 March 2025 the number of FTE employees was 5.8 (31 March 2024: 6.5)

The average number of employees in post during the year was 5.7 (31 March 2024: 6.4).
As at 31 March 2025 the number of employees in post was 7 (31 March 2024: 7)

8 Management Committee Members' Remuneration and Expenses

No member of the Board of Trustees was remunerated for services as a Trustee (2024: £nil)

Trustees, the Branch Director and the Advisory Directors only receive reimbursement of agreed expenses in accordance with the charity's expenses policy.

9 Indemnity Insurance

The Samaritans has centrally effected professional indemnity insurance to protect employees, Trustees, Directors and other volunteer members of all Samaritans Branches. This cost is recharged to the Branch.

Central London Samaritans

Notes to the Financial Statements

Year ended 31 March 2025

		2025 £	2024 £
10	**Reconciliation of net income/ (expenditure) to net cash flow from operating activities**		
	Net income/(expenditure) for the reporting period (as per the statement of financial activities)	4,034,406	(68,185)
	Adjustments for:		
	Depreciation Expense	120,136	41,660
	(Gain) Loss on Disposal of Assets	(4,073,460)	-
	Dividends and Interest from Investments	(25,481)	(6,855)
	(Increase)/Decrease in Debtors	5,984	187
	Increase (Decrease) in Creditors	103,636	65,243
	Net Cash provided by Operating Activities	**165,221**	**32,050**
10a	**Analysis of cash and cash equivalents**		
	Cash at bank	559,712	553,280

11 Fixed assets

	Freehold Property	Fixtures & Fittings	Freehold improvements	Total
Cost or valuation	£	£	£	£
At 1 April 2024	1,050,000	34,342	715,714	1,800,056
Additions	3,313,467	61,591	1,953,726	5,328,784
Disposals	(609,000)	(7,013)	(455,041)	(1,071,054)
At 31 March 2025	3,754,467	88,920	2,214,399	6,057,786
Depreciation				
At 1 April 2024	546,000	21,848	260,673	828,521
Charge for the year	102,186	17,950	-	120,136
At 31 March 2025	648,186	39,798	260,673	948,657
Net book value				
At 31 March 2025	3,106,281	49,122	1,953,726	5,109,129
At 1 April 2024	504,000	12,494	455,041	971,535

Central London Samaritans completed on the simultaneous sale of the 46 Marshall Street property and purchase of 13 - 15 Sailsbury Place. This took place on the 13th May 2024.

The sale involved a 9 month leaseback arrangement of Marshall Street.

The Marshall Street property was sold for £5.1m and the Salisbury Place property was purchased for £3.28m.

12 Investments

	2025	2024
	£	£
Valuation at 1 April 2024 & 31 March 2025	1,000	1,000
Historical cost at 1 April 2024 & 31 March 2025	1,000	1,000

This comprises 1,800 shares of 1p each in Helpcards Holdings Limited, representing 0.31% of the share capital of the company. Helpcards Holdings Limited is a company incorporated in England.

13 Debtors

	2025 £	2024 £
Prepayments	58	6,042
	58	6,042

14 Creditors: Amounts falling due within one year

	2025 £	2024 £
Trade creditors	60,188	12,286
Tax and social security	4,274	4,780
Accruals and other creditors	139,180	51,941
	202,642	99,006

15 Funds

	Balance at 1 Apr 2024 £	Incoming resources £	Outgoing resources £	Transfers, gains and losses £	Balance at 31 Mar 2025 £
Restricted funds:					
Ongoing activities	41,512	30,500	(54,051)	-	17,961
	41,512	30,500	(54,051)	-	17,961
Unrestricted funds:					
Fixed assets	972,535	-	(120,136)	4,256,730	5,109,129
Free reserves	418,804	439,384	(312,610)	(205,411)	340,167
Designated funds - building project	-	4,073,460	(22,141)	(4,051,319)	-
	1,391,339	4,512,844	(454,887)	-	5,449,296
Total funds	1,432,851	4,543,344	(508,938)	-	5,467,257

Restricted funds comprise funds that can only be spent in accordance with the donor's intentions.

Unrestricted funds comprise all other funds, including the value of the freehold property. Current asset held within these funds are available for the ordinary purposes of the charity.

Designated funds relate to amounts set aside by the trsutees for a specific use. The amounts above relate exclusively to the property transaction completed during the year.

15 Funds (continued)

	Balance at 1 Apr 2023	Incoming resources	Outgoing resources	Transfers, gains and losses	Balance at 31 Mar 2024
	£	£	£	£	£
Restricted funds:					
Ongoing activities	30,826	88,110	(77,424)	-	41,512
Building project	25,000	-	(25,000)	-	-
	55,826	88,110	(102,424)	-	41,512
Unrestricted funds:					
Fixed assets	1,003,167	-	(41,660)	11,028	972,535
Free reserves	442,043	313,812	(267,472)	(69,579)	418,804
Designated funds	-	-	(58,551)	58,551	-
	1,445,210	313,812	(367,683)	-	1,391,339
Total funds	1,501,036	401,922	(470,107)	-	1,432,851

16 Analysis of net assets between funds

	Unrestricted Funds	Restricted Funds	Total
	£	£	£
Tangible fixed assets	5,109,129	-	5,109,129
Investments	1,000	-	1,000
Current assets	541,809	17,961	559,770
Current liabilities	(202,642)	-	(202,642)
Total Funds	5,449,296	17,961	5,467,257

CENTRAL LONDON SAMARITANS

England & Wales - Charity number 1171330

Accounts

Docusign Envelope ID: 59A3A850-17AD-419D-B96D-1BBA54EA5512

Central London Samaritans

Annual Report and Financial Statements

31 March 2024

Charity number 1171330

Docusign Envelope ID: 59A3A850-17AD-419D-B96D-1BBA54EA5512

Central London Samaritans
Annual Report and
Financial Statements

Year ended 31 March 2024

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Central London Samaritans

Legal Information

Year Ended 31 March 2024

LEGAL INFORMATION

Founder
The late Prebendary Dr Chad Varah CH, CBE.

Chair and Branch Director ('Single Branch Leader')

Amy Koheeallee until 9th April 2023, Jane Little from 10th April 2023 until 9th July 2023 as acting Chair and Branch Director, Heather Barker from 10th July 2023 as Chair and Interim Branch Director.

The Trustees
Heather Barker, Trustee, Chair and Interim Branch Director – appointed 10th July 2023, elected October 2023.
Jane Little, co-opted March 2023, elected October 2023.
Simon Denyer, Trustee, Treasurer - re-elected October 2023.
Catherine Bourne, Trustee – re-elected October 2023.
Jeremy Marcus, Trustee – re-elected October 2023.
Hannah Scott, Trustee – re-elected October 2023.
Roger Jeary, Trustee and Secretary - elected October 2023.
Bethan Davies, Trustee - elected October 2023.
Angelo Monni, Trustee - elected October 2023.
Helen Buck, Trustee – co-opted 14 February 2024.

Trustees who retired at our AGM on 18 October 2023
Jonathan Grunewald, Trustee and Secretary
Alice Langley, Trustee
Lily Kitchen, Trustee

Trustees who otherwise served during the year
Amy Koheeallee, stepped down from post in April 2023.

Advisor to the Board of Trustees
Cynthia Pearce, special Advisor.

Registered Charity Number: 1171330.

Constitution dated: Charitable Incorporated Organisation (CIO) registered 26 January 2017 - effective from 1 April 2017.

Registered Address and Telephone Number: 46 Marshall Street, London, W1F 9BF - 020 7758 0660.

PROFESSIONAL ADVISORS

Independent Financial Examiners
Moore Kingston Smith LLP, 4 Victoria Square, St Albans, Herts, AL1 3TF.

Bankers
Lloyds Banking Group plc, Cheapside Branch, 125 London Wall, London, EC2Y 5AS.

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Central London Samaritans
Annual Report of the Trustees
Year Ended 31 March 2024

THE CHARITY

The charity, CENTRAL LONDON SAMARITANS ('CLS'), was registered with the Charity Commission as a Charitable Incorporated Organisation ('CIO') on 26 January 2017 with Charity Number 1171330 and Registered Office at 46 Marshall Street, London, W1F 9BF. The charity became operational on the full transition to CIO status on 1 April 2017. Prior to this the charity had operated and been registered with the Charity Commission as an unincorporated body known as "The Samaritans (London Branch)" with Charity Number 268293, at 46 Marshall Street, London, W1F 9BF.

CLS is a recognised affiliate branch of Samaritans, founded in 1953 by the late Prebendary Dr Chad Varah CH, CBE. Samaritans is a company limited by guarantee and a registered charity based at The Upper Mill, Kingston Road, Ewell, KT17 2AF. CLS is a part of the Samaritans London Region and covers the seven inner London Boroughs of: City of Westminster, City of London, Kensington & Chelsea, Camden, Islington, Hackney and Tower Hamlets. CLS fulfils its charitable aims under an Operating Agreement with the Samaritans Central Charity ('SCC') the purpose of which is to make sure that all services provided are of a consistently high quality and that we work effectively together to support our callers. In addition, the SCC are responsible for determining the overall strategy of the wider organisation and providing direction and support to all branches across the broad aspects of service, access, influence and evidence.

CLS has been fully self-funding since 1 April 2018. The majority of CLS's income during the year ended 31 March 2024 was generated through voluntary donations and grants which were raised independently by the branch. CLS does not receive grants or donations from the wider Samaritans organisation.

STRUCTURE, GOVERNANCE AND MANAGEMENT

The Board of Trustees

Under the CIO constitution, the charity is managed by the Board of Trustees comprising the Branch Director, the Secretary, the Treasurer and up to eight elected members with the power to co-opt up to two additional members. Elected members can serve a maximum of six consecutive years, with annual elections taking place at the charity's Annual General Meeting (AGM). All trustees offer their services on a voluntary and unpaid basis.

The trustees are responsible for ensuring the charity delivers its charitable objectives; for the financial well-being of the charity; and for compliance with charity and relevant legal and statutory requirements.

In line with Charity Commission guidelines, training material is made available to newly appointed trustees on their roles and responsibilities to supplement an online training program created by Samaritans. Further ongoing training is arranged, for trustees individually or the Board of Trustees as a whole, when deemed necessary.

During the year ended 31 March 2024 the Board of Trustees formally met fifteen times in order to discuss and plan the strategic direction of CLS and oversee the charity's effective and efficient operation.

The Branch Director

The Branch Director of the charity is selected through a consultative process involving all branch volunteers and representatives of the SCC. A formal appointment is then made by the SCC Trustee Board on the recommendation of the Regional Director. The Branch Director then selects a number of Deputy Directors to support her or him during their three-year term of office and may also select a Deputy Branch Director. The posts of Branch Director, Deputy Branch Director and Deputy Directors are voluntary and unpaid.

In accordance with our constitution, the role of Branch Director is ordinarily restricted to a three-year term. Following the departure of Amy Koheeallee in April 2023, Heather Barker was appointed Interim Branch Director in July 2023.

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A key role of the Branch Director is to ensure the provision of high quality and consistent care to all callers contacting the charity by whatever means and to support all the volunteers who provide this care, or who support the work of the charity in other ways. The position of Branch Director is assisted by a small team of paid full-time staff who are responsible for the day-to-day operations of the branch. The staff team provide support for the volunteer rota, outreach in the local community, recruitment, training and support of volunteers, fundraising, administrative functions and management of branch facilities and premises which are open and utilised 24 hours a day.

Deputy Director Team

The Branch Director is supported by a team of deputy directors, all of whom are themselves volunteers. Each deputy director acts as a lead in their particular area of expertise covering the following operational areas: Email, Communications, Transfers, Volunteer Support, New Volunteers, Homeless Support, Training, Recruitment & Selection, Onsite Support, Peer Support, Prisons, Continuous Development, Online and Self-Directed Learning, Data and CRM. The Branch Director and deputy director team meet regularly during the year to monitor and discuss the operational performance of the branch. This team together with the Trustees form the Branch Leadership Team.

OBJECTIVES AND VALUES

Samaritans' Vision, Mission and Values (which the charity is fully aligned to and supports) are set out in its document *Samaritans' Strategy 2022-2027.*

Our Vision
Samaritans' Vision is that fewer people die by suicide.

Our Mission
Samaritans work to achieve this Vision by making it our Mission to alleviate emotional distress and reduce the incidence of suicidal feelings and suicidal behavior.

Samaritans do this by:
- Being available 24 hours a day, 365 days a year to provide emotional support for people who are experiencing feelings of emotional distress or despair, including those which may lead to suicide.
- Reaching out to high-risk groups and communities to reduce the risk of suicide.
- Working in partnership with other organisations, agencies and experts; and
- Influencing public policy and raising awareness of the challenges of reducing suicide.

Our Values
Samaritans are committed to the following values:
- **Listening,** because exploring feelings alleviates distress and helps people to reach a better understanding of their situation and the options open to them.
- **Confidentiality,** because if people feel safe, they are more likely to be open about their feelings.
- **People making their own decisions wherever possible,** because Samaritans believe that people have the right to find their own solution and telling people what to do takes responsibility away from them.
- **Being non-judgemental** because Samaritans want people to be able to talk to us without fear of prejudice or rejection; and
- **Human contact,** because giving people time, undivided attention and empathy meets a fundamental emotional need and reduces distress and despair.

Fulfilling the Mission

Our volunteers are available to provide support by telephone and written word 24 hours a day every day of the year, see callers wishing to visit the branch in person from 9am to 9pm every day of the year and offer emotional support outside of the branch by way of numerous outreach projects within the local community. We have provided this support to our callers and visitors since establishing in 1953. Hence, we are now in our 71st year of providing emotional support to those in need, no appointment required and all free of charge.

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Central London Samaritans
Annual Report of the Trustees
Year Ended 31 March 2024

REVIEW OF OUR ACTIVITIES

Our Work

Our primary aim has always been that our volunteers are available at any time of the day or night to provide non-judgemental, confidential emotional support for callers who experience a range of feelings including loneliness, isolation, anxiety, despair, fears about financial problems or relationship breakdowns and just need someone to talk to. We respond not only to phone calls, but contact by email, webchat and face-to-face callers at our branch in the City of Westminster as well as taking our services to vulnerable individuals and marginalised communities at highest risk of suicide. We remain one of the few truly 24/7 support services, available free of charge to anyone, with no appointment or waiting lists. We know that the element of human interaction is important to callers: research has shown that our callers value having someone real to communicate with, listen to and be there for them at any time of the day or night.

The work we do is undertaken by around 400 volunteers - listening and support volunteers - who are recruited and trained in their specific roles. We are, and always have been, a volunteer-led charity with all our support mechanisms being provided by highly trained volunteers. In addition, many volunteers take on extra responsibilities by taking the lead on, and helping with, recruitment, training, outreach programs, fundraising, awareness and publicity, administration and volunteer support. Being a Samaritans volunteer is time demanding and at times challenging yet can also be hugely rewarding.

We maintain close contact with and attend meetings of a number of suicide prevention groups within the boroughs that we serve. Through our attendance we can offer help and support to the initiatives being driven by these groups and, where relevant, offer our views on how best to achieve our shared goals. We also partner with other organisations and charities to provide our service in a coordinated, meaningful way which caters for their specific needs – e.g. Network Rail, City of London Police, HM Prison Service, London Ambulance Service.

Inside the Branch – Output

Callers via telephone, email and webchat - In terms of output, during the year ended 31 March 2024, CLS volunteers responded to 43,458 calls for help through calls to our helpline (35,117) and written word (8,341). The overall number of people we were able to provide in-branch support to through these services increased by 4% year-on-year largely due a similar increase in (7%) in the total number of shift hours our volunteers were available.

Drop-in Callers at our Branch – this service enables us to see face-to-face visitors, no appointment necessary, no waiting lists at our branch in Westminster, 12 hours a day, every day of the week. Being centrally located in London offers a convenient and accessible position for Londoners struggling to cope. During the year ended 31 March 2024 we supported 1,120 visitors in this way.

Outside the Branch – Output

Certain groups of people have heightened vulnerability to suicide which require a tailored range of interventions.

We proactively reach out to these high-risk communities, including the homeless, men in custody and people bereaved by suicide.

Homeless - our Homeless Team of volunteers attend homeless food drops in Westminster each week providing support which gives individuals a unique opportunity to be heard and explore their feelings, often at a point of personal crisis. This year we have been able to provide emotional support to 466 individuals in this environment. We also have materials and virtual sessions that can be used to support the staff in homeless centers as we look to engage with those involved in their care.

Men in Custody – men in prison are significantly more likely to die by suicide than people in the general population. As part of our commitment to reducing suicide, we train selected prisoners to provide confidential emotional support to their peers who are struggling to cope or feeling suicidal, by becoming 'Listeners'. Our volunteers work with prison staff to select and train people in prison who have shown an interest in becoming a Listener. On completion of their training, Listeners receive a certificate and agree to follow our policies and values. Listeners receive regular support and meet with our team of volunteers on a weekly or fortnightly basis.

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We support two London prisons in this way (HMP ISIS and HMP Brixton) and continue to build our team of volunteers who provide this vital support. In this way, our volunteers support these 'Listeners' who themselves provide support to the inmates at Brixton and ISIS Prison. This service enabled Listeners to support 182 calls for help (in a prison setting) from prisoners in Brixton and ISIS during the year.

People bereaved by suicide – the impact of suicide can be devasting. It can cause intense feelings of grief for loved ones, communities and workplaces. One in ten people who are bereaved by suicide go on to have suicidal feelings. We run group sessions for those bereaved by suicide to ensure that they are properly supported. We are incredibly proud that this program has developed from its inception at Central London Samaritans to become an organisation-wide Samaritans program called Facing the Future which is run and administered by us at CLS. During the year under review, we supported 305 individuals through this program.

Time to Talk, Time to Listen – the development and take-up of this 'awareness training' for external organisations has been extremely important as mental health and wellbeing in the workplace continues to be a priority for employers. In response to various requests for our help from external organisations, we have developed materials suitable for on-line and in-person sessions hosted by our highly trained volunteers. Broadly, these sessions are led by one of our trained volunteers and look at the many and complex issues faced by staff (tailored to the specific needs of the organisation) and how effective listening can make a difference. Importantly it looks at ways in which we can take care of ourselves and our own wellbeing while having the confidence and skills to open up conversations with, and provide support to, others. This year we completed 18 separate sessions which directly reached 637 attendees across both private and public sector organisations.

Two new initiatives started last year are now a regular part of our outreach offering. Firstly, we have a regular attendance at a ***London Ambulance Service*** call center aimed at supporting their staff who answer emergency calls. This has been extremely rewarding and well received. Secondly, we have a regular attendance at the ***Royal Hospital Chelsea*** where we hold sessions with the veterans who are housed there.

Our Impact

By virtue of our very strict confidentiality service policy and the anonymity of our callers it is difficult to quantify with great accuracy the impact of the services that we provide. We obtain feedback where possible in relation to certain aspects of our Outreach projects, but this remains a difficult area for precise analysis on an ongoing basis. However, we do carry out point-in-time surveys of both our own listening volunteers and our callers where they are willing to participate. The most recent full survey of our callers took place in 2020. In summary, the findings were:

Why Samaritans
- callers said the immediate availability of our support sets it apart from other services. The helpline gives them the chance to talk to someone straight away when they need it, even in the middle of the night. There are no waiting lists and they don't have to wait to be called back.
- callers also appreciate that there is no set time limit, so they can take the time they need to talk things through and they know they can call again if they need to; and
- callers value our services because it is available 24/7, anonymous, confidential, non-judgemental and provides an opportunity for human contact.

Our impact on distress and suicidality
- for all callers, on average, there was a significant reduction in levels of distress from the start to end of a call, and from the start of a call to one week later;
- most callers felt their call helped them to manage their own level of distress and suicidal thoughts or feeling;
- a week after calling us, seven out of ten callers said they were feeling better, and that their call had contributed to this; and
- 70% of respondents who felt suicidal stated that contacting us influenced their decision not to end their life at that time.

Our impact by talking and listening
- most callers said calling us helped them feel listened to and understood. Calling helped them see that they had options and they felt more able to make choices. It also gave people more hope for the future and made them feel like they could cope with everyday life. Some said it made them feel calmer and less lonely.

A survey of specific caller concerns in June 2023 highlighted that the top three concerns mentioned by callers that reached out for emotional support were mental health (46%), family (33%) and isolation (27%).

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These pieces of research provide us with evidence about the positive impact of our emotional support services but also identify areas of concern which are acknowledged to have been exacerbated by the impact of the pandemic and cost-of-living crisis on suicide risk. Both have been used to inform the strategy of the wider organisation as well as specific areas of focus around service development, training materials and information provided to callers.

Awareness Raising

Our awareness raising activities are a key feature of our work whereby we focus our efforts on settings known to experience high numbers of suicide, such as main line rail stations, alongside a targeted talks program reaching out to vulnerable communities across central London. Equally we target large scale events such as the Pride and Black Pride in London to raise awareness of our service and offer emotional support where necessary. There are also organisation-wide events every year that we take part in such as 'Brew Monday' in January and The 'Big Listen' in July.

We hold fundraising events which also serve to raise awareness in the form of *Sing for Samaritans* at main line railway stations which, this year, included Charing Cross, Kings Cross, London Bridge, Liverpool Street and Paddington stations.

Further awareness raising via social media and on-line platforms took place around established events like Mental Health Awareness Week, World Suicide Prevention Day and World Mental Health Day to reach out to different audiences and give talks about the service we provide as well as offering emotional support in general. In this way we reach 1,000's of people through our talks but many times more through the awareness raising that the larger events provide.

This year we were fortunate to receive support from Sarah Millican and Alfie Bow again which enabled us to have a presence at their London shows at which they help raise awareness of what we do. We also have volunteers present with leaflets and, of course, the ability to take donations.

Another Theatre related opportunity arose when the Mischief Theatre company supported us through a number of collections at their production of 'The Play That Goes Wrong' at the Duchess Theatre in London.

In addition to the above we regularly attend events at local universities and colleges to raise awareness amongst students and staff alike. This year we attended events at Kings College London and Guys Hospital (teaching campus).

Our People

Our Volunteers

We are a volunteer-led organisation so our service can only persist through the recruitment and training of new volunteers. During the year under review, we received 1,360 enquires from people who wished to be considered for our volunteer training program. Having transitioned our training processes, materials and classes to an on-line environment during 2020-21, we currently run a hybrid model whereby some elements of in-person group training have been re-introduced which we believe is hugely beneficial to the attendees. Using this approach, we ran 8 selection days which resulted in the commencement of 8 separate CORE Training classes and 107 newly trained listening volunteers.

Each of these classes typically consists of a number of 'classroom' modules totaling 21 hours of training plus a further 5 hours of self-learning time. Additional training time and mentoring requirements result in each new listening volunteer undertaking a total of 62 hours of training to provide and equip them with the skills and support required to provide an empathic, listening ear for our highly vulnerable callers.

The training is delivered by our experienced volunteer training team (all volunteers themselves) and prepares new volunteers to manage every eventuality. Our non-listening volunteers (Support Volunteers) who provide help in a variety of areas such as administration, fundraising and consultancy also receive that same first stage training to help them understand the roles of the listeners.

The average number of active listening volunteers during the year remained largely unchanged at 332 (prior year average 346). The period end number of 345 as at 31 March 2024 compares to 329 active listening volunteers as at 31 March 2023. Hence, one of our key goals remains the recruitment and training of new volunteers.

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Despite a slight reduction in the average number of active listening volunteers during the year, the total number of shift hours during which volunteers were available to provide support increased by 7% year on year. This resulted from an improvement in the number of volunteering hours being given by each individual volunteer.

Our Staff Team

Our staff team during the year of 5.9 full time equivalents provide support services to the Branch Director, board of Trustees and volunteers covering areas such as IT, building and facilities management, office administration, financial management and co-ordination of volunteer recruitment, training and rota management. In addition, the staff team are responsible for the digital footprint of our branch, some of the branch's fundraising activities and many of our relationships with external partners which, among other things, helps to promote our services and raise awareness.

We are immensely grateful to all our volunteers and staff for their unwavering support and dedication which ensures that the support provided to those who call us is available at any time of the day or night, every day of the year.

Our Building

46 Marshall Street has been our home since 1987. Our location in the heart of Soho is accessible to callers and volunteers alike. The accessible location and facilities allow us to recruit, train and support volunteers from across London; volunteers who enable us to continue to fulfil our charitable aims and mission. However, the building itself will not provide a suitable home for us over the longer term.

We reported previously that our plans regarding a full refurbishment of 46 Marshall Street were judged to be unworkable, largely on cost grounds as this would have relied upon significant external fundraising. We also reported that we had resolved to explore a potential move to suitable new premises funded by the sale of Marshall Street.

We are extremely pleased to report that, following a successful search for suitable premises, we completed on the sale of our Marshall Street property and simultaneous purchase of our new home at 13 - 15 Salisbury Place on 13th May 2024. This marks a pivotal moment in our journey, bringing us closer to realising our aspiration of a new, purpose designed home for the charity for the next thirty-five years.

The transaction has been designed to be largely self-funding in that the net sale proceeds from the disposal are sufficient to fund the purchase price of our new home along with the planned refurbishment works we wish to carry out without recourse to material external funding. Another feature of the transaction is an agreed nine-month leaseback arrangement for Marshall Street which should ensure continuity of service as we will be able to execute an orderly move into our new home once the planned refurbishment has been completed. The current program anticipates the refurbishment works at Salisbury Place completing by mid-January 2025, in good time for vacating Marshall Street by the 13th of February 2025.

Finally, the new premises is only 1.5 miles from Marshall Street and we will remain in the borough of Westminster. This is extremely important in terms of continuity of service, especially to our various outreach activities and those who visit us in-person.

Risk Management

During the year, the Board of Trustees reviewed and updated the charity's Risk Register. This register sets out the key risks facing the charity along with a range of mitigating actions and controls applied against each risk.

Whilst it is acknowledged that most fundraising activities have shown signs of recovery, there remains a degree of uncertainty over the potential impact that the wider cost-of-living issues may have on future fundraising opportunities in general. The Board of Trustees has reviewed forecast cash flows and budgets for the coming year taking into account the likely impact on fundraising activity as well as the prevailing level of free reserves. We are satisfied that the charity has sufficient resources to remain financially sustainable for the foreseeable future.

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Environmental Awareness

The Branch continues its efforts to reduce its overall impact on the environment through the following actions:

- Using a 'green' energy supplier and energy saving light bulbs where possible throughout the building;
- Recycling as much as possible, with recycling bins positioned around the building;
- Waste is recycled through the local authority;
- Paper is recycled and re-used within the branch wherever possible;
- Printer cartridges are recycled through the nationally organised collection;
- Purchasing 'green' catering and stationery supplies where possible; and
- Purchasing bamboo toilet paper, tissues and hand towels.

Public Benefit

All our activities focus on the core work of offering emotional support to vulnerable people and are undertaken to further our charitable objectives for the public benefit. In planning and reviewing all the activities of the charity during the year, the Trustees have paid due regard to the Charity Commission's guidance on public benefit.

FINANCIAL REVIEW

Funding

Central London Samaritans is affiliated to but financially independent from the wider Samaritans organisation. We receive no income from the wider organisation and, indeed, have been fully financially independent for the last six years over which time we have raised £2.33m, an average of £389,000 per year. This has been achieved through the efforts of our own staff and volunteers and of course the amazing support from our varied donor base.

The aim of the Board of Trustees is that the charity must be financially self-sustaining and resilient in order to develop and maintain our services in a way that best meets the changing needs of Londoners. We endeavor to introduce and maintain diversity within our mix of funding across various sources. Typically, we might expect one third of our funding to come via trusts & foundations, up to 25% through individual giving and community events, 20% through legacies, 10% through corporate relationships and a further 10% through commercial activities such as room hire and workplace training. The fundraising target in any one particular year is influenced not only by our service plans but also by the level of free reserves we hold as these may fund our running costs in accordance with our stated reserves policy.

During the year under review, fundraising opportunities continued to re-emerge following the hiatus of the pandemic. In fact, seven of our nine streams of income improved on prior year. Most pleasing of these were community events (as public confidence around participation in activities returned) and our room hire and billable 'training events' (as peoples' appetite for in-person sessions relating to these areas returned). The only categories of income to fall below that achieved in the prior year were corporate and legacies. Legacies (i.e. gifts in Wills) are naturally unpredictable so this is not necessarily significant or concerning. Our ability to generate donations from corporate partnerships is somewhat limited by our size. This is an area we have made some progress in over the year which we hope will bare fruit in the new financial year.

In summary, our overall income performance for the year resulted in total income of £401,922, an increase of 7.1% on the prior year. This reflects a stronger performance across most categories which more than offset reductions in income from corporates and legacies.

The general fundraising environment is always difficult to predict. Significant cost pressures remain due to the on-going cost-of-living increases which may impact potential donors of all kinds (individuals, corporates and trusts). Volatility in asset returns and investment income has reduced somewhat but remains difficult to predict in the coming year, partly as a result of perceived political risks. This may affect the funds available to grant making organisations.

We will continue to seek opportunities to enhance the charity's financial sustainability. This should ensure our services continue to be available to vulnerable and marginalised groups within the communities we serve and enable us to respond to the needs of our callers and visitors.

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Expenditure

To ensure the charity's finances are being properly monitored and managed, the Board of Trustees receives monthly financial reports from the Treasurer. These reports include details of the charity's income and expenditure compared with a pre-approved annual budget, monthly Management Accounts covering the operation of the branch, cash and reserve balances compared with pre-approved policy requirements and other financial analysis.

The total expenditure incurred excluding expenditure on the building project and the value of pro-bono services provided decreased by 5.0% year-on-year. This decrease was evenly spread between staff and non-staff costs. Given the magnitude of external cost pressures during the period, this is considered to be an good outcome. Overall, excluding building project costs, out of every £1 spent, 84p went directly to supporting our charitable services.

The Financial Statements

The financial statements are prepared in compliance with the Statement of Recommended Practice ("The Charity SORP").

During the year ended 31 March 2024, the charity made an overall deficit of £68,185 (2023: deficit £54,692). This comprises a deficit of £53,871 on Unrestricted funds and a deficit of £14,314 on Restricted funds.

Total income for the year was £401,922 (2023: £375,450). £88,110 of this income was Restricted and £313,812 was Unrestricted. The Unrestricted income includes £4,950 relating to services and goods generously provided free of charge (pro bono) to the charity during the year.

Expenditure for the year amounted to £470,107 (2023: £430,142), including depreciation of £41,660; an amount of £4,950 to balance the 'pro bono' income and £83,551 in respect of spend on our building project funded through a combination of designated funds and free reserves.

At 31 March 2024 the charity had cash balances totaling £553,280 (2023: £525,403). £271,877 of this balance was placed in a 32 day notice deposit account, the remainder being in instant access bank accounts.

At 31 March 2024, available Unrestricted Funds totaled £418,804(excluding fixed assets and investments) and Restricted Funds totaled £41,512.

Restricted funds comprise recognisable funds that can only be spent in accordance with the donor's intentions. Unrestricted funds comprise all other funds, including the value of the freehold property and any funds which have been designated by the trustees for a specific use. Current assets held within unrestricted funds are available for the ordinary purposes of the charity.

Reserves Policy

The Trustees may determine, from time to time, whether there are foreseeable non-recurring expenditures or loss of income specific to a certain event or circumstance and may establish designated reserves to cover these. A designated reserve will therefore be intended for a specific defined purpose over a specific defined period of time and be separate from the Charity's general free reserve.

Over and above such designated reserves, the Charity will hold a general 'free' reserve to cover items of expenditure or shortfalls in income arising from the general operation of the Charity's activities. As an employer of staff, the Charity is concerned that the position of staff should be protected as far as possible, and the level of reserve is intended to ensure that contractual obligations to staff and third parties can be met in an orderly fashion. In addition to meeting contractual obligations, the general free reserve also serves to provide near-term financial resilience to assist in the planning of and support for the delivery of our charitable activities.

The continuing challenges introduced by the cost-of-living crisis have not abated but equally have not resulted in a significant deterioration in our ability to raise funds from the various and diverse sources which have supported us over recent years. In view of this, our target for 'free' reserves has been maintained within the range six to twelve months operating costs. For this purpose, operating costs are the highest annual total expenditure figure over the most recent three years of operation.

For the avoidance of doubt, the general free reserve comprises the total unrestricted funds less the sum of tangible fixed assets, illiquid investments and any designated funds set aside by the Trustees.

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As at 31 March 2024 the unrestricted free reserve totaled £418,804. The total expenditure for the year totaled £470,107. The highest annual expenditure over the three years ended 31 March 2024 arose in the year ended 31 March 2022 and totaled £521,581. Hence, the general free reserve position represents 9.6 months of expenditure and is therefore within our stated policy. We anticipate that our free reserve balance will reduce further as it contributes towards our operating costs during 2024-25.

The trustees monitor compliance with this policy as part of the monthly Management Accounts reporting.

Investment Powers and Policy

The charity's Constitution allows the trustees to invest in any way they consider appropriate. The charity's investment policy is a conservative one which prioritises capital preservation, reduced counterparty risk and liquidity ahead of yield.

All cash balances must be placed with reputable UK banks, which are regulated by the PRA/FCA and members of the FSCS (Financial Services Compensation Scheme).

The charity's policy is that it will hold all its liquidity as cash in instant access accounts with reputable UK banks sufficient to cover at least 5 months of operating expenditure. Cash balances in excess of this may be held on fixed term deposit or rolling term deposit (again with reputable UK banks) such that amounts in excess of 5 months but equal to or below 8 months of operating expenditure may be placed on no more than 3 months deposit. Balances in excess of the 8 months requirement may be placed on no more than 6 month deposit.

As at 31 March 2024, total cash balances amounted to £553,280 of which £281,403 was held in instant access accounts and £271,877 was held in a 32 day notice deposit account. Cash held on instant access was £64,078 over and above our minimum policy requirement.

The deployment of cash is kept under review by the trustees in conjunction with advice from the Treasurer and professional advisors where relevant. The trustees monitor compliance with this policy as part of the monthly Management Accounts reporting.

THANK YOU

The charity has established a diverse program of fundraising activity which has resulted in generous support from new and existing supporters and donors. The response from donors, supporters and volunteers we receive is truly remarkable and has been particularly so in light of the many and varied challenges posed by the cost-of-living crisis. So many individuals and organisations offered their help and were incredibly generous in their support.

The charity would like to take this opportunity to especially thank: 29 May 1961' Charitable Trust, The Adrian Swire Charitable Trust, The Aird Charitable Trust, Berni Charitable Trust, Capital Group, The City of Westminster, CGB Trust, Edward Harvist Trust, Ethel & Gwynne Morgan Trust, Garfield Weston Foundation, Great Western Railways, Hyde Park Place Estates, LNER, The National Lottery Award for All, Rethink Mental Illness, Shaftesbury PLC, St James's Piccadilly Charity, Strand Parishes Trust, The London Community Fund, The Tudor Foundation, Westminster Almshouses Foundation, Westminster Amalgamated, The Worshipful Company of Cooper and The Worshipful Company of Fishmongers.

The charity is also extremely grateful to: Arup UK, Café Royal, Churchill Services, CBRE, Club Mexicana, GIMO, Hotel Chocolat, Lucilla Lavender, Mandarin Hotel Hyde Park, Metro Bank, MoD, Moore Kingston Smith LLP, My Soho Times, NewCore Capital, Network Rail, Nicholas Stephens Maintenance, Pheonix Group, Raccord Electricals, Rockspring, Sainsbury PLC, Simmons & Simmons LLP and Wates Furniture for their support and to all those who have helped us so generously during the year.

Thank you also to all 'The Friends of CLS' who give so much of their time and support to us whenever we are in need and the various choirs who helped us raise awareness and funds. And of course, thank you to all those who took part in fundraising events for CLS throughout the year – in particular sporting events such as the London Landmarks Half Marathon, the Hackney Half Marathon and our own Samarathon.

Finally, a big thank you to those who promoted us, ran events with us in mind or invited us to attend their events such as Alfie Boe, Sarah Millican, Neha Jain, Mischief Theatre and the RAF Club.

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We are determined to continue to work together with our funders to and build upon all the amazing support that they have shown us. This, coupled with our unrestricted 'free' reserves balance, gives us confidence that the charity will remain financially stable for the foreseeable future and that we will continue to be there for anyone who needs us, every hour of every day.

Statement of the Board of Trustees' Responsibilities

The Central London Samaritans Board of Trustees is responsible for keeping proper accounting records which disclose with reasonably accuracy at any time the financial position of the charity and for the preparation of the financial statements for each financial year which give a true and fair view of the state of the charity and of the surplus (or deficit) of the charity for that period. In preparing those 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 judgements and estimates that are reasonable and prudent;
- State whether applicable 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 existence.

It is also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention of fraud and other irregularities. To the best of our ability The Board of Trustees believe that it has discharged its responsibilities during this past year.

Post Balance Sheet Events

There were no adjusting events. The only disclosable non-adjusting event is described fully in the section Our Building on page 7 and also within note 16 on page 21.

This report was signed on behalf of the Board of Trustees by:

Heather M Barker 01/09/2024

Heather Barker – Chair and Interim Branch Director

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Central London Samaritans

Independent Examiner's Report

Year ended 31 March 2024

Independent Examiner's Report

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31 March 2024.

Respective Responsibilities of Trustees and Examiner

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

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

Independent Examiner's Statement

The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of ACCA, which is one of the listed bodies.

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

(1) the accounting records were not kept in accordance with section 130 of the Charities Act; or

(2) the accounts did not accord with the accounting records; or

(3) the accounts did 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.

Moore Kingston Smith LLP

Roger Ogden
For and on behalf of Moore Kingston Smith LLP
Chartered Accountants

4 Victoria Square
St Albans
AL1 3TF

Date: 02.09.2024

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Central London Samaritans

Statement of Financial Activities

Year ended 31 March 2024

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Income and endowments from:							
Donations and legacies	2	270,020	85,883	355,903	301,499	46,550	348,049
Investments		6,855	-	6,855	2,117	-	2,117
Other trading activities	3	36,937	2,227	39,164	23,188	2,096	25,284
Total		313,812	88,110	401,922	326,804	48,646	375,450
Expenditure on:							
Raising funds	4	(43,754)	(1,156)	(44,910)	(60,588)	(419)	(61,007)
Charitable activities	5	(311,048)	(99,520)	(410,568)	(327,627)	(27,846)	(355,473)
Other	6	(12,881)	(1,748)	(14,629)	(13,052)	(610)	(13,662)
Total		(367,683)	(102,424)	(470,107)	(401,267)	(28,875)	(430,142)
Net income/(expenditure)		(53,871)	(14,314)	(68,185)	(74,463)	19,771	(54,692)
Net movement in funds		**(53,871)**	**(14,314)**	**(68,185)**	**(74,463)**	**19,771**	**(54,692)**
Reconciliation of funds:							
Total funds brought forward	14	1,445,210	55,826	1,501,036	1,519,673	36,055	1,555,728
Total funds carried forward	14	1,391,339	41,512	1,432,851	1,445,210	55,826	1,501,036

All of the above amounts relate to continuing activities

The notes on pages 15 to 21 form part of these financial statements.

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Central London Samaritans

Balance Sheet

31 March 2024

	Note	2024 £	2023 £
Fixed assets:			
Tangible assets	10	971,535	1,002,167
Investments	11	1,000	1,000
Total fixed assets		972,535	1,003,167
Current assets:			
Debtors	12	6,042	6,229
Cash at bank and in hand		553,280	525,403
Total current assets		559,322	531,632
Liabilities:			
Creditors: Amounts falling due within one year	13	(99,006)	(33,763)
Net current assets		460,316	497,869
Total assets less current liabilities		1,432,851	1,501,036
Total net assets		1,432,851	1,501,036
The funds of the charity:			
Restricted income funds	14	41,512	55,826
Unrestricted funds	14	1,391,339	1,445,210
		1,432,851	1,501,036

These financial statements were approved and signed by the members of the Board of Trustees on .

1/9/2024

.....

Date

Signed by:

Heather M Barker

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Heather Barker
Chair and Interim Branch Director

Signed by:

Simon Denyer

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Simon Denyer
Treasurer

CIO Number 1171330

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Central London Samaritans

Notes to the Financial Statements

Year ended 31 March 2024

1 Accounting policies

1.1 Basis of accounting

The financial statements have been prepared in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102), the Charities SORP FRS 102 (second edition - October 2019) - 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 and the Companies Act 2006 and Charities Act 2011.

Assets and liabilities are initially recognised at cost or transaction value unless otherwise stated in the relevant accounting policy notes.

Central London Samaritans meets the definition of a public benefit entity under FRS 102.

1.2 Going concern

The Trustees have, at the time of approving the financial statements, a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus they continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Fund accounting

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity. Unrestricted funds include the freehold property.

Restricted funds comprise funds which are subject to specific restrictions imposed by the donor and which are available for the better performance of the charity in accordance with those specific restrictions.

1.4 Incoming resources

Income received by way of donations and gifts is recognised in the Statement of Financial Activities ("the SOFA") when received.

Legacies are recognised when all the criteria have been met; entitlement when the Board of Trustees has been notified of distribution. The legacy is only formally recorded in the accounts when received.

Investment income is included when received.

Other income is included when received.

1.5 Resources expended

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it related:

- Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It excludes governance costs and costs incurred exclusively in the raising of funds.

- 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 governance and the strategic management of the charity.

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1.6 Fixed assets

Fixed assets (excluding investments) are stated at cost or valuation less accumulated depreciation.

Depreciation is provided on all tangible fixed assets held by the charity for its own use at the following rates

Buildings	-	2% on valuation
Improvements to buildings	-	2% on cost
Fixtures, fittings and equipment	-	12.5% - 25% on cost

Assets with a value of more than £250 are capitalised.

1.7 Property revaluation

In accordance with the provisions of the SORP the Trustees have elected not to incorporate further revaluations of the property in the financial statements.

1.8 Investments

Investments are stated at valuation. Valuation is based on market value where securities are quoted or other valuation techniques approved by the Board of Trustees. Gains or losses are taken to the Statement of Financial Activities.

1.9 Pension costs

Central London Samaritans has set up a defined contribution Personal Pension Scheme in respect of all its employees and contributes a fixed percentage of the employees' salaries to this scheme. The assets of the scheme are held separately from those of the charity.

2 Donations and legacies

	2024			2023		
	Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
	£	£	£	£	£	£
Trust and foundation funding	103,000	80,125	183,125	83,500	42,550	126,050
Corporate and major donor funding	33,605	-	33,605	38,775	-	38,775
Community and individual fundraising	92,905	5,758	98,663	74,770	4,000	78,770
Legacies	27,712	-	27,712	85,388	-	85,388
Gift Aid	7,848	-	7,848	6,127	-	6,127
Donated services	4,950	-	4,950	12,939	-	12,939
	270,020	85,883	355,903	301,499	46,550	348,049

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3 Other trading activities

	2024			2023		
	Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
	£	£	£	£	£	£
Other income	28,579	2,227	30,806	20,067	1,456	21,523
Central Charity Funding	8,358	-	8,358	3,121	640	3,761
	36,937	2,227	39,164	23,188	2,096	25,284

4 Expenditure on raising funds

	2024			2023		
	Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
	£	£	£	£	£	£
Fundraising staff costs	36,844	-	36,844	53,030	-	53,030
Other fundraising costs	6,910	1,156	8,066	7,558	419	7,977
	43,754	1,156	44,910	60,588	419	61,007

5 Expenditure on charitable activities

	2024			2023		
	Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
	£	£	£	£	£	£
Staff costs	118,989	47,258	166,247	141,456	21,101	162,557
Telephones	4,044	869	4,913	5,323	277	5,600
Conference and training	2,386	96	2,482	1,426	1,887	3,313
Catering costs	2,172	260	2,432	1,388	36	1,424
Volunteer expenses	4,288	8,595	12,883	11,391	540	11,931
Printing postage stationery	1,945	217	2,162	1,415	79	1,494
Computer Costs	13,142	2,078	15,220	13,251	684	13,935
Maintenance	12,241	2,387	14,628	22,681	610	23,291
Bank charges	1,155	190	1,345	1,352	49	1,401
Utilities	13,562	4,592	18,154	11,026	405	11,431
Business Rate	-	-	-	4,117	216	4,333
Cleaning	16,358	4,105	20,463	16,120	894	17,014
Business Insurance	4,599	1,449	6,048	5,863	264	6,127
Professional fees and costs	74,507	27,424	101,931	51,178	804	51,982
Depreciation	41,660	-	41,660	39,640	-	39,640
	311,048	99,520	410,568	327,627	27,846	355,473

6 Other expenditure

	2024			2023		
	Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
Governance costs:	£	£	£	£	£	£
Independent examination fee	4,356	-	4,356	4,000	-	4,000
Committee meeting costs	(56)	122	66	(50)	113	63
Branch contribution	8,581	1,626	10,207	9,102	497	9,599
	12,881	1,748	14,629	13,052	610	13,662

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7 Staff costs

	2024 £	2023 £
Total staff costs were as follows:		
Wages and salaries	186,258	174,601
Social security costs	12,485	12,598
Pension costs	3,853	3,698
Temporary agency staff	-	24,076
Other staff costs	250	614
	202,846	215,587

No employee received emoluments of more than £60,000 (2023: none)

Particulars of employees:
The average number of employees during the year was as follows:

	2024 Full Time	2024 Part Time	2023 Full Time	2023 Part Time
Employees	5.9	-	5.5	-

8 Management Committee Members' Remuneration and Expenses

No member of the Board of Trustees was remunerated for services as a Trustee (2023: nil)

Trustees, the Branch Director and the Advisory Directors only receive reimbursement of agreed expenses in accordance with the charity's expenses policy.

9 Indemnity Insurance

The Samaritans has centrally effected professional indemnity insurance to protect employees, Trustees, Directors and other volunteer members of all Samaritans Branches. This cost is recharged to the Branch.

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10 Fixed assets

Cost or valuation	Freehold Property £	Fixtures & Fittings £	Freehold improvements £	Total £
At 1 April 2023	1,050,000	23,314	715,714	1,789,028
Additions	-	11,028	-	11,028
At 31 March 2024	1,050,000	34,342	715,714	1,800,056
Depreciation				
At 1 April 2023	525,000	15,501	246,360	786,861
Charge for the year	21,000	6,347	14,313	41,660
At 31 March 2024	546,000	21,848	260,673	828,521
Net book value				
At 31 March 2024	504,000	12,494	455,041	971,535
At 1 April 2023	525,000	7,813	469,354	1,002,167

The charity's freehold premises at 46 Marshall Street, London W1F 9BF were revalued as at 21st September 2018 by Messrs Gerald Eve LLP, Consultant Surveyors and Valuers, on an open market value basis in accordance with the Guidelines issued by the Royal Institution of Chartered Surveyors. See note 16 regarding the sale of 46 Marshall Street post year end and market value acheived.

The historic cost of the freehold property (shown above at £1,050,000) and excluding improvements is £777,649.

11 Investments

	2024 £	2023 £
Valuation at 1 April 2023 & 31 March 2024	1,000	1,000
Historical cost at 1 April 2023 & 31 March 2024	1,000	1,000

This comprises 1,800 shares of 1p each in Helpcards Holdings Limited, representing 0.31% of the share capital of the company. Helpcards Holdings Limited is a company incorporated in England.

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12 Debtors

	2024	2023
	£	£
Prepayments	6,042	6,229
	6,042	6,229

13 Creditors: Amounts falling due within one year

	2024	2023
	£	£
Trade creditors	42,285	13,157
Tax and social security	4,780	5,008
Accruals and other creditors	51,941	15,598
	99,006	33,763

14 Funds

	Balance at 1 Apr 2023	Incoming resources	Outgoing resources	Transfers, gains and losses	Balance at 31 Mar 2024
	£	£	£	£	£
Restricted funds:					
Ongoing activities	30,826	88,110	(77,424)	-	41,512
Building project	25,000	-	(25,000)	-	-
	55,826	88,110	(102,424)	-	41,512
Unrestricted funds:					
Fixed assets	1,003,167	-	(41,660)	11,028	972,535
Free reserves	442,043	313,812	(267,472)	(69,579)	418,804
Designated funds	-	-	(58,551)	58,551	-
	1,445,210	313,812	(367,683)	-	1,391,339
Total funds	1,501,036	401,922	(470,107)	-	1,432,851

Restricted funds comprise funds that can only be spent in accordance with the donor's intentions.

Unrestricted funds comprise all other funds, including the value of the freehold property. Current asset held within these funds are available for the ordinary purposes of the charity.

Designated funds relate to certain estimated costs associated with building refurbishment work.

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14 Funds (continued)

	Balance at 1 Apr 2022	Incoming resources	Outgoing resources	Transfers, gains and losses	Balance at 31 Mar 2023
	£	£	£	£	£
Restricted funds:					
Ongoing activities	11,055	48,646	(28,875)	-	30,826
Building project	25,000	-	-	-	25,000
	36,055	48,646	(28,875)	-	55,826
Unrestricted funds:					
Fixed assets	1,012,741	-	(39,640)	30,066	1,003,167
Free reserves	489,125	326,804	(346,320)	(27,566)	442,043
Designated funds	17,807	-	(15,307)	(2,500)	-
	1,519,673	326,804	(401,267)	-	1,445,210
Total funds	1,555,728	375,450	(430,142)	-	1,501,036

15 Analysis of net assets between funds

	Unrestricted Funds	Restricted Funds	Total
	£	£	£
The historic cost of the freehold property (shov	971,535	-	971,535
Investments	1,000	-	1,000
Current assets	517,810	41,512	559,322
Current liabilities	(99,006)	-	(99,006)
Total Funds	1,391,339	41,512	1,432,851

16 Post Balance Sheet Events

Central London Samaritans completed on the simultaneous sale of the 46 Marshall Street property and purchase of 13 - 15 Sailsbury Place. This took place on the 13th May 2024.

The sale involved a 9 month leaseback arrangement of Marshall Street.

The Marshall Street property was sold for £5.1m and the Salisbury Place property was purchased for £3.28m.

CENTRAL LONDON SAMARITANS

England & Wales - Charity number 1171330

Accounts

Central London Samaritans

Annual Report and Financial Statements

31 March 2023

Charity number 1171330

Central London Samaritans
Annual Report and
Financial Statements

Year ended 31 March 2023

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Central London Samaritans

Legal Information

Year Ended 31 March 2023

LEGAL INFORMATION

Founder
The late Prebendary Dr Chad Varah CH, CBE.

Chair and Branch Director ('Single Branch Leader')

Amy Koheeallee, Trustee until 9th April 2023, Jane Little from 10th April 2023 as acting Chair and Branch Director.

The Trustees
Amy Koheeallee, Chair and Branch Director – maternity leave from 1st April 2022 to 1st August 2022, stepped down from post in April 2023.
Jonathan Grunewald, Trustee and Secretary – co-opted November 2021, re-elected October 2022
Simon Denyer, Trustee, Treasurer - re-elected October 2022.
Catherine Bourne, Trustee – re-elected October 2022.
Alice Langley, Trustee – re-elected October 2022, stepped down 30 June 2023
Lily Kitchen, Trustee – re-elected October 2022.
Jeremy Marcus, Trustee – re-elected October 2022
Hannah Scott, Trustee – elected October 2022.
Jane Little, Trustee and Deputy Branch Director, retired October 2022, co-opted March 2023
Heather Barker, Trustee and Interim Branch Director – appointed 10th July 2023

Trustees who retired at our AGM on 19 October 2022
Heather Barker
Samuel Harrison
Jessica Gane
Jane Little, Deputy Branch Director – Co-opted March 2023

Advisor to the Board of Trustees
Cynthia Pearce, special Advisor.

Registered Charity Number: 1171330.

Constitution dated: Charitable Incorporated Organisation (CIO) registered 26 January 2017 - effective from 1 April 2017.

Registered Address and Telephone Number: 46 Marshall Street, London, W1F 9BF - 020 7758 0660.

PROFESSIONAL ADVISORS

Independent Financial Examiners
Moore Kingston Smith LLP, 4 Victoria Square, St Albans, Herts, AL1 3TF.

Bankers
Lloyds Banking Group plc, Cheapside Branch, 125 London Wall, London, EC2Y 5AS.

Central London Samaritans
Annual Report of the Trustees
Year Ended 31 March 2023

THE CHARITY

The charity, CENTRAL LONDON SAMARITANS ('CLS'), was registered with the Charity Commission as a Charitable Incorporated Organisation ('CIO') on 26 January 2017 with Charity Number 1171330 and Registered Office at 46 Marshall Street, London, W1F 9BF. The charity became operational on the full transition to CIO status on 1 April 2017. Prior to this the charity had operated and been registered with the Charity Commission as an unincorporated body known as "The Samaritans (London Branch)" with Charity Number 268293, at 46 Marshall Street, London, W1F 9BF.

CLS is a recognised affiliate branch of Samaritans, founded in 1953 by the late Prebendary Dr Chad Varah CH, CBE. Samaritans is a company limited by guarantee and a registered charity based at The Upper Mill, Kingston Road, Ewell, KT17 2AF. CLS is a part of the Samaritans London Region and covers the seven inner London Boroughs of: City of Westminster, the City of London, Kensington & Chelsea, Camden, Islington, Hackney and Tower Hamlets. CLS fulfils its charitable aims under an Operating Agreement with the Samaritans Central Charity ('SCC') the purpose of which is to make sure that all services provided are of a consistently high quality and that we work effectively together to support our callers. In addition, the SCC are responsible for determining the overall strategy of the wider organisation and providing direction and support to all branches across the broad aspects of service, access, influence and evidence.

CLS has been fully self-funding since 1 April 2018. The majority of CLS's income during the year ended 31 March 2023 was generated through voluntary donations and grants which were raised independently by the branch. CLS does not receive grants or donations from the wider Samaritans organisation.

STRUCTURE, GOVERNANCE AND MANAGEMENT

The Board of Trustees

Under the CIO constitution, the charity is managed by the Board of Trustees comprising the Branch Director, the Secretary, the Treasurer and up to eight elected members with the power to co-opt up to two additional members. Elected members can serve a maximum of six consecutive years, with annual elections taking place at the charity's Annual General Meeting (AGM). All trustees offer their services on a voluntary and unpaid basis.

The trustees are responsible for ensuring the charity delivers its charitable objectives; for the financial well-being of the charity; and for compliance with charity and relevant legal and statutory requirements.

In line with Charity Commission guidelines, training material is made available to newly appointed trustees on their roles and responsibilities to supplement an online training program created by Samaritans. Further ongoing training is arranged, for trustees individually or the Board of Trustees as a whole, when deemed necessary.

During the year ended 31 March 2023 the Board of Trustees formally met eleven times and together with specific working parties, discussed and planned in detail the strategic direction of CLS and oversaw the charity's effective and efficient operation.

The Branch Director

The Branch Director of the charity is selected through a consultative process involving all branch volunteers and representatives of the SCC. A formal appointment is then made by the SCC Trustee Board on the recommendation of the Regional Director. The Branch Director then selects a number of Deputy Directors to support her or him during their three-year term of office and may also select a Deputy Branch Director. The posts of Branch Director, Deputy Branch Director and Deputy Directors are voluntary and unpaid.

In accordance with our constitution, the role of Branch Director is ordinarily restricted to a three year term. The Branch Director during the year was Amy Koheeallee, except during a period of maternity leave (1st April 2022 to 1st August 2022) during which time Jane Little, Deputy Branch Director, performed the role.

A key role of the Branch Director is to ensure the provision of high quality and consistent care to all callers contacting the charity by whatever means and to support all the volunteers who provide this care, or who support the work of the charity in other ways. During the year, the position of Branch Director was assisted by a small team of paid full-time staff who are responsible for the day-to-day operations of the branch. The staff team provide support for the volunteer rota, outreach in the community, recruitment, training and support of volunteers, fundraising, administrative functions and management of branch facilities and premises which are open and utilised 24 hours a day.

Deputy Director Team

The Branch Director is supported by a team of deputy directors, all of whom are themselves volunteers. Each deputy director acts as a lead volunteer in their particular area of expertise covering the following operational areas: Webchat, Email, Communications, Transferees, Volunteer Support, New Volunteers, Homeless Outreach, Core Training, Recruitment & Selection, Onsite Support, Peer Support, Prisons, Continuous Development, Onsite Support and Quality Hub. The Branch Director, Deputy Branch Director and deputy director team meet monthly during the year (or more frequently as required) to monitor and discuss the operational performance of the branch. This team together with the Trustees form the Branch Leadership Team who meet every quarter.

OBJECTIVES AND VALUES

Samaritans' Vision, Mission and Values (which the charity fully supports) are set out in its document *Samaritans' Strategy 2022-2027.*

Our Vision
Samaritans' Vision is that fewer people die by suicide.

Our Mission
Samaritans work to achieve this Vision by making it our Mission to alleviate emotional distress and reduce the incidence of suicidal feelings and suicidal behavior.

Samaritans do this by:
- Being available 24 hours a day, 365 days a year to provide emotional support for people who are experiencing feelings of emotional distress or despair, including those which may lead to suicide;
- Reaching out to high-risk groups and communities to reduce the risk of suicide;
- Working in partnership with other organisations, agencies and experts; and
- Influencing public policy and raising awareness of the challenges of reducing suicide.

Our Values
Samaritans are committed to the following values:
- **Listening,** because exploring feelings alleviates distress and helps people to reach a better understanding of their situation and the options open to them;
- **Confidentiality,** because if people feel safe, they are more likely to be open about their feelings;
- **People making their own decisions wherever possible,** because Samaritans believe that people have the right to find their own solution and telling people what to do takes responsibility away from them;
- **Being non-judgmental,** because Samaritans want people to be able to talk to us without fear of prejudice or rejection; and
- **Human contact,** because giving people time, undivided attention and empathy meets a fundamental emotional need and reduces distress and despair.

Fulfilling the Mission

Our volunteers are available to provide support by telephone and written word 24 hours a day every day of the year, see callers wishing to visit the branch in person from 9am to 9pm every day of the year (although the pandemic restricted our ability to do this for a period) and offer emotional support outside of the branch by way of numerous outreach projects within the local community. We have provided this support to our callers and visitors since establishing in 1953. Hence, we are now in our 70th year of providing emotional support to those in need, no appointment required and all free of charge.

Central London Samaritans
Annual Report of the Trustees
Year Ended 31 March 2023

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Central London Samaritans
Annual Report of the Trustees
Year Ended 31 March 2023

REVIEW OF OUR ACTIVITIES

Our Work

Our primary aim has always been that our volunteers are available at any time of the day or night to provide non-judgmental, confidential emotional support for callers who experience a range of feelings including loneliness, isolation, anxiety, despair, fears about financial problems or relationship breakdowns and just need someone to talk to. We respond not only to phone calls, but contact by email, webchat and face-to-face callers at our branch in the City of Westminster as well as taking our services to vulnerable individuals and marginalised communities at highest risk of suicide. We remain one of the few truly 24/7 support services, available free of charge to anyone, with no appointment or waiting lists. We know that the element of human interaction is important to callers: research has shown that our callers value having someone real to communicate with, listen to and be there for them at any time of the day or night.

The work we do is undertaken by around 400 volunteers - listening and support volunteers - who are recruited and trained in their specific roles. We are, and always have been, a volunteer-led charity with all our support mechanisms being provided by highly trained volunteers. In addition, many volunteers take on extra responsibilities by taking the lead on, and helping with, recruitment, training, outreach programs, fundraising, awareness and publicity, administration and volunteer support. Being a Samaritans volunteer is time demanding and at times challenging yet can also be hugely rewarding.

We maintain close contact with and attend meetings of a number of suicide prevention groups within the boroughs that we serve. Through our attendance we can offer help and support to the initiatives being driven by these groups and, where relevant, offer our views on how best to achieve our shared goals. We also partner with other organisations and charities to provide our service in a coordinated, meaningful way which caters for their specific needs – eg Network Rail, City of London Police, Cruse Bereavement Care, HM Prison Service, London Ambulance Service.

Listening to London – Building on Past Successes

In many ways the year under review may be characterised as a continuation of societies 're-emergence' from the various impacts of the COVID-19 pandemic coupled with the significant difficulties associated with the well documented cost-of-living crisis. However, in addition to these external stresses, we also suffered a serious water leak in the roof of our branch premises in November 2022. The challenges posed by these factors are summarised below:

Challenges

Pandemic - Although we have been successful in rebuilding our volunteer numbers back up to pre-pandemic levels, we have found the impact of the pandemic on certain fundraising activities to be more enduring than envisaged.

Fundraising events of a community nature (eg theatre collections, participation in marathons and similar sporting events and our annual Advent Celebration) resumed as planned and were well attended. Other income generation opportunities such as awareness and fundraising events, particularly during the festive period, at the major railway stations in London did not fare so well. Reduced footfall across many parts of London, and in particular the main commuter railway stations remains and resulted in lower numbers at these events. However, it was fantastic to be able to engage with the public and listen to live choirs entertain those who were travelling into the capital.

The opportunities for meeting room hire to external organisations remained severely curtailed for the majority of the year. We are beginning to see a pick-up in demand despite changes in peoples working habits and use of technology so are hopeful that this might return as a reliable, ongoing, income stream.

Cost-of Living Crisis - suicide is complex and is rarely caused by one thing. However, there is strong evidence of associations between financial difficulties, mental health and suicide. Struggling to make ends meet can lead to feelings of anxiety and shame. These feelings can themselves impact our motivation and ability to manage our money, and some people may experience a sense of entrapment or loss of control. All these feelings are associated with suicide. These stress factors will not be experienced by everyone equally, with those already in lower income households or with pre-existing mental health conditions likely to be among those worst impacted.

High levels of inflation impact everyone, as the prices of household necessities like energy and food increase. But, this impact will not be equal – people with the lowest levels of income will be hardest hit, and we know that people in this group are already at higher risk of suicide. People among the poorest 10% of society are more than twice as likely to die from suicide compared to the wealthiest 10% of society. The reasons for this go beyond the current crisis, covering a wide range of issues. However, the cost-of-living crisis will put further pressure on people who are already at greater risk of suicide. As prices rise, people may be more likely to find themselves in debt simply to pay for essentials. Unmanageable debt is a risk factor of suicide, with a 2018 study finding that 23% of people who attempted suicide in the year prior were in problem debt.

The pandemic served to magnify risk factors associated with suicidal feelings and self-harm, creating a backdrop of heightened insecurity as well as significant emotional stresses. The addition of acute financial difficulties associated with the cost-of-living crisis only serve to increase the risk factors associated with poor mental health and, ultimately, feelings of despair and desperation. Unfortunately, these factors are likely to hit vulnerable groups hardest. It is essential that vulnerable people are given the support they need before they reach crisis point. That is why we are here to listen. Whatever you're going through, whether that be worried about the cost of living or anything else, a Samaritan is there to help. We are here 24 hours a day, 365 days a year to provide non-judgmental support – we are here for anyone who needs someone.

Roof leak in November 2022 - Our volunteers are known for their compassion but are also highly resilient. This resilience was tested in early November 2022 when we suffered a serious water leak in the roof of our branch building. This occurred during a period of persistent rain and, due to safety concerns, we took the very difficult decision to temporarily close the building to volunteers - this being the first time in the branch's history that we were not open to callers.

This episode presented a significant challenge for our branch and also meant we had to find a temporary location to continue our services. Through the incredible efforts of our team and the amazing generosity of a local business (Arup UK), we were able to temporarily relocate our duty room within two weeks of the initial leak occurring and return to 24/7 support not long after. This was very important as it enabled us to continue taking calls from people while allowing us the time and space necessary to rectify our premises. Following completion of the rectification work to our premises, we moved back to our Marshall Street base in mid-February and resumed a 'normal service'.

It took an immense effort from our staff team and volunteers to deal with the many and varied challenges. Communication, relocation of equipment and managing volunteer shift rotas during the initial move to Arup's premises were perhaps the most challenging and achieved largely due to the efforts of our staff team. Equally, managing the actions required to rectify the leak damage and prepare our premises for re-opening was a major task which our staff team handled with energy and dedication. We are enormously grateful to Arup UK and our own team who worked tirelessly to ensure the disruption to our service was minimized.

Specific Areas of Focus

In terms of the support we provide to vulnerable and higher risk groups outside of our branch we were able to make progress in the following areas:

Time to Talk, Time to Listen – many organisations have become increasingly concerned about the mental wellbeing of their staff. In response to various requests for our help from external organisations, we developed materials suitable for on-line sessions hosted by our highly trained volunteers to support emotional and mental wellbeing in the workplace. Broadly, these sessions are led by one of our trained volunteers and look at the many and complex issues faced by staff (tailored to the specific needs of the organisation) and how effective listening can make a difference. Importantly it looks at ways in which we can take care of ourselves and our own wellbeing while having the confidence and skills to open up conversations with, and provide support to, others. More recently these sessions have been reverting to in-person groups and through our ability to offer both on-line or in-person sessions we have dramatically expanded the reach of this program (see Output paragraphs below).

Facing The Future – The impact of suicide can be devasting. It can cause intense feelings of grief for loved ones, communities and workplaces. One in ten people who are bereaved by suicide go on to have suicidal feelings. Here at CLS we have worked in conjunction with CRUSE Bereavement Care for many years, running group sessions for those bereaved by suicide to ensure that they are properly supported. We took on the nationwide development and expansion of the program during 2022 through the use of on-line technology. During the period under review, we successfully applied for and received funding to support a part-time administration role to ensure the significant logistical challenges of administering this program can be properly resourced.

This should enable our highly trained and experienced volunteers to focus their time on supporting the individual groups thereby increasing the number of people to whom we are able to offer support.

Prisoner Listener Scheme – people in prison are significantly more likely to die by suicide than people in the general population. As part of our commitment to reducing suicide, we train selected prisoners to provide emotional support to their peers, by becoming 'Listeners'. Our volunteers work with prison staff to select and train people in prison who have shown an interest in becoming a Listener. Listeners are prisoners who provide confidential emotional support to their peers who are struggling to cope or feeling suicidal. On completion of their training, Listeners receive a certificate and agree to follow our policies and values. Listeners receive regular support and meet with our team of volunteers on a weekly or fortnightly basis. We support two London prisons in this way (HMP ISIS and HMP Brixton) and continue to build our team of volunteers who provide this vital support.

Custody Suites – having launched this outreach activity last year, we continue to provide support to people held within police custody suites. Our volunteers attend Bishopsgate Police station twice a week to provide support where needed. In addition, we have provided training to some of the attending police officers themselves to try and help them manage some of the situations they face.

Two further areas of focus regarding activities within our branch were:

Drop-in Callers at our Branch – we re-opened this element of our support service in June 2022. It enables us to see face-to-face visitors, no appointment necessary, no waiting lists at our branch in Westminster, 12 hours a day, every day of the week. Pre-pandemic, we would typically see c. 4,000 people a year through this support route. Our aim remains to build this up to previous levels so we can provide life-saving support to all those that wish to visit us in-person. Sadly, the flood referred to above resulted in a temporary suspension of this service, but it has now fully resumed following our move back to our premises in February 2023.

Training of new and existing volunteers – The training that our volunteers undertake is renowned in the sector and well respected nationally with our volunteering systems and procedures embedded across the organisation for 69 years and now examples of best practice. Alongside the ongoing recruitment and training effort which typically results in around 100 new listening volunteers a year, there were three specific areas of focus. Firstly, training classes specifically aimed at volunteers interested in night watch shifts as this is when demand tends to be highest. Secondly, training of additional mentor, on-site support and outreach team volunteers which is a key part of our volunteer support model and ability to serve local community groups. Thirdly, preparing volunteers for the re-opening of our drop-in service as many (around 130) had never experienced this face-to-face support contact before.

Inside the Branch – Output

In terms of output, during the year ended 31 March 2023, CLS volunteers responded to 41,674 calls for help through calls to our helpline (33,459) and written word (8,215). The overall numbers of in-branch support through these services reduced by 20% year-on-year largely due to an enforced temporary relocation during the period which impacted us for almost 3 months and required a scaling back of the number of volunteers available on shift.

Under ‘normal circumstances’ our Face-to-Face service, where people can simply knock on our doors between 9am to 9pm every day without appointment accounts for up to 40% of the face-to-face visits across the Samaritans organisation. Being centrally located in London offers a convenient and accessible position for Londoners struggling to cope. Typically, pre-pandemic, we would expect to support c.4,000 callers annually via this service. This year has seen further disruptions to this service as, having reopened fully in June 2022, Four months later, the temporary relocation noted above resulted in further difficulties.

However, we did manage to support 670 people during the period and, as at 31 March 2023, the service was fully up and running again being available 12 hours a day, every day between the hours of 9am and 9pm.

Outside the Branch – Output

Certain groups of people have heightened vulnerability to suicide which require a tailored range of interventions.

We proactively reach out to these high-risk communities, including the homeless, men in custody and people bereaved by suicide.

Homeless - our Homeless Team attend homeless food drops in Westminster each week providing support which gives individuals a unique opportunity to be heard and explore their feelings, often at a point of personal crisis. Having resumed this program in August 2021, this year we have been able to provide emotional support to 504 individuals in this environment. We also have materials and virtual sessions that can be used to support the staff in homeless centres as we look to engage with those involved in their care.

Men in Custody - as part of this work, our volunteers train selected prisoners to become 'Listeners' in a prison setting. Our volunteers support these 'Listeners' who themselves provide support to the inmates at Brixton and ISIS Prison. Having returned to face-to-face visits to the two prisons we were able to progress the selection and training of new Listeners. This service enabled Listeners to support 408 calls for help (in a prison setting) from prisoners in Brixton and ISIS.

People bereaved by suicide – our pioneering partnership with CRUSE Bereavement Care (Kensington & Chelsea) provided emotional support to 235 individuals bereaved by suicide. We are incredibly proud that this partnership has developed from its inception at Central London Samaritans to become an organisation-wide Samaritans program called Facing the Future. We are also proud to report that this initiative has been expanded across the UK and Ireland via the use of online technology through which we aim to run c. 50 separate groups across a 12 month period.

Time to Talk, Time to Listen – the development and take-up of this 'awareness training' for external organisations has been extremely important as mental health and wellbeing in the workplace suffered during the pandemic. This year, we completed 58 separate sessions which directly reached 1,580 attendees across a variety of organisations in both the private and public sector (see section below). Some of these sessions were recorded for further transmission within the particular organisation, thereby increasing the reach to significantly more people.

Working to Reduce Suicide Across London

Our work in London is vital. Thrive LDN has previously reported that 2 million Londoners experience poor mental health every year. Half of the people living in London report feeling anxious and Londoners report lower levels of life satisfaction and feelings of self-worth than the national average. Sadly, on average, 12 people a week die by suicide in London and for every suicide death another 6 to 60 people at least are thought to be directly affected. Along with the loss of life, the psychological impact on family, friends, colleagues, witnesses, emergency services staff and unwilling participants (eg train drivers) is immeasurable.

We continued to develop listening skills and emotional and suicide awareness training suitable for delivery via virtual or in-person sessions. Employers see an increasing need for a greater understanding of mental health and suicidal behaviour. Many recognise the importance of understanding the warning signs of suicide and ways to approach colleagues in distress and are keen to ensure their staff have appropriate skills and confidence to do so.

During the year under review our volunteers have delivered this type of training to many types of organization including Conway, St Georges Hospital, Westfields, the Ministry of Justice, Haysmcintyre, Capital Group, Bond Group, Alvarium, City of London Police, Royal Masonic Benevolent Fund, Equifax, the Bank of England, City Mental Health Alliance, Department of Transport, Tao Group, Oliver Wyman, Centrepoint Supervisors, Financial Conduct Authority, Balfour Beatty and Arup UK.

We work with and offer support to other Westminster based charities, including Under One Sky, Night Stars, Nightline (Fitzrovia) and Westminster Advice Forum (run by the Westminster Citizens Advice Bureau). And we work with other London-wide organisations such as the Met Police.

We are also key members of suicide prevention teams which incorporate Westminster within their remit such as Rethink Mental Illness (we sit on their Steering Group and Suicide Prevention Group), Kensington, Chelsea and Westminster Suicide Prevention Group and the Security Consortium for the Prevention of Suicide (This group is newly formed and looks at suicide prevention in the security industry, eg the police, and we are in discussions about delivering sessions to all of the consortiums members).

Through the above initiatives we aim to 'live' key Thrive objectives. Simply, we aim to spread knowledge, skills and support so that people can better look after themselves and their neighbours.

Our Impact

By virtue of our very strict confidentiality service policy and the anonymity of our callers it is difficult to quantify with great accuracy the impact of the services that we provide. We obtain feedback where possible in relation to certain aspects of our Outreach projects, but this remains a difficult area for precise analysis on an ongoing basis. However, we do carry out point-in-time surveys of both our own listening volunteers and our callers where they are willing to participate.

The most recent survey of our callers took place in 2020. In summary, the findings were:

Why Samaritans
- callers said the immediate availability of our support sets it apart from other services. The helpline gives them the chance to talk to someone straight away when they need it, even in the middle of the night. There are no waiting lists and they don't have to wait to be called back;
- callers also appreciate that there is no set time limit, so they can take the time they need to talk things through and they know they can call again if they need to; and
- callers value our services because it is available 24/7, anonymous, confidential, non-judgemental and provides an opportunity for human contact.

Our impact on distress and suicidality
- for all callers, on average, there was a significant reduction in levels of distress from the start to end of a call, and from the start of a call to one week later;
- most callers felt their call helped them to manage their own level of distress and suicidal thoughts or feeling;
- a week after calling us, seven out of ten callers said they were feeling better, and that their call had contributed to this; and
- 70% of respondents who felt suicidal stated that contacting us influenced their decision not to end their life at that time.

Our impact by talking and listening
- most callers said calling us helped them feel listened to and understood. Calling helped them see that they had options and they felt more able to make choices. It also gave people more hope for the future and made them feel like they could cope with everyday life. Some said it made them feel calmer and less lonely.

The most recent survey of our caller concerns was carried out in June 2022 and highlighted that the top three concerns mentioned by callers that reached out for emotional support were mental health, family and isolation.

These pieces of research provide us with evidence about the positive impact of our emotional support services but also identify areas of concern which are acknowledged to have been exacerbated by the impact of the pandemic and cost-of-living crisis on suicide risk. Both have been used to inform the strategy of the wider organisation as well as specific areas of focus around service development, training materials and information provided to callers.

Awareness Raising

Our awareness raising activities are a key feature of our work whereby we focus our efforts on settings known to experience high numbers of suicide, such as main line rail stations, alongside a targeted talks program reaching out to vulnerable communities across central London. Equally we target large scale events such as the Pride and Black Pride in London to raise awareness of our service and offer emotional support where necessary. There are also organisation-wide events every year that we take part in such as 'Brew Monday' in January and The 'Big Listen' in July.

We hold fundraising events which also serve to raise awareness in the form of *Sing for Samaritans* at main line railway stations which, this year, included Charing Cross, Kings Cross, London Bridge, Fenchurch Street and Paddington stations.

Further awareness raising via social media and on-line platforms took place around established events like Mental Health Awareness Week, World Suicide Prevention Day and World Mental Health Day to reach out to different audiences and give talks about the service we provide as well as offering emotional support in general. In this way we reach 1,000's of people through our talks but many times more through the awareness raising that the larger events provide.

This year we were fortunate to receive support from Sarah Millican and Alfie Boe which enabled us to have a presence at one or more of their shows at which they raise awareness of what we do and we have volunteers present with leaflets and, of course, the ability to take donations. Other events our volunteers attended in order to raise awareness during the year included the Women of The World Festival at the Royal Festival Hall, University freshers fairs at the Fashion Retail Academy and Kings College, Time to Talk Service at St Martin in the Fields, Black Mental Health campaign event by Bella Rareworld, Inspiring Communities – reaching men at Ebury Edge community hall, Veterans Outreach at the Royal Hospital Chelsea, NSPA Conference and Vigil for Brianna Ghey in Soho Square.

Our People

Our Volunteers

We are a volunteer-led organisation so our core strength lies in our volunteers. During the year under review, we received 1,673 enquires from people who wished to be considered for our volunteer training program. Having transitioned our training processes, materials and classes to an on-line environment during 2020-21, we currently run a hybrid model whereby some elements of in-person group training have been re-introduced which we believe is hugely beneficial to the attendees. Using this approach, we ran 8 selection days which resulted in the commencement of 9 separate CORE Training classes and 90 newly trained listening volunteers.

Each of these classes typically consists a number of 'classroom' modules totaling 21 hours of training plus a further 5 hours of self-learning time. Additional training time and mentoring requirements result in each new listening volunteer undertaking a total of 62 hours of training to provide and equip them with the skills and support required to provide an empathic, listening ear for our highly vulnerable callers.

The training is delivered by our experienced volunteer training team (all volunteers) and prepares new volunteers to manage every eventuality. Our non-listening volunteers (Support Volunteers) who provide help in a variety of areas such as administration, fundraising and consultancy also receive that same first stage training to help them understand the roles of the listeners.

We run a 24/7 shift pattern to ensure that there is always someone here to support our callers, day or night. There have been many reasons following the pandemic which will have contributed to volunteers taking a leave of absence – health, family changes, leaving London as work-from-home became available, changes of circumstances, reduced free time etc. Despite this, in terms of active listening volunteers, the average number of active listening volunteers during the year remained largely unchanged at 346 (prior year average 348). However, the period end number of 329 as at 31 March 2023 compares to 366 active listening volunteers as at 31 March 2022. Hence, one of our key goals over the near term is training of new volunteers.

Our Staff Team

Our staff team of six full time equivalents provide support services to the Branch Director, board of Trustees and volunteers covering areas such as IT, building and facilities management, office administration, financial management and co-ordination of volunteer recruitment, training and rota management. In addition, the staff team are responsible for the digital footprint of our branch, some of the branch's fundraising activities and many of our relationships with external partners which, among other things, helps to promote our services and raise awareness. As described elsewhere in this report, the staff team played a major role in dealing with the impact of temporarily locating our services elsewhere, rectification of our own premises following the water ingress and subsequent re-location back to Marshall Street. They did this with drive and determination.

We are immensely grateful to all our volunteers and staff for their unwavering support and dedication during another challenging year.

Our Building

46 Marshall Street has been our home since 1987. Our location in the heart of Soho is accessible to callers and volunteers alike. The accessible location and facilities allow us to recruit, train and support volunteers from across London; volunteers who enable us to continue to fulfil our charitable aims and mission.

We have reported previously on the protracted hiatus in activity which the COVID-19 pandemic caused and that, after extensive consultation with the branch, a detailed planning application and listed building consent application for a comprehensive refurbishment and a small extension to Marshall Street was drawn up, submitted and approved by March 2022. Post-Covid and following the onset of the well documented cost-of-living crisis, it became apparent that fund raising to cover these refurbishment plans was not achievable, as over time the costs had grown to over £3.5m due to global issues affecting the supply chain, labour shortages and rising material costs. The philanthropic landscape had also changed along with the macro-economic outlook and there was little appetite identified to fund such a project.

Although hugely disappointing, the trustees proceeded to examine two alternative options. Firstly, a partial refurbishment to protect the fabric of the building and its working parts and to ensure safety of the building and services for a 5 to10 year period and/or until such time that a substantial capital fund raising campaign could be undertaken and, secondly, to explore a potential move to a suitable new premises funded by the sale of Marshall Street. After much consideration and debate the trustees resolved to further explore the second option and are currently progressing this.

Risk Management

During the year, the Board of Trustees reviewed and updated the charity's Risk Register and discussed matters relating to the following areas:

- Governance - health and safety, management, staffing and organisation structure, reputational factors and compliance with legal requirements;
- Finances - funding, financial policies and practices, cost performance versus budget, external financial climate and the utilisation of reserves;
- Operations - service delivery, caller and volunteer support, confidentiality and sensitive information; and
- Volunteer training, staff development and employment policies.

Whilst it is acknowledged that most fundraising activities have shown signs of recovery, there remains a degree of uncertainty over the potential impact that the wider cost-of-living issues may have on future fundraising opportunities in general. The Board of Trustees has reviewed forecast cash flows and budgets for the coming year taking into account the likely impact on fundraising activity as well as the prevailing level of free reserves. We are satisfied that the charity has sufficient resources to remain financially sustainable for the foreseeable future.

Environmental Policy

The Branch continues its efforts to reduce its overall impact on the environment through the following initiatives:

- Using energy saving light bulbs where possible throughout the building;
- Recycling as much as possible, with recycling bins positioned around the building;
- Waste is recycled through the local authority;
- Paper is recycled and re-used within the branch wherever possible;
- Printer cartridges are recycled through the nationally organised collection;
- Purchasing 'green' catering and stationery supplies where possible;
- Purchasing bamboo toilet paper, tissues and hand towels; and
- Using a ‘green’ energy supplier.

The charity's approach to the environment is reviewed periodically by the Board of Trustees and the Director Team. In addition, the Centre Manager completes an annual review of matters relating to Health & Safety.

Public Benefit

All our activities focus on the core work of offering emotional support to vulnerable people and are undertaken to further our charitable objectives for the public benefit. In planning and reviewing all the activities of the charity during the year the Trustees kept in mind the Charity Commission guidance on public benefit.

FINANCIAL REVIEW

Funding

Central London Samaritans is affiliated to but financially independent from the wider Samaritans organisation. We receive no income from the wider organisation and, indeed, have been fully financially independent for the last 5 years over which time we have raised £1.94m, an average of £387,000 per year. This has been achieved through the efforts of our own staff and volunteers and of course the amazing support from our varied donor base.

The aim of the Board of Trustees is that the charity must be financially self-sustaining and resilient in order to develop our services in a way that best meets the changing needs of Londoners. We endeavor to introduce and maintain diversity within our mix of funding across various sources. Typically, we might expect one third of our funding to come via trusts & foundations, up to 25% through individual giving and community events, 20% through legacies, 10% through corporate relationships and a further 10% through commercial activities such as room hire and workplace training. The fundraising target in any one particular year is influenced not only by our service plans but also by the level of free reserves we hold as these may fund our running costs in accordance with our stated reserves policy.

During the year under review, certain fundraising opportunities continued to re-emerge following the hiatus of the pandemic. Notably, community events and individual giving opportunities grew as public confidence around participation activities returned. Room hire and billable 'training events' also improved as peoples appetite for in-person sessions relating to these areas gradually returned. The only categories of income to fall below that achieved in the prior year were corporate and legacies. Legacies (ie gifts in Wills) are naturally unpredictable so this is not necessarily significant or concerning. Our ability to generate donations from corporate partnerships is somewhat limited by our size and the opportunities we can offer the corporate. This is an area we plan to focus on and make improvements where possible.

In summary, our overall income performance for the year resulted in total income of £375,450, an increase of 7.4% on the prior year. This reflects a stronger performance across most categories which more than offset reductions in income from corporates and legacies.

The general fundraising environment is difficult to predict. Significant cost pressures remain due to the on-going cost-of-living increases which may impact potential donors of all kinds (individuals, corporates and trusts). Volatility in asset returns and investment income may also affect the funds available to grant making organisations.

We will continue to examine opportunities to enhance the charity's financial sustainability as we focus on our partnerships and Outreach work across the seven boroughs we cover. This should ensure our services continue to be available to vulnerable and marginalised groups within the communities we serve and enable us to respond to the needs of our callers and visitors.

Expenditure

To ensure the charity's finances are being properly monitored and managed, the Board of Trustees receives monthly financial reports from the Treasurer. These reports include details of the charity's income and expenditure compared with a pre-approved annual budget, monthly Management Accounts covering the operation of the branch, cash and reserve balances compared with pre-approved policy requirements and other financial analysis. The total expenditure incurred excluding expenditure on the building project and the value of pro-bono services provided increased by 5.0% year-on-year evenly split between staff and non-staff costs. Given the magnitude of external cost pressures during the period, this is considered to be an acceptable outcome. Overall, excluding building project costs, out of every £1 spent, 82p went directly to supporting our charitable services.

The Financial Statements

The financial statements are prepared in compliance with the Statement of Recommended Practice ("The Charity SORP").

During the year ended 31 March 2023, the charity made an overall deficit of £54,692 (2022: deficit £171,912).

This comprises a deficit of £74,463 on Unrestricted funds and a surplus of £19,771 on Restricted funds.

Total income for the year was £375,450 (2022: £349,669). £48,646 of this income was Restricted and £326,804 was Unrestricted. The Unrestricted income includes £12,939 relating to services and goods generously provided free of charge (pro bono) to the charity during the year.

Expenditure for the year amounted to £430,142 (2022: £521,581), including depreciation of £39,640; an amount of £12,939 to balance the 'pro bono' income and £15,307 in respect of spend on our building project funded separately through the utilisation of designated funds.

At 31 March 2023 the charity had cash balances totaling £525,403 (2022: £573,761). £295,090 of this balance was placed in a 32 day notice deposit account, the remainder being in instant access bank accounts.

At 31 March 2023, available Unrestricted Funds totaled £442,043 (excluding fixed assets and investments) and Restricted Funds totaled £55,826.

Restricted funds comprise recognisable funds that can only be spent in accordance with the donor's intentions. Unrestricted funds comprise all other funds, including the value of the freehold property and any funds which have been designated by the trustees for a specific use. Current assets held within unrestricted funds are available for the ordinary purposes of the charity.

Reserves Policy

The Trustees may determine, from time to time, whether there are foreseeable non-recurring expenditures or loss of income specific to a certain event or circumstance and may establish designated reserves to cover these. A designated reserve will therefore be intended for a specific defined purpose over a specific defined period of time and be separate from the Charity's general free reserve.

Over and above such designated reserves, the Charity will hold a general 'free' reserve to cover items of expenditure or shortfalls in income arising from the general operation of the Charity's activities. As an employer of staff, the Charity is concerned that the position of staff should be protected as far as possible, and the level of reserve is intended to ensure that contractual obligations to staff and other third parties can be met in an orderly fashion. In addition to meeting contractual obligations, the general free reserve also serves to provide near-term financial resilience to assist in the planning of and support for the delivery of our charitable activities.

During the policy's annual review, the Trustees' considered various challenges which lie ahead in relation to the fundraising environment in general, the on-going impact of the cost of living crisis, reliance on funding cycles which prevent reapplication within 12 months and future service needs.

The challenges introduced by the pandemic and, more recently, the cost of living crisis, have not abated but equally have not yet shown a significant deterioration in our ability to raise funds from the various and diverse sources which have supported us over recent years. In view of these considerations, the Trustees resolved that there was no need to change the policy. Hence, the general 'free' reserve should be maintained within the range six to twelve months operating costs. For this purpose, operating costs are the highest audited annual total expenditure figure over the most recent three years of operation.

For the avoidance of doubt, the general free reserve comprises the total unrestricted funds less the sum of tangible fixed assets, illiquid investments and any designated funds set aside by the Trustees.

As at 31 March 2023 the unrestricted free reserve totaled £442,043. The audited total expenditure for the year totaled £430,142. The highest audited annual expenditure over the three years ended 31 March 2023 arose in the year ended 31 March 2022 and totaled £521,581. Hence, the general free reserve position represents 10.2 months of expenditure and is therefore within our stated policy. We anticipate that our free reserve balance will reduce further as it contributes towards our operating costs during 2023-24.

The Board of Trustees reviews the reserves policy at least annually or whenever required. The trustees monitor compliance with this policy as part of the monthly Management Accounts reporting.

Investment Powers and Policy

The charity's Constitution allows the trustees to invest in any way they consider appropriate. The charity's investment policy is a conservative one which prioritises capital preservation, reduced counterparty risk and liquidity ahead of yield. All cash balances must be placed with reputable UK banks, which are regulated by the PRA/FCA and members of the FSCS (Financial Services Compensation Scheme).

The charity's policy is that it will hold all its liquidity as cash in instant access accounts with reputable UK banks sufficient to cover at least 5 months of operating expenditure. Cash balances in excess of this may be held on fixed term deposit or rolling term deposit (again with reputable UK banks) such that amounts in excess of 5 months but equal to or below 8 months of operating expenditure may be placed on no more than 3 months deposit. Balances in excess of the 8 months requirement may be placed on no more than 6 month deposit.

As at 31 March 2023, total cash balances amounted to £525,403 of which £230,313 was held in instant access accounts and £295,090 was held in a 32 day notice deposit account. Cash held on instant access was £5,982 over and above our minimum policy requirement.

The deployment of cash is kept under review by the trustees in conjunction with advice from the Treasurer and professional advisors where relevant. The Board of Trustees reviews its investment policy at least annually or whenever required. The trustees monitor compliance with this policy as part of the monthly Management Accounts reporting.

THANK YOU

The charity has established a diverse program of fundraising activity which has resulted in generous support from new and existing supporters and donors. The response from donors, supporters and volunteers we receive is truly remarkable and has been particularly so in light of the many and varied challenges posed by the post-pandemic environment and subsequent cost-of-living crisis. So many individuals and organisations offered their help and were incredibly generous in their support.

The charity would like to take this opportunity to especially thank: The Adrian Swire Charitable Trust, The Aird Charitable Trust, Arnold Clark Community Fund, Capital Group, The City of Westminster, CGB Trust, The Co-Op, Elizabeth Frankland Trust, Garfield Weston Foundation, The Gilbert Edgar Trust, Golders Green Foundation, Great Western Railways, LNER, Mrs Smith and Mount Trust, The National Lottery Award for All, Rethink Mental Illness, Shaftesbury PLC, St James's Piccadilly Charity, The Tudor Foundation, The Worshipful Company of Coopers.

The charity is also extremely grateful to: Artemis Services, Arup UK, Breakin Form Films, Burmatex, Camden Carpetright, Cordiale, Dean Kaden, Elsevier Foundation, GIK Accoustics, Gower Consultants, Hotel Café Royal, Hotel Chocolat, Metro Bank, MJF Interiors, Moore Kingston Smith LLP, My Soho Times, Network Rail, Rockspring, Sainsbury PLC, Simmons & Simmons LLP, Tao Group and The Dorchester for their support and to all those who have helped us so generously during the year.

Thank you also to all 'The Friends of CLS' who give so much of their time and support to us whenever we are in need and The Rolling Tones, Gwalia Choir, Royal Opera Chorus and SHE Choir who helped us raise awareness and funds. And of course, thank you to all those who took part in fundraising events for CLS throughout the year – in particular sporting events such as the London Landmarks Half Marathon, the Hackney Half Marathon, the Lake District Challenge and our own Samarathon.

Finally, a big thank you to those who promoted us, ran events with us in mind or invited us to attend their events such as Alfie Boe, Sarah Millican, Bella Rareworld, Neha Jain, Raphaela Papadakis and Vanessa Pilkington.

The year ahead will undoubtedly present its own challenges. We are determined to continue to work together with our funders to meet these challenges and build upon all the amazing support that they have shown us. This, coupled with our unrestricted 'free' reserves balance, gives us confidence that the charity will remain financially stable for the foreseeable future and that we will continue to be there for anyone who needs us, every hour of every day.

Central London Samaritans
Annual Report of the Trustees
Year Ended 31 March 2023

Statement of the Board of Trustees' Responsibilities

The Central London Samaritans Board of Trustees is responsible for keeping proper accounting records which disclose with reasonably accuracy at any time the financial position of the charity and for the preparation of the financial statements for each financial year which give a true and fair view of the state of the charity and of the surplus (or deficit) of the charity for that period. In preparing those 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 judgements and estimates that are reasonable and prudent;
- State whether applicable 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 existence.

It is also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention of fraud and other irregularities. To the best of our ability The Board of Trustees believe that it has discharged its responsibilities during this past year.

Post Balance Sheet Events

There were no adjusting or non-adjusting events.

Due to unforeseen personal circumstances, Amy Koheeallee stepped down from the role of Chair and Branch Director with effect from 10th April 2023. Jane Little, Deputy Branch Director, took on the role from that date and, following the initiation of our formal branch director selection process, an Interim Branch Director was appointed on 10th July 2023, namely Heather Barker. Heather will fulfil the role of Chair and Interim Branch Director for 12 months.

This report was signed on behalf of the Board of Trustees by:

Jane Little 15.07.2023

Jane Little – Deputy Branch Director

Central London Samaritans

Independent Examiner's Report

Year ended 31 March 2023

Independent Examiner's Report

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31 March 2023.

Respective Responsibilities of Trustees and Examiner

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

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

Independent Examiner's Statement

The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of ICAEW, which is one of the listed bodies.

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

(1) the accounting records were not kept in accordance with section 130 of the Charities Act; or

(2) the accounts did not accord with the accounting records; or

(3) the accounts did 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.

Moore Kingston Smith LLP

Silvia Vitiello
For and on behalf of Moore Kingston Smith LLP
Chartered Accountants

4 Victoria Square
St Albans
AL1 3TF

Date:19.07.2023

Central London Samaritans

Statement of Financial Activities

Year ended 31 March 2023

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Income and endowments from:							
Donations and legacies	2	301,499	46,550	348,049	300,967	28,250	329,217
Investments		2,117	-	2,117	97	-	97
Other trading activities	3	23,188	2,096	25,284	19,253	646	19,899
Other	3a	-	-	-	456	-	456
Total		326,804	48,646	375,450	320,773	28,896	349,669
Expenditure on:							
Raising funds	4	(60,588)	(419)	(61,007)	(39,361)	(518)	(39,879)
Charitable activities	5	(327,627)	(27,846)	(355,473)	(416,818)	(47,673)	(464,491)
Other	6	(13,052)	(610)	(13,662)	(15,303)	(1,908)	(17,211)
Total		(401,267)	(28,875)	(430,142)	(471,482)	(50,099)	(521,581)
Net income/(expenditure)		(74,463)	19,771	(54,692)	(150,709)	(21,203)	(171,912)
Net movement in funds		**(74,463)**	**19,771**	**(54,692)**	**(150,709)**	**(21,203)**	**(171,912)**
Reconciliation of funds:							
Total funds brought forward	15	1,519,673	36,055	1,555,728	1,670,382	57,258	1,727,640
Total funds carried forward	15	1,445,210	55,826	1,501,036	1,519,673	36,055	1,555,728

All of the above amounts relate to continuing activities

The notes on pages 18 to 24 form part of these financial statements.

Central London Samaritans

Balance Sheet

31 March 2023

	Note	2023 £	2022 £
Fixed assets:			
Tangible assets	10	1,002,167	1,011,741
Investments	11	1,000	1,000
Total fixed assets		1,003,167	1,012,741
Current assets:			
Debtors	12	6,229	6,298
Cash at bank and in hand		525,403	573,761
Total current assets		531,632	580,059
Liabilities:			
Creditors: Amounts falling due within one year	13	(33,763)	(37,072)
Net current assets		497,869	542,987
Total assets less current liabilities		1,501,036	1,555,728
Total net assets		1,501,036	1,555,728
The funds of the charity:			
Restricted income funds	15	55,826	36,055
Unrestricted funds	15	1,445,210	1,519,673
		1,501,036	1,555,728

These financial statements were approved and signed by the members of the Board of Trustees on .

15.07.2023
……
Date

Jane Little
……
Jane Little
Deputy Branch Director

S Denyer
……..
Simon Denyer
Treasurer

CIO Number 1171330

Central London Samaritans

Notes to the Financial Statements

Year ended 31 March 2023

1 Accounting policies

1.1 Basis of accounting

The financial statements have been prepared in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102), the Charities SORP FRS 102 (second edition - October 2019) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable

Assets and liabilities are initially recognised at cost or transaction value unless otherwise stated in the relevant accounting policy notes.

Central London Samaritans meets the definition of a public benefit entity under FRS 102.

1.2 Going concern

The Trustees have, at the time of approving the financial statements, a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus they continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Fund accounting

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity. Unrestricted funds include the freehold property.

Restricted funds comprise funds which are subject to specific restrictions imposed by the donor and which are available for the better performance of the charity in accordance with those specific restrictions.

1.4 Incoming resources

Income received by way of donations and gifts is recognised in the Statement of Financial Activities ("the SOFA") when received.

Legacies are recognised when all the criteria have been met; entitlement when the Board of Trustees has been notified of distribution. The legacy is only formally recorded in the accounts when received.

Investment income is included when received.

Other income is included when received.

1.5 Resources expended

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it related:

- Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It excludes governance costs and costs incurred exclusively in the raising of funds.

- 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 governance and the strategic management of the charity.

1.6 Fixed assets

Fixed assets (excluding investments) are stated at cost or valuation less accumulated depreciation.

Depreciation is provided on all tangible fixed assets held by the charity for its own use at the following rates

Buildings	-	2% on valuation
Improvements to buildings	-	2% on cost
Fixtures, fittings and equipment	-	12.5% - 25% on cost

Assets with a value of more than £250 are capitalised.

1.7 Property revaluation

In accordance with the provisions of the SORP the Trustees have elected not to incorporate further revaluations of the property in the financial statements.

1.8 Investments

Investments are stated at valuation. Valuation is based on market value where securities are quoted or other valuation techniques approved by the Board of Trustees. Gains or losses are taken to the Statement of Financial Activities.

1.9 Pension costs

Central London Samaritans has set up a defined contribution Personal Pension Scheme in respect of all its employees and contributes a fixed percentage of the employees' salaries to this scheme. The assets of the scheme are held separately from those of the charity.

1.10 Operating lease agreements

Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are charged as an expense against income on a straight line basis over the period of the lease.

2 Donations and legacies

	2023			2022		
	Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
	£	£	£	£	£	£
Trust and foundation funding	83,500	42,550	126,050	76,880	28,250	105,130
Corporate and major donor funding	38,775	-	38,775	53,161	-	53,161
Community and individual fundraising	74,770	4,000	78,770	65,165	-	65,165
Legacies	85,388	-	85,388	96,941	-	96,941
Gift Aid	6,127	-	6,127	5,000	-	5,000
Donated services	12,939	-	12,939	3,820	-	3,820
	301,499	46,550	348,049	300,967	28,250	329,217

3 Other trading activities

	2023			2022		
	Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
	£	£	£	£	£	£
Other income	20,067	1,456	21,523	19,253	646	19,899
Central Charity Funding	3,121	640	3,761	-	-	-
	23,188	2,096	25,284	19,253	646	19,899

3a Other income

	2023			2022		
	Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
	£	£	£	£	£	£
HMRC Job Retention Scheme	-	-	-	456	-	456
4	-	-	-	456	-	456

Expenditure on raising funds

	2023			2022		
	Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
	£	£	£	£	£	£
Fundraising staff costs	53,030	-	53,030	33,188	-	33,188
Other fundraising costs	7,558	419	7,977	6,173	518	6,691
5	60,588	419	61,007	39,361	518	39,879

Expenditure on charitable activities

	2023			2022		
	Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
	£	£	£	£	£	£
Staff costs	141,456	21,101	162,557	141,274	31,639	172,913
Telephones	5,323	277	5,600	4,753	1,346	6,099
Conference and training	1,426	1,887	3,313	-	-	-
Catering costs	1,388	36	1,424	1,100	61	1,161
Volunteer expenses	11,391	540	11,931	8,779	5,779	14,558
Printing postage stationery	1,415	79	1,494	1,109	206	1,315
Computer Costs	13,251	684	13,935	18,729	1,770	20,499
Maintenance	22,681	610	23,291	13,546	1,454	15,000
Bank charges	1,352	49	1,401	1,316	116	1,432
Utilities	11,026	405	11,431	7,099	690	7,789
Business Rate	4,117	216	4,333	4,421	367	4,788
Cleaning	16,120	894	17,014	20,416	1,521	21,937
Business Insurance	5,863	264	6,127	4,891	449	5,340
Professional fees and costs	51,178	804	51,982	150,048	2,275	152,323
Depreciation	39,640	-	39,640	39,337	-	39,337
6	327,627	27,846	355,473	416,818	47,673	464,491

Other expenditure

	2023			2022		
	Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
Governance costs:	£	£	£	£	£	£
Independent examination fee	4,000	-	4,000	3,960	-	3,960
Committee meeting costs	(50)	113	63	1,251	-	1,251
Branch contribution	9,102	497	9,599	10,092	1,908	12,000
	13,052	610	13,662	15,303	1,908	17,211

7 Staff costs

	2023	2022
	£	£
Total staff costs were as follows:		
Wages and salaries	174,601	170,372
Social security costs	12,598	12,893
Pension costs	3,698	3,568
Temporary agency staff	24,076	17,114
Other staff costs	614	2,154
	215,587	206,101

No employee received emoluments of more than £60,000 (2022: none)

Particulars of employees:
The average number of employees during the year was as follows:

	2023		2022	
	Full Time	Part Time	Full Time	Part Time
Employees	5.5	-	5.9	-

8 Management Committee Members' Remuneration and Expenses

No member of the Board of Trustees was remunerated for services as a Trustee (2022: nil)

Trustees, the Branch Director and the Advisory Directors only receive reimbursement of agreed expenses in accordance with the charity's expenses policy.

9 Indemnity Insurance

The Samaritans has centrally effected professional indemnity insurance to protect employees, Trustees, Directors and other volunteer members of all Samaritans Branches. This cost is recharged to the Branch.

10 Fixed assets

	Freehold Property	Fixtures & Fittings	Freehold improvements	Total
Cost or valuation	**£**	**£**	**£**	**£**
At 1 April 2022	1,050,000	175,748	692,232	1,917,980
Additions	-	6,584	23,482	30,066
Disposals	-	(159,018)	-	(159,018)
At 31 March 2023	1,050,000	23,314	715,714	1,789,028
Depreciation				
At 1 April 2022	504,000	170,192	232,047	906,239
Charge for the year	21,000	4,327	14,313	39,640
Depreciation on dispos	-	(159,018)	-	(159,018)
At 31 March 2023	525,000	15,501	246,360	786,861
Net book value				
At 31 March 2023	525,000	7,813	469,354	1,002,167
At 1 April 2022	546,000	5,556	460,185	1,011,741

The charity's freehold premises at 46 Marshall Street, London W1F 9BF were revalued as at 21st September 2018 by Messrs Gerald Eve LLP, Consultant Surveyors and Valuers, on an open market value basis in accordance with the Guidelines issued by the Royal Institution of Chartered Surveyors. The Board of Trustees subsequently received an informal indication in September 2018 that the value of the premises based on a rental yield was in the region of £6.1 million.

The historic cost of the freehold property (shown above at £1,050,000) and excluding improvements is £715,714.

11 Investments

	2023	2022
	£	£
Valuation at 1 April 2022 & 31 March 2023	1,000	1,000
Historical cost at 1 April 2022 & 31 March 2023	1,000	1,000

This comprises 1,800 shares of 1p each in Helpcards Holdings Limited, representing 0.31% of the share capital of the company. Helpcards Holdings Limited is a company incorporated in England.

12 Debtors

	2023	2022
	£	£
Prepayments	6,229	6,298
	6,229	6,298

13 Creditors: Amounts falling due within one year

	2023	2022
	£	£
Trade creditors	13,157	14,676
Tax and social security	5,008	3,346
Accruals and other creditors	15,598	19,050
	33,763	37,072

14 Commitments under operating leases

At 31 March 2023 the charity had annual commitments under non-cancellable operating leases as set out below.

	2023	2022
	£	£
Operating leases which expire:		
Within 1 year	-	316
Within 2 to 5 years	-	-
	-	316

15 Funds

	Balance at 1 Apr 2022	Incoming resources	Outgoing resources	Transfers, gains and losses	Balance at 31 Mar 2023
	£	£	£	£	£
Restricted funds:					
Ongoing activities	11,055	48,646	(28,875)	-	30,826
Building project	25,000	-	-	-	25,000
	36,055	48,646	(28,875)	-	55,826
Unrestricted funds:					
Fixed assets	1,012,741	-	(39,640)	30,066	1,003,167
Free reserves	489,125	326,804	(346,320)	(27,566)	442,043
Designated funds	17,807	-	(15,307)	(2,500)	-
	1,519,673	326,804	(401,267)	-	1,445,210
Total funds	1,555,728	375,450	(430,142)	-	1,501,036

Restricted funds comprise funds that can only be spent in accordance with the donor's intentions.

Unrestricted funds comprise all other funds, including the value of the freehold property. Current asset held within these funds are available for the ordinary purposes of the charity.

Designated funds relate to certain estimated costs associated with building refurbishment work.

15 Funds (continued)

	Balance at 1 Apr 2021	Incoming resources	Outgoing resources	Transfers, gains and losses	Balance at 31 Mar 2022
	£	£	£	£	£
Restricted funds:					
Ongoing activities	32,258	28,896	(50,099)	-	11,055
Building project	25,000	-	-	-	25,000
	57,258	28,896	(50,099)	-	36,055
Unrestricted funds:					
Fixed assets	1,048,360	-	(39,337)	3,718	1,012,741
Free reserves	573,300	320,773	(297,230)	(107,718)	489,125
Designated funds	48,722	-	(134,915)	104,000	17,807
	1,670,382	320,773	(471,482)	-	1,519,673
Total funds	1,727,640	349,669	(521,581)	-	1,555,728

16 Analysis of net assets between funds

	Unrestricted Funds	Restricted Funds	Total
	£	£	£
Tangible fixed assets	1,002,167	-	1,002,167
Investments	1,000	-	1,000
Current assets	475,806	55,826	531,632
Current liabilities	(33,763)	-	(33,763)
Total Funds	1,445,210	55,826	1,501,036

Signature: Jane Little
Jane Little (Jul 15, 2023 12:39 GMT+1)

Email: ddcomms@cls.org.uk

Signature: S Deg
S Denyer (Jul 15, 2023 14:08 GMT+1)

Email: st.denyer@hotmail.com

CENTRAL LONDON SAMARITANS

England & Wales - Charity number 1171330

Accounts

MOORE Kingston Smith

Central London Samaritans

Annual Report and Financial Statements

31 March 2022

CIO Number 1171330

Central London Samaritans
Annual Report and
Financial Statements

Year ended 31 March 2022

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Central London Samaritans

Legal Information

Year Ended 31 March 2022

LEGAL INFORMATION

Founder
The late Prebendary Dr Chad Varah CH, CBE.

Chair and Branch Director ('Single Branch Leader')

Up to 14 July 2021 - Emma Randle, Trustee.
From 15 July 2021 – Amy Koheeallee, Trustee.

The Trustees
Amy Koheeallee, Chair and Branch Director – elected July 2021, maternity leave from 1st April 2022
Jane Little, Trustee and Deputy Branch Director – co-opted January 2022
Jonathan Grunewald, Trustee and Secretary – co-opted November 2021
Simon Denyer, Trustee, Treasurer - re-elected October 2021.
Catherine Bourne, Trustee – re-elected October 2021.
Heather Barker, Trustee – re-elected October 2021.
Jessica Gane, Trustee - re-elected October 2021.
Samuel Harrison, Trustee - re-elected October 2021.
Alice Langley, Trustee – re-elected October 2021.
Lily Kitchen, Trustee – elected October 2021.
Jeremy Marcus, Trustee – elected October 2021.

Trustees who retired at our AGM on 20 October 2021
Caroline Fahy.
Robert Lightfoot (previously Clarke).

Advisor to the Board of Trustees
Cynthia Pearce, special Advisor.

Registered Charity Number: 1171330.

Constitution dated: Charitable Incorporated Organisation (CIO) registered 26 January 2017 - effective from 1 April 2017.

Registered Address and Telephone Number: 46 Marshall Street, London, W1F 9BF - 020 7758 0660.

PROFESSIONAL ADVISORS

Independent Financial Examiners
Moore Kingston Smith LLP, 4 Victoria Square, St Albans, Herts, AL1 3TF.

Bankers
Lloyds Banking Group plc, Cheapside Branch, 125 London Wall, London, EC2Y 5AS.

Central London Samaritans
Annual Report of the Trustees
Year Ended 31 March 2022

THE CHARITY

The charity, CENTRAL LONDON SAMARITANS ('CLS'), was registered with the Charity Commission as a Charitable Incorporated Organisation ('CIO') on 26 January 2017 with Charity Number 1171330 and Registered Office at 46 Marshall Street, London, W1F 9BF. The charity became operational on the full transition to CIO status on 1 April 2017. Prior to this the charity had operated and been registered with the Charity Commission as an unincorporated body known as "The Samaritans (London Branch)" with Charity Number 268293, at 46 Marshall Street, London, W1F 9BF.

CLS is a recognised affiliate branch of Samaritans, founded in 1953 by the late Prebendary Dr Chad Varah CH, CBE. Samaritans is a company limited by guarantee and a registered charity based at The Upper Mill, Kingston Road, Ewell, KT17 2AF. CLS is a part of the Samaritans London Region and covers the seven inner London Boroughs of: City of Westminster, the City of London, Kensington & Chelsea, Camden, Islington, Hackney and Tower Hamlets. CLS fulfils its charitable aims under an Operating Agreement with the Samaritans Central Charity ('SCC') the purpose of which is to make sure that all services provided are of a consistently high quality and that we work effectively together to support our callers. In addition, the SCC are responsible for determining the overall strategy of the wider organisation and providing direction and support to all branches across the broad aspects of service, access, influence and evidence.

CLS has been fully self-funding since 1 April 2018. The majority of CLS's income during the year ended 31 March 2022 was generated through voluntary donations and grants which were raised independently by the branch. CLS does not receive grants or donations from the wider Samaritans organisation.

STRUCTURE, GOVERNANCE AND MANAGEMENT

The Board of Trustees

Under the CIO constitution, the charity is managed by the Board of Trustees comprising the Single Branch Leader, the Secretary, the Treasurer and up to eight elected members with the power to co-opt up to two additional members. Elected members can serve a maximum of six consecutive years, with annual elections taking place at the charity's Annual General Meeting (AGM). All trustees offer their services on a voluntary and unpaid basis.

The trustees are responsible for ensuring the charity delivers its charitable objectives; for the financial well-being of the charity; and for compliance with charity and relevant legal and statutory requirements.

In line with Charity Commission guidelines, training material is made available to newly appointed trustees on their roles and responsibilities to supplement an online training program created by Samaritans. Further ongoing training is arranged, for trustees individually or the Board of Trustees as a whole, when deemed necessary.

During the year ended 31 March 2022 the Board of Trustees formally met ten times and together with specific working parties, discussed and planned in detail the strategic direction of CLS and oversaw the charity's effective and efficient operation.

The Branch Director

The Branch Director of the charity is selected through a consultative process involving all branch volunteers and representatives of the SCC. A formal appointment is then made by the SCC Trustee Board on the recommendation of the Regional Director. The Branch Director then selects a number of Deputy Directors to support her or him during their three-year term of office and may also select a Deputy Branch Director. The posts of Branch Director, Deputy Branch Director and Deputy Directors are voluntary and unpaid.

In accordance with our constitution, the role of Branch Director is ordinarily restricted to a three year term. The Branch Director during the year up until 14 July 2021 was Emma Randle. Emma's three year term came to an end during the year under review and, following the successful completion of a selection process, Amy Koheeallee was formally appointed as Branch Director and Chair with effect from 15 July 2021.

A key role of the Branch Director is to ensure the provision of high quality and consistent care to all callers contacting the charity by whatever means and to support all the volunteers who provide this care, or who support the work of the charity in other ways. During the year, the position of Branch Director was assisted by a small team of paid full-time staff who are responsible for the day-to-day operations of the branch. The staff team provide support for the volunteer rota, outreach in the community, recruitment, training and support of volunteers, fundraising, administrative functions and management of branch facilities and premises which are open and utilised 24 hours a day.

Deputy Director Team

The Branch Director is supported by a team of deputy directors, all of whom are themselves volunteers. Each deputy director acts as a lead volunteer in their particular area of expertise covering the following operational areas: Webchat, Email, Communications, Transferees, Volunteer Support, New Volunteers, Embedding, Homeless Outreach, Core Training, Recruitment & Selection, Caller Support, Peer Support, Prisons, Continuous Development, Onsite Support and Quality Hub. The Branch Director, Deputy Branch Director and deputy director team meet monthly during the year (or more frequently as required) to monitor and discuss the operational performance of the branch. This team together with the Trustees form the Branch Leadership Team who meet every quarter.

OBJECTIVES AND VALUES

Samaritans' Vision, Mission and Values (which the charity fully supports) are set out in its document *Samaritans' Strategy 2022-2027*.

Our Vision
Samaritans' Vision is that fewer people die by suicide.

Our Mission
Samaritans work to achieve this Vision by making it our Mission to alleviate emotional distress and reduce the incidence of suicidal feelings and suicidal behavior.

Samaritans do this by:
- Being available 24 hours a day, 365 days a year to provide emotional support for people who are experiencing feelings of emotional distress or despair, including those which may lead to suicide;
- Reaching out to high-risk groups and communities to reduce the risk of suicide;
- Working in partnership with other organisations, agencies and experts; and
- Influencing public policy and raising awareness of the challenges of reducing suicide.

Our Values
Samaritans are committed to the following values:
- **Listening,** because exploring feelings alleviates distress and helps people to reach a better understanding of their situation and the options open to them;
- **Confidentiality,** because if people feel safe, they are more likely to be open about their feelings;
- **People making their own decisions wherever possible,** because Samaritans believe that people have the right to find their own solution and telling people what to do takes responsibility away from them;
- **Being non-judgmental,** because Samaritans want people to be able to talk to us without fear of prejudice or rejection; and
- **Human contact,** because giving people time, undivided attention and empathy meets a fundamental emotional need and reduces distress and despair.

Fulfilling the Mission

Our volunteers are available to provide support by telephone and written word 24 hours a day every day of the year, see callers wishing to visit the branch in person from 9am to 9pm every day of the year (although the pandemic restricted our ability to do this for a period) and offer emotional support outside of the branch by way of numerous outreach projects within the local community. We have provided uninterrupted support every hour of every day to our callers since establishing in 1953, never having closed our service.

Central London Samaritans
Annual Report of the Trustees
Year Ended 31 March 2022

REVIEW OF OUR ACTIVITIES

Our Work

Our primary aim has always been that our volunteers are available at any time of the day or night to provide non-judgmental, confidential emotional support for our callers who experience a range of feelings including loneliness, isolation, anxiety, fears about financial problems and relationship breakdowns. We respond not only to phone calls, but contact by email, webchat and face-to-face callers at our branch in the City of Westminster as well as taking our services to vulnerable individuals and marginalised communities at highest risk of suicide. We remain one of the few truly 24/7 support services, available free of charge to anyone, with no appointment or waiting lists. We know that the element of human interaction is important to callers: research has shown that our callers value having someone real to communicate with, listen to and be there for them at any time during the day or night.

The work of the charity is undertaken by around 400 volunteers - listening and support volunteers - who are recruited and trained in their specific roles. We are, and always have been, a volunteer led charity. Many volunteers take on extra responsibilities by helping with recruitment, selection, training, outreach programs, fundraising, awareness and publicity, administration and volunteer support. Being a Samaritans volunteer is time demanding and at times challenging yet can also be hugely rewarding.

We maintain close contact with and attend meetings of a number of suicide prevention groups within the boroughs that we serve. Through our attendance we can offer help and support to the initiatives being driven by these groups and, where relevant, offer our views on how best to achieve their goals. We also partner with other organisations and charities to provide our service in a coordinated, meaningful way – eg Network Rail, City of London Police, Cruse Bereavement Care, HM Prison Service to name just a few.

COVID-19 Pandemic and its Impact on Our Work During the Year

In many ways the year under review may be characterised as a period in which we built on the successes of 2020-21 despite the continuing challenges of the pandemic. It is unsettling to acknowledge that these challenges have been with us for 2 years but encouraging that we appear to be reaching a point where society can function reasonably freely once again.

Challenges

In certain areas of our operation, the impact of the pandemic was a constant factor which affected us for longer than we had envisaged at the beginning of the year. Two of the most notable areas being fundraising and volunteer availability.

Fundraising events and income generation opportunities remained subdued for much of the year and even when we were fortunate enough to be able to hold them the opportunity was severely reduced. The festive period is usually a very busy time for our awareness and fundraising events. Typically, we aim to visit all the major railway stations in London with a team of volunteers and local Christmas choirs. Reduced footfall across many parts of London, and in particular the main commuter railway stations, resulted in very low numbers at these events although it was fantastic to be able to run them again, engage with the public and listen to live choirs entertain those who were travelling into the capital.

We also held a special Advent Celebration service at St Stephen Walbrook church in the City of London – this being where the Samaritans movement first started supporting people back in 1953. Such a special venue provides a wonderful backdrop to the event but, due to general social distancing concerns, we restricted the attendance numbers to roughly one half of our historic events at this venue with a corresponding impact on the event's fundraising contribution.

The opportunities for meeting room hire to external organisations remained severely curtailed throughout the year and is an area which we have to assume may not recover to its previous level as peoples working habits and use of technology only serve to reduce demand.

Another area of continuing challenge was reduced volunteer availability at certain times of the year. The wide use of the NHS test and trace notification app as restrictions were relaxed in the summer months coupled with the corresponding isolation guidance caused a significant increase in the number of our volunteers having to cancel their allocated shifts at short notice.

The emergence of the Omicron variant later in the year had similar repercussions. However, thanks to the enormous goodwill of our entire volunteer base and the tireless efforts of our small staff team, once again we were able to ensure that our service remained open every minute of every day and night throughout.

Specific Areas of Focus

Despite the continuing challenges and uncertainties posed by the gradual but stuttering emergence from the pandemic, we have been working hard to build on the successes of 2020-21 as well as expanding our reach. In terms of the support we provide to vulnerable and higher risk groups outside of our branch we were able to make progress in the following areas:

Time to Talk, Time to Listen – during 2020-21 we found that many organisations were becoming increasingly concerned about the mental wellbeing of their staff. In response to various requests for our help, we developed materials suitable for on-line sessions hosted by our highly trained volunteers to support emotional and mental wellbeing in the workplace. Broadly these sessions look at the many and complex issues faced by staff (tailored to the specific needs of the organisation) and how effective listening can make a difference. Importantly it looks at ways in which we can take care of ourselves and our own wellbeing while having the confidence and skills to open up conversations with and provide support to others. During the course of the year under review, we continued to develop our approach and materials in this area.

Facing The Future – The impact of suicide can be devasting. It can cause intense feelings of grief for loved ones, communities and workplaces. One in ten people who are bereaved by suicide go on to have suicidal feelings. Here at CLS we have worked in conjunction with CRUSE Bereavement Care for many years, running group sessions for those bereaved by suicide to ensure that they are properly supported. This year CLS has taken on the nationwide development and expansion of the program through the use of on-line technology. Our plans for this program now extend to running up to 48 separate groups a year, each group having 7 attendees and running for 6 x 90 minute sessions. This is a significant logistical challenge and like all of our work, is led by highly trained and experienced volunteers.

Prisoner Listener Scheme – people in prison are significantly more likely to die by suicide than people in the general population. As part of our commitment to reducing suicide, we train selected prisoners to provide emotional support to their peers, by becoming 'Listeners'. Our volunteers work with prison staff to select and train people in prison who have shown an interest in becoming a Listener. Listeners are prisoners who provide confidential emotional support to their peers who are struggling to cope or feeling suicidal. On completion of their training, Listeners receive a certificate and agree to follow our policies and values. Listeners receive regular support and meet with our team of volunteers on a weekly or fortnightly basis. During the year we added HMP ISIS prison to our program and were able to successfully train a number of new Listeners to provide this vital support.

Custody Suites – we were able to start a new outreach activity by providing support to people held within police custody suites. Currently our volunteers attend Bishopsgate Police station twice a week (Thursday evening / Saturday morning) to provide support where needed. Early feedback has been positive and there is appetite from the attending police officers to receive additional training themselves in this area in order to better manage some of these situations.

Training of new volunteers – building on the successes of 2020-21 during which we switched our training programs to an on-line only environment, we continued with our on-line training but were able to re-introduce a face-to-face element during the second half of the year resulting in a hybrid approach. This has enabled us to continue the recruitment and training of new volunteers which is so vital to the 24/7 support model we run.

To maintain our core telephone, email and webchat support lines requires around 26 volunteers to come into our branch every 24 hour period to man a rota of 6 shifts per 24 hours. This year we introduced training classes specifically aimed at prospective volunteers wishing to serve on night shifts only – night shifts being the most difficult part of the 24 hour cycle to fill but conversely the time when calls tend to peak. We have been pleased with the response to this new approach and will be running further shift-specific training sessions in due course.

In addition to the above, we carried out a volunteer survey of the shift rota pattern to establish areas of concern or improvement. While there were no areas of significant concern, small changes have been made in response to volunteer feedback and with a view to increasing overall volunteer availability for shifts at night.

Inside the Branch – Output

In terms of output, during the year ended 31 March 2022, CLS volunteers responded to 51,673 calls for help through calls to our helpline (38,844) and written word (12,829). Although the overall numbers of in-branch support through these services reduced by 14% year-on-year, we were able to increase the number of available shift hours by 6% thereby increasing the availability of our helplines to those wishing to contact us. The fact that there were fewer contacts reflects an increase in average call length. There can be many reasons for such increases - the pandemic served to magnify risk factors associated with suicidal feelings and self-harm, creating a backdrop of heightened insecurity and financial uncertainty as well as significant emotional stresses. These all play a part in the nature and length of the conversations we have with our callers.

Under 'normal circumstances' our Face-to-Face service, where people can simply knock on our doors between 9am to 9pm every day without appointment accounts for up to 40% of the face-to-face visits across the Samaritans organisation. Being centrally located in London offers a convenient and accessible position both geographically and for Londoners struggling to cope. Typically, we would expect to support c.4,000 callers annually via this service, but it was on pause following the initial pandemic lockdown. We are delighted to report that this service re-opened in June 2022 and that we have provided refresher training to our volunteers to enable a safe and compliant environment for all involved.

Outside the Branch - Output

Certain groups of people have heightened vulnerability to suicide which require a tailored range of interventions.

We proactively reach out to these high-risk communities, including the homeless, men in custody, people bereaved by suicide. Having been put on pause at the outset of the pandemic and remaining largely that way throughout 2020-21, many of these programs were able to resume at various stages during 2021-22.

Homeless - our Homeless Team attend homeless food drops in Westminster each week providing support which gives individuals a unique opportunity to be heard and explore their feelings, often at a point of personal crisis. We were able to resume this program in August 2021 and since then have provided emotional supported to 376 individuals in this environment. We also have materials and virtual sessions that can be used to support the staff in homeless centers as we expand the extent of what we offer these communities and those involved in their care.

Men in Custody - as part of this work, our volunteers train selected prisoners to become 'Listeners' in a prison setting. With the use of dedicated confidential phone lines, our Prisons Team was able to maintain a somewhat reduced level of support to the Listeners who themselves provide support to the inmates at Brixton and ISIS Prison. During the year we were able to restore this service to face-to-face visits to the two prisons which enabled further selection and training of new Listeners. The continuation of this service enabled Listeners to support 358 calls for help (in a prison setting) from prisoners in Brixton and ISIS.

People bereaved by suicide – our pioneering partnership with CRUSE Bereavement Care (Kensington & Chelsea) provided emotional support to 142 individuals bereaved by suicide. We are incredibly proud that this partnership has developed from its inception at Central London Samaritans to become an organisation-wide Samaritans program called Facing the Future. We are also proud to report that this initiative is being expanded across the UK and Ireland via the use of on-line technology through which we hope to extend this program to 48 separate groups across a 12 month period.

Time to Talk, Time to Listen – the development and take-up of this 'awareness training' for external organisations has been extremely important as mental health and wellbeing in the workplace suffered as a result of the pandemic. We completed 29 separate sessions during the year which directly reached 857 attendees. Some of these sessions were recorded for further transmission within the particular organisation, thereby increasing the reach to significantly more people.

In addition to the above, our Schools Team reach many young people with the aim of equipping them with long-term emotional resilience, an ability to recognise mental health issues within themselves and others and raise awareness about the support service that is available from Samaritans. A combination of on-line sessions and school visits were delivered during the year reaching 2,245 pupils.

Working to Reduce Suicide Across London

Our work in London is vital. Thrive LDN reports that 2 million Londoners experience poor mental health every year. Half of the people living in London report feeling anxious and Londoners report lower levels of life satisfaction and feelings of self-worth than the national average. Sadly, on average, 12 people a week die by suicide in London and for every suicide death another 6 to 60 people are thought to be directly affected. Along with the loss of life, the psychological impact on family, friends, colleagues, witnesses, emergency services staff and unwilling participants (eg train drivers) is immeasurable.

Our volunteers deliver 'Suicide Awareness Training' and 'Listening Skills' to local organisations and businesses to equip frontline staff with the skills to better understand the warning signs of suicide when dealing with vulnerable individuals. We have delivered training to organisations including Kings College London, London School of Economics, London Business School, UCL, University of Westminster, Balfour Beaty (Euston – HS2 team), Conway (Westminster Bridge work also attended by TfL), Forsters (Mayfair), Capital Group (Belgravia), Haysmcintyre (Red Lion Square), Shaftesbury and the DCMS (Dept for Digital, Culture, Media and Sport).

We work with and offer support to other Westminster based charities, including Under One Sky, Night Stars, Nightline (Fitzrovia) and Westminster Advice Forum (run by the Westminster Citizens Advice Bureau). And we work with other London-wide organisations such as the Met Police.

We are also key members of suicide prevention teams which incorporate Westminster within their remit such as Rethink Mental Illness (we sit on their Steering Group and Suicide Prevention Group), Kensington, Chelsea and Westminster Suicide Prevention Group and the Security Consortium for the Prevention of Suicide (This group is newly formed and looks at suicide prevention in the security industry, eg the police, and we are in discussions about delivering sessions to all of the consortiums members).

Through the above initiatives we aim to 'live' key Thrive objectives. Simply, we aim to spread knowledge, skills and support so that people can better look after themselves and their neighbours.

Our Impact

By virtue of our very strict confidentiality service policy and the anonymity of our callers it is difficult to quantify with great accuracy the impact of the services that we provide. We obtain feedback where possible in relation to certain aspects of our Outreach projects, but this remains a difficult area for precise analysis on an ongoing basis. However, we do carry out point-in-time surveys of both our own listening volunteers and our callers where they are willing to participate.

The most recent survey of our callers took place in 2020, the results of which were detailed in our Trustee report last year. In summary, the findings were:

Why Samaritans

- callers said the immediate availability of our support sets it apart from other services. The helpline gives them the chance to talk to someone straight away when they need it, even in the middle of the night. There are no waiting lists and they don't have to wait to be called back;
- callers also appreciate that there is no set time limit, so they can take the time they need to talk things through and they know they can call again if they need to; and
- callers value our services because it is available 24/7, anonymous, confidential, non-judgemental and provides an opportunity for human contact.

Our impact on distress and suicidality

- for all callers, on average, there was a significant reduction in levels of distress from the start to end of a call, and from the start of a call to one week later;
- most callers felt their call helped them to manage their own level of distress and suicidal thoughts or feeling;
- a week after calling us, seven out of ten callers said they were feeling better, and that their call had contributed to this; and
- 70% of respondents who felt suicidal stated that contacting us influenced their decision not to end their life at that time.

Our impact by talking and listening

- most callers said calling us helped them feel listened to and understood. Calling helped them see that they had options and they felt more able to make choices. It also gave people more hope for the future and made them feel like they could cope with everyday life. Some said it made them feel calmer and less lonely.

The most recent surveys of our listening volunteers were carried out during 2021 and centered around the impact of the Coronavirus pandemic on our callers and their concerns. These surveys were complemented by anonymous analysis of over 4 million emotional support contacts provided by telephone and email across the wider organisation. While coronavirus has changed everyone's lives, the evidence from this work suggests the pandemic may impact some groups' suicide risk more than others. It identified 5 key groups that are of particularly concerned:

People with pre-existing mental health conditions have increased suicide risk, and the research shows the extra challenges of accessing support, whether from mental health services, friends and family, or community services, have been a key cause of distress.

Young people have faced rising self-harm and suicide rates in recent years, and during the restrictions the research shows they have struggled with family tensions, a lack of peer contact and negativity about their future prospects.

Middle-aged men have persistently faced the highest suicide rates and the research shows key risk factors for this group, such as relationship breakdown and unemployment, alongside a perceived need to cope alone, is affecting this group's wellbeing.

Healthcare workers have experienced a significant and direct impact on their life and work as a result of the pandemic. The research finds that stress and burnout, fears of infecting family members and anxiety about attending work have all been common features of calls to us.

People in prison faced much higher suicide rates than the general population before the pandemic began, and our findings show that increased cell time, reduced activities and a lack of family visits resulting from the pandemic have impacted on wellbeing.

These pieces of research provide us with evidence about the positive impact of our emotion support services but also identify areas of concern arising from the impact of the pandemic on suicide risk. Both have been used to inform the strategy of the wider organisation as well as specific areas of focus around service development, training materials and information provided to callers.

Awareness Raising

Our awareness raising activities are usually a key feature of our work whereby we focus our efforts on settings known to experience high numbers of suicide, such as main line rail stations, alongside a targeted talks program reaching out to vulnerable communities across central London. Equally we would usually target large scale events such as the Pride in London parade and the Notting Hill Carnival to raise awareness of our service and offer emotional support where necessary. Clearly none of these events were possible during the year under review and naturally our efforts in this area were somewhat lighter than we would usually expect.

Some events and campaigns were able to take place which helped us maintain a degree of awareness raising throughout the year. For example, two organisation-wide events held every year are The 'Big Listen' on 24 July (24/7) and 'Brew Monday' in January. Both these events took place, the first fully on-line and the second in-person with and all-day presence at Waterloo Station in London.

During the festive period we were able to hold a number *Sing for Samaritans* events at key commuter railway stations in London. These events entail having a team of volunteers together with a Christmas Choir in-situ on the concourse which both generates awareness and raises funds at the same time.

Further awareness raising via social media and on-line platforms took place around established events such as Mental Health Awareness Week, Suicide Prevention Day and World Mental Health Day.

Finally, we continued to develop listening skills and emotional and suicide awareness training suitable for delivery via virtual or in-person sessions. Employers see an increasing need for a greater understanding of mental health and suicidal behaviour. Many recognise the importance of understanding the warning signs of suicide and ways to approach colleagues in distress and are keen to ensure their staff have appropriate skills and confidence to do so.

Our People

Changes to our Team

Our constitution imposes restrictions on the tenure of certain roles, in particular the role of Branch Director is rotated every 3 years. This role, along with all other trustee and deputy director roles which comprise our leadership team, is voluntary and unpaid and accords with the volunteer-led ethos that CLS abides by. This 3 year rotational approach acknowledges that the role can be demanding, especially if the incumbent has a full-time job, and aims to alleviate any natural reservation that a prospective candidate may feel if the role was seen as an open-ended commitment. The rotational approach also aims to promote a degree of freshness in the leadership team while allowing for a sensible approach to continuity.

During the year under review we successfully completed this 3 year rotation of the Branch Director role along with a corresponding refresh of the underlying deputy director positions (all volunteer roles). This was perhaps more pertinent this year than ever before following the immense efforts required to respond to the challenges of 2020-21 and the unavoidable fatigue this imposed on the outgoing leadership team. Our new Branch Director, Amy Koheeallee, started her tenure in July 2021.

Aside from the change in Branch Director, the composition of the trustee board remains largely unchanged. However, we have appointed a trustee with specific responsibility for Equality, Diversity and Inclusion to recognise the importance of this area to our organisation and further build on our policies and actions over the next year.

One further change of note is the appointment of an External Relations Lead to our staff team. Not only does this appointment help to support the Branch Director role in our dealings with external partners, it will also help to extend our reach, engagement and interaction with external organisations of all sorts, be that charity partners, corporates, London borough initiative groups or potential beneficiaries of our outreach program.

Our Volunteers

We are a volunteer-led organisation so our key strength lies in our volunteers. During the year under review, we received 2,499 enquires from people who wished to be considered for our volunteer training program. Having transitioned our training processes, materials and classes to an on-line environment during 2020-21, this year gave us the opportunity to re-introduce some elements of in-person group training which we believe is hugely beneficial to the attendees. Using this hybrid approach, we ran 8 selection days which resulted in the commencement of 8 separate CORE Training classes and 78 newly trained listening volunteers.

Each of these classes typically consists a number of 'classroom' modules totaling 21 hours of training plus a further 5 hours of self-learning time. Additional training time and mentoring requirements result in each new listening volunteer undertaking a total of 62 hours of training to provide and equip them with the skills and support required to provide an empathic, listening ear for our highly vulnerable callers.

The training is delivered by our experienced volunteer training team (all volunteers) and prepares new volunteers to manage every eventuality. Our non-listening volunteers (Support Volunteers) who provide help in a variety of areas such as administration, fundraising and consultancy also receive that same first stage training to help them understand the roles of the listeners.

We run a 24/7 shift pattern to ensure that there is always someone here to support our callers, day or night. The impact of the pandemic on volunteer availability was certainly less than the previous year, but volunteer self-imposed isolation remained a feature. Despite this, the overall number of volunteers on-shift increased by 6% year-on-year which gave a corresponding 6% increase in shift hour availability. The dedication of our volunteers once again enabled our service to remain open every minute of every day throughout the year.

In terms of active listening volunteers, the number available for shifts steadily improved throughout the year as individuals felt comfortable returning to the branch and new trainees came onboard. This resulted in an increase from 326 as at 31 March 2021 to 366 active listening volunteers as at 31 March 2022.

Our Staff Team

Our staff team of six full time equivalents provide support services to the Branch Director, board of Trustees and volunteers covering areas such as IT, building and facilities management, office administration, financial management and co-ordination of volunteer recruitment, training and rota management. In addition, the staff team are responsible for the digital footprint of our branch, some of the branch's fundraising activities and many of our relationships with external partners. Much of their year involved a combination of home and office working and it is a credit to the team that the operational running of the branch remained smooth and without incident.

We are immensely grateful to all our volunteers and staff for their unwavering support and dedication during another challenging year.

Our Building

46 Marshall Street has been our home for nearly 37 years. Our location in the heart of Soho is accessible to callers and volunteers alike. The accessible location and facilities allow us to recruit, train and support volunteers from across London; volunteers who enable us to continue to fulfil our charitable aims and mission. It is vital that we ensure that the building is fit for purpose for the next generation. We reported last year that, following the protracted hiatus in activity in this area due to the COVID-19 pandemic, we intended to re-look at our plans and designs regarding a major refurbishment to our freehold building. Following various amendments to ensure the on-going flexibility of the internal design and layout, we submitted our planning application which was subsequently accepted. The next stage of the process will focus on the required capital fundraise to support the refurbishment.

Risk Management

During the year, the Board of Trustees reviewed and updated the charity's Risk Register and discussed matters relating to the following areas:

- Governance - health and safety, management, staffing and organisation structure, reputational factors and compliance with legal requirements;
- Finances - funding, financial policies and practices, cost performance versus budget, external financial climate and the utilisation of reserves;
- Operations - service delivery, caller and volunteer support, confidentiality and sensitive information; and
- Volunteer training, staff development and employment policies.

Throughout the COVID-19 pandemic, the trustees kept relevant government guidance under review to ensure that any resulting change to the risk assessment covering the charity's operation was addressed by appropriate actions or mitigation. Consequently, the trustees remain confident that the operation of the charity together with the safety of its volunteers, staff and callers have been and continue to be in accordance with best practice.

The COVID-19 pandemic also posed risks regarding the viability of certain fundraising activities, in particular those based around public events and collections which remained impossible to hold for a large part of the year under review.

Similarly, income opportunities from room hire to external counterparties and certain external training events remained extremely limited for much of the year. Whilst it is acknowledged that such fundraising activities are showing slow signs of recovery, there remains a degree of uncertainty whether these sources of income will return to their pre-pandemic levels and indeed over the impact that wider cost of living issues may have on future fundraising opportunities in general.

The Board of Trustees has reviewed forecast cash flows and budgets for the coming year taking into account the likely impact on fundraising activity as well as the prevailing level of free reserves. We are satisfied that the charity has sufficient resources to remain financially sustainable for the foreseeable future.

Environmental Policy

The Branch continues its efforts to reduce its overall impact on the environment through the following initiatives:

- Using energy saving light bulbs where possible throughout the building;
- Recycling as much as possible, with recycling bins positioned around the building;
- Waste is recycled through the local authority;

- Paper is recycled and re-used within the branch wherever possible;
- Printer cartridges are recycled through the nationally organised collection;
- Purchasing 'green' catering and stationery supplies where possible;
- Purchasing bamboo toilet paper, tissues and hand towels; and
- Using a 'green' energy supplier.

The charity's approach to the environment is reviewed periodically by the Board of Trustees and the Director Team. In addition, the Centre Manager provides the Board of Trustees with periodic reviews of all matters relating to Health & Safety. It has also informed part of the remit on the prospective building refurbishment.

Public Benefit

All our activities focus on the core work of offering emotional support to vulnerable people and are undertaken to further our charitable objectives for the public benefit. In planning and reviewing all the activities of the charity during the year the Trustees kept in mind the Charity Commission guidance on public benefit.

FINANCIAL REVIEW

Funding

Central London Samaritans is affiliated to but financially independent from the wider Samaritans organisation. We receive no income from the wider organisation and, indeed, have been fully financially independent for the last 4 years over which time we have raised £1.56m, an average of £390,000 per year. This has been achieved through the efforts of our own staff and volunteers and of course the amazing support from our varied donor base.

The aim of the Board of Trustees is that the charity must be financially self-sustaining and resilient in order to develop our services in a way that best meets the changing needs of Londoners. We endeavor to introduce and maintain diversity within our mix of funding across various sources. Typically, we might expect one third of our funding to come via trusts & foundations, up to 25% through individual giving and community events, 20% through legacies, 10% through corporate relationships and a further 10% through commercial activities such as room hire and workplace training. The fundraising target in any one particular year is influenced not only by our service plans but also by the level of free reserves we hold as these may fund our running costs in accordance with our stated reserves policy.

During the year under review, certain fundraising opportunities remained subdued for longer than anticipated as the emergence from national lockdowns took time to feed into increased public confidence and social interaction. Notably, community events, room hire and billable 'training events' did not reach their pre-pandemic levels. However, we have been fortunate in receiving legacy gifts over the last couple of years which offset reductions elsewhere and enabled us to reduce applications to the trusts and foundations sector.

As a result, our overall income performance for the year resulted in total income of £349,669, a decrease of 25.1% on the prior year. This reflects a particularly strong performance in 2020-21 coupled with the utilization of free reserves during 2021-22 in accordance with our stated policy.

Looking forward, there are several uncertainties over the wider fundraising environment:

- Cost of living and cost base pressures may impact potential donors of all kinds (individuals, corporates and trusts);
- Footfall remains depressed and with the onset of hybrid working is unlikely to fully recover to pre-pandemic levels;
- COVID infections rates, although perhaps not as serious post-vaccination, may cause further disruption; and
- The Ukraine situation will rightly cause funds to divert in that direction as well as cause further cost pressures and volatility in asset returns and investment income.

We will continue to examine opportunities to enhance the charity's financial sustainability as we grow the presence of our partnership and Outreach work across the seven boroughs for which we are responsible. This should ensure our services continue to be available to vulnerable and marginalised groups within the communities we serve and enable us to respond to the needs of our callers and visitors.

Expenditure

To ensure the charity's finances are being properly monitored and managed, the Board of Trustees receives monthly financial reports from the Treasurer. These reports include details of the charity's income and expenditure compared with a pre-approved annual budget, monthly Management Accounts covering the operation of the branch, cash and reserve balances compared with pre-approved policy requirements and other financial analysis. The total expenditure incurred excluding expenditure on the building project and the value of pro-bono services provided increased by 7.5% year-on-year largely as a result higher staff costs. This effectively reversed the 7.3% reduction achieved last year.

The Financial Statements

The financial statements are prepared in compliance with the Statement of Recommended Practice ("The Charity SORP").

During the year ended 31 March 2022, the charity made an overall deficit of £171,912 (2021: surplus £48,475). This comprises a deficit of £150,709 on Unrestricted funds and a deficit of £21,203 on Restricted funds. Total income for the year was £349,669 (2021: £467,089). £28,896 of this income was Restricted and £320,773 was Unrestricted. The Unrestricted income includes £3,820 relating to services and goods generously provided free of charge (pro bono) to the charity during the year.

Expenditure for the year amounted to £521,581 (2021: £418,614), including depreciation of £39,337; an amount of £3,820 to balance the 'pro bono' income and £134,915 in respect of spend on our building refurbishment project funded separately through the utilisation of designated funds.

At 31 March 2022 the charity had cash balances totaling £573,761 (2021: £702,332). £317,976 of this balance was placed in a 32 day notice deposit account, the remainder being in instant access bank accounts.

At 31 March 2022, available Unrestricted Funds totaled £506,932 (excluding fixed assets and investments) and Restricted Funds totaled £36,055.

Restricted funds comprise recognisable funds that can only be spent in accordance with the donor's intentions. Unrestricted funds comprise all other funds, including the value of the freehold property and any funds which have been designated by the trustees for a specific use. Current assets held within unrestricted funds are available for the ordinary purposes of the charity.

CLS aims to retain sufficient unrestricted 'free' reserves to ensure our financial sustainability over the medium and long-term. Our unrestricted reserves position (excluding fixed assets and investments) as at 31 March 2022 was £506,932, down from £622,022 as at 31 March 2021.

These unrestricted reserves include £17,807 of designated reserve created to cover estimated costs of consultants, surveyors and architects advising on our own building redevelopment and refurbishment. Hence, as at 31 March 2022 our unrestricted 'free' reserves (excluding this designated reserve) totaled £489,125.

As at 31 March 2022 the reserves set aside for the initial advisory costs associated with the refurbishment project amounted to £42,807 down from £73,772 as at 31 March 2021. Having received planning permission, it remains our intention to undertake a major refurbishment of our existing building which will require a separate capital fundraising effort in order to fund the construction phase of the project.

Reserves Policy

The charity's reserves policy is that it will hold a general free reserve to cover unforeseen items of expenditure or shortfalls in income. As an employer of staff, the charity is concerned that the position of staff should be protected as far as possible and the level of reserves is intended to ensure, amongst other things, that contractual obligation to staff can be met.

During the policy's annual review, the Trustees' considered various challenges which lie ahead in relation to the fundraising environment in general, the continuing suppression of opportunities for income generation, some reliance on funding cycles which prevent reapplication within 12 months, possible temporary relocation of our activities to facilitate refurbishment works to our building and future service needs which may arise from the wider social impact of the pandemic. We also carried out an internal benchmarking exercise of reserve policies across similar charities as well as noting the external view of certain funders in relation to reserve levels of intended grant recipients. Overlying all these factors of course is the increasingly volatile external environment which cannot help but raise the risks associated with financial resilience.

In view of all these considerations, the Trustees amended the reserves policy to reflect the aim of maintaining the general free reserve of the charity within the range of 6 to 12 months costs (previously 4 to 8 months). For this purpose, the level of total costs is taken as the highest audited annual expenditure figure over the previous three years of operation.

As at 31 March 2022 the unrestricted free reserve totaled £489,125. The audited total expenditure for the year totaled £521,581. The highest audited annual expenditure over the three years ended 31 March 2022 arose in the year ended 31 March 2020 and totaled £538,395. Hence, the general free reserve position represents 10.9 months of expenditure and is therefore within our stated policy. We anticipate that our free reserve balance will reduce further as it contributes towards our operating costs during 2022-23.

The Board of Trustees reviews the reserves policy at least annually or whenever required. The trustees monitor compliance with this policy as part of the monthly Management Accounts reporting.

Investment Powers and Policy

The charity's Constitution allows the trustees to invest in any way they consider appropriate. The charity's investment policy is a conservative one which prioritises capital preservation, reduced counterparty risk and liquidity ahead of yield. All cash balances must be placed with reputable UK banks, which are regulated by the PRA/FCA and members of the FSCS (Financial Services Compensation Scheme).

The charity's policy is that it will hold all its liquidity as cash in instant access accounts with reputable UK banks sufficient to cover at least 5 months of operating expenditure. Cash balances in excess of this may be held on fixed term deposit or rolling term deposit (again with reputable UK banks) such that amounts in excess of 5 months but equal to or below 8 months of operating expenditure may be placed on no more than 3 months deposit. Balances in excess of the 8 months requirement may be placed on no more than 6 month deposit.

As at 31 March 2022, total cash balances amounted to £573,761 of which £255,785 was held in instant access accounts and £317,976 was held in a 32 day notice deposit account. Cash held on instant access was £31,454 over and above our minimum policy requirement.

The deployment of cash is kept under review by the trustees in conjunction with advice from the Treasurer and professional advisors where relevant. The Board of Trustees reviews its investment policy at least annually or whenever required. The trustees monitor compliance with this policy as part of the monthly Management Accounts reporting.

THANK YOU

The charity has established a diverse program of fundraising activity which has resulted in generous support from new and existing supporters and donors. The response from donors, supporters and volunteers we receive is truly remarkable and has been particularly so in light of the many and varied challenges posed by the on-going impact of the COVID-19 pandemic. So many individuals and organisations offered their help and were incredibly generous in their support.

The charity would like to take this opportunity to especially thank: Amazon Community Fund, The Adrian Swire Charitable Trust, The Aird Charitable Trust, Arnold Clark Community Fund, Capital Group, The City of Westminster, The Co-Op, Garfield Weston Foundation, The Gilbert Edgar Trust, Golders Green Foundation, GWR, Hyde Park Place Estate Charity, LNER, Pears Foundation, Shaftesbury PLC, Strand Parishes Trust, Torres-Damon Charitable Fund, The Tudor Foundation, The Worshipful Company of Coopers.

The charity is also extremely grateful to: Byrne Dean Associates, Haysmacintyre LLP, Rockspring, Moore Kingston Smith LLP, Pizza Pilgrims, Pret a Manager, Publicis Sapient, Simmons & Simmons LLP, Apollo Theatre, Mischief Comedy, Phoenix Arts Club and Sarah Millican for their support and to all those who have helped us so generously during the year.

Thank you also to all 'The Friends of CLS' who give so much of their time and support to us whenever we are in need and Royal Opera Chorus, Wapping Great Noise and Ian Fagelson who helped us raise awareness and funds in some cases and of course all those who took part in fundraising events for CLS throughout the year.

The year ahead will undoubtedly present its own challenges. We are determined to continue to work together with our funders to meet these challenges and build upon all the amazing support that they have shown us. This, coupled with our unrestricted 'free' reserves balance, gives us confidence that the charity will remain financially stable for the foreseeable future and that we will continue to be there for anyone who needs us, every hour of every day.

Statement of the Board of Trustees' Responsibilities

The Central London Samaritans Board of Trustees is responsible for keeping proper accounting records which disclose with reasonably accuracy at any time the financial position of the charity and for the preparation of the financial statements for each financial year which give a true and fair view of the state of the charity and of the surplus (or deficit) of the charity for that period. In preparing those 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 judgements and estimates that are reasonable and prudent;
- State whether applicable 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 existence.

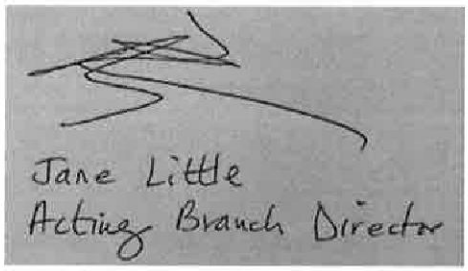
It is also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention of fraud and other irregularities. To the best of our ability The Board of Trustees believe that it has discharged its responsibilities during this past year.

Post Balance Sheet Events

There were no adjusting or non-adjusting events.

This report was signed on behalf of the Board of Trustees by:

Jane Little – Deputy Branch Director



Date: 18 July 2022

Central London Samaritans

Independent Examiner's Report

Year ended 31 March 2022

I report on the accounts of Central London Samaritans for the year ended 31 March 2022, which comprise the Statement of Financial Activities, Balance Sheet and related notes.

Respective Responsibilities of Trustees and Examiner

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed.
It is my responsibility to:

- examine the accounts under section 145 of the 2011 Act;
- to follow the procedures laid down in the general Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act; and
- to state whether particular matters have come to my attention.

Basis of Independent Examiner's Report

My examination was carried out in accordance with the General Directions given by the Charity Commissioners. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts and seeking explanation from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below.

Independent Examiner's Statement

Since the Company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am member of the ICAEW, which is one of the listed bodies.

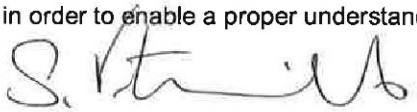
In accordance with my examination, no matter has come to my attention:

(1) which gives me reasonable cause to believe that in any material respect the requirements

- to keep accounting records in accordance with section 130 of the 2011 Act; and
- to prepare accounts which accord with the accounting records and to comply with the accounting requirements of the 2011 Act

have not been met; or

(2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.



Silvia Vitiello
For and on behalf of Moore Kingston Smith LLP
Chartered Accountants

4 Victoria Square
St Albans
AL1 3TF

Date: 19 July 2022

Central London Samaritans

Statement of Financial Activities

Year ended 31 March 2022

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Income and endowments from:							
Donations and legacies	2	300,967	28,250	329,217	417,719	31,539	449,258
Investments		97	-	97	280	-	280
Other trading activities	3	19,253	646	19,899	1,061	1,987	3,048
Other	3a	456	-	456	14,503	-	14,503
Total		320,773	28,896	349,669	433,563	33,526	467,089
Expenditure on:							
Raising funds	4	(39,361)	(518)	(39,879)	(32,752)	(388)	(33,140)
Charitable activities	5	(416,818)	(47,673)	(464,491)	(283,002)	(96,649)	(379,651)
Other	6	(15,303)	(1,908)	(17,211)	(5,823)	-	(5,823)
Total		(471,482)	(50,099)	(521,581)	(321,577)	(97,037)	(418,614)
Net income/(expenditure)		(150,709)	(21,203)	(171,912)	111,986	(63,511)	48,475
Net movement in funds		**(150,709)**	**(21,203)**	**(171,912)**	**111,986**	**(63,511)**	**48,475**
Reconciliation of funds:							
Total funds brought forward	15	1,670,382	57,258	1,727,640	1,558,396	120,769	1,679,165
Total funds carried forward	15	1,519,673	36,055	1,555,728	1,670,382	57,258	1,727,640

All of the above amounts relate to continuing activities

The notes on pages 18 to 24 form part of these financial statements.

Central London Samaritans

Balance Sheet

31 March 2022

	Note	2022 £	2021 £
Fixed assets:			
Tangible assets	10	1,011,741	1,047,360
Investments	11	1,000	1,000
Total fixed assets		1,012,741	1,048,360
Current assets:			
Debtors	12	6,298	5,507
Cash at bank and in hand		573,761	702,527
Total current assets		580,059	708,034
Liabilities:			
Creditors: Amounts falling due within one year	13	(37,072)	(28,754)
Net current assets		542,987	679,280
Total assets less current liabilities		1,555,728	1,727,640
Total net assets		1,555,728	1,727,640
The funds of the charity:			
Restricted income funds	15	36,055	57,258
Unrestricted funds	15	1,519,673	1,670,382
		1,555,728	1,727,640

These financial statements were approved and signed by the members of the Board of Trustees on 18 July 2022.



Jane Little
Deputy Branch Director



Simon Denyer
Treasurer

CIO Number 1171330

1 Accounting policies

1.1 Basis of accounting

The financial statements have been prepared in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102), the Charities SORP FRS 102 (second edition - October 2019) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable

Assets and liabilities are initially recognised at cost or transaction value unless otherwise stated in the relevant accounting policy notes.

Central London Samaritans meets the definition of a public benefit entity under FRS 102.

1.2 Going concern

The Trustees have, at the time of approving the financial statements, a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus they continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Fund accounting

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity. Unrestricted funds include the freehold property.

Restricted funds comprise funds which are subject to specific restrictions imposed by the donor and which are available for the better performance of the charity in accordance with those specific restrictions.

1.4 Incoming resources

Income received by way of donations and gifts is recognised in the Statement of Financial Activities ("the SOFA") when received.

Legacies are recognised when all the criteria have been met; entitlement when the Board of Trustees has been notified of distribution. The legacy is only formally recorded in the accounts when received.

Investment income is included when received.

Other income is included when received.

1.5 Resources expended

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it related:

- Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It excludes governance costs and costs incurred exclusively in the raising of funds.

- 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 governance and the strategic management of the charity.

1.6 Fixed assets

Fixed assets (excluding investments) are stated at cost or valuation less accumulated depreciation.

Depreciation is provided on all tangible fixed assets held by the charity for its own use at the following rates

Buildings	-	2% on valuation
Improvements to buildings	-	2% on cost
Fixtures, fittings and equipment	-	12.5% - 25% on cost

Assets with a value of more than £250 are capitalised.

1.7 Property revaluation

In accordance with the provisions of the SORP the Trustees have elected not to incorporate further revaluations of the property in the financial statements.

1.8 Investments

Investments are stated at valuation. Valuation is based on market value where securities are quoted or other valuation techniques approved by the Board of Trustees. Gains or losses are taken to the Statement of Financial Activities.

1.9 Pension costs

Central London Samaritans has set up a defined contribution Personal Pension Scheme in respect of all its employees and contributes a fixed percentage of the employees' salaries to this scheme. The assets of the scheme are held separately from those of the charity.

1.10 Operating lease agreements

Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are charged as an expense against income on a straight line basis over the period of the lease.

2 Donations and legacies

	2022			2021		
	Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
	£	£	£	£	£	£
Trust and foundation funding	76,880	28,250	105,130	106,800	18,500	125,300
Corporate and major donor funding	53,161	-	53,161	62,467	13,039	75,506
Community and individual fundraising	65,165	-	65,165	85,601	-	85,601
Legacies	96,941	-	96,941	113,333	-	113,333
Gift Aid	5,000	-	5,000	9,473	-	9,473
Donated services	3,820	-	3,820	40,045	-	40,045
	300,967	28,250	329,217	417,719	31,539	449,258

3 Other trading activities

	2022			2021		
	Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
	£	£	£	£	£	£
Other income	19,253	646	19,899	1,061	1,987	3,048
	19,253	646	19,899	1,061	1,987	3,048

3a Other income

	2022			2021		
	Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
	£	£	£	£	£	£
HMRC Job Retention Scheme	456	-	456	14,503	-	14,503
	456	-	456	14,503	-	14,503

4 Expenditure on raising funds

	2022			2021		
	Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
	£	£	£	£	£	£
Fundraising staff costs	33,188	-	33,188	29,497	-	29,497
Other fundraising costs	6,173	518	6,691	3,255	388	3,643
	39,361	518	39,879	32,752	388	33,140

5 Expenditure on charitable activities

	2022			2021		
	Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
	£	£	£	£	£	£
Staff costs	141,274	31,639	172,913	95,750	64,912	160,662
Telephones	4,753	1,346	6,099	5,996	416	6,412
Catering costs	1,100	61	1,161	1,366	74	1,440
Volunteer expenses	8,779	5,779	14,558	1,257	9,288	10,545
Printing postage stationery	1,109	206	1,315	1,305	158	1,463
Computer Costs	18,729	1,770	20,499	21,132	2,701	23,833
Maintenance	13,546	1,454	15,000	7,917	10,494	18,411
Bank charges	1,316	116	1,432	1,084	67	1,151
Utilities	7,099	690	7,789	9,332	493	9,825
Business Rate	4,421	367	4,788	4,467	321	4,788
Cleaning	20,416	1,521	21,937	15,125	6,165	21,290
Business Insurance	4,891	449	5,340	5,474	393	5,867
Professional fees and costs	150,048	2,275	152,323	72,377	1,167	73,544
Depreciation	39,337	-	39,337	40,420	-	40,420
	416,818	47,673	464,491	283,002	96,649	379,651

6 Other expenditure

	2022			2021		
	Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
Governance costs:	£	£	£	£	£	£
Independent examination fee	3,960	-	3,960	3,980	-	3,980
Interim/Branch director costs		-			-	
Committee meeting costs	1,251	-	1,251	1,843	-	1,843
Branch contribution	10,092	1,908	12,000	-	-	-
	15,303	1,908	17,211	5,823	-	5,823

7 Staff costs

	2022 £	2021 £
Total staff costs were as follows:		
Wages and salaries	170,372	173,010
Social security costs	12,893	13,208
Pension costs	3,568	3,637
Temporary agency staff	17,114	-
Other staff costs	2,154	304
	206,101	190,159

No employee received emoluments of more than £60,000.

Particulars of employees:
The average number of employees during the year by function was as follows:

	2022		2021	
	Full Time	Part Time	Full Time	Part Time
Employees	5.9	-	5.5	-

8 Management Committee Members' Remuneration and Expenses

No member of the Board of Trustees was remunerated for services as a Trustee.

Trustees, the Branch Director and the Advisory Directors only receive reimbursement of agreed expenses in accordance with the charity's expenses policy.

9 Indemnity Insurance

The Samaritans has centrally effected professional indemnity insurance to protect employees, Trustees, Directors and other volunteer members of all Samaritans Branches. This cost is recharged to the Branch.

10 Fixed assets

	Freehold Property	Fixtures & Fittings	Freehold improvements	Total
Cost or valuation	£	£	£	£
At 1 April 2021	1,050,000	172,030	692,232	1,914,262
Additions	-	3,718	-	3,718
At 31 March 2022	1,050,000	175,748	692,232	1,917,980
Depreciation				
At 1 April 2021	483,000	165,698	218,204	866,902
Charge for the year	21,000	4,494	13,843	39,337
At 31 March 2022	504,000	170,192	232,047	906,239
Net book value				
At 31 March 2022	546,000	5,556	460,185	1,011,741
At 1 April 2021	567,000	6,332	474,028	1,047,360

The charity's freehold premises at 46 Marshall Street, London W1F 9BF were revalued as at 30th March 1998 by Messrs David Manzies Associates, Consultant Surveyors and Valuers, on an open market value basis in accordance with the Guidelines issued by the Royal Institution of Chartered Surveyors. The Board of Trustees subsequently received an informal indication that the current value of the premises based on a rental yield was in the region of £2.5million.

The historic cost of the freehold property (shown above at £1,050,000) and excluding improvements is £777,649.

11 Investments

	2022	2021
	£	£
Market value at 1 April 2021 & 31 March 2022	1,000	1,000
Historical cost at 1 April 2021 & 31 March 2022	1,000	1,000

This comprises 1,800 shares of 1p each in Helpcards Holdings Limited, representing 0.31% of the share capital of the company. Helpcards Holdings Limited is a company incorporated in England.

12 Debtors

	2022 £	2021 £
Prepayments	6,298	5,507
	6,298	5,507

13 Creditors: Amounts falling due within one year

	2022 £	2021 £
Trade creditors	14,676	19,016
Tax and social security	3,346	3,832
Accruals and other creditors	19,050	5,906
	37,072	28,754

14 Commitments under operating leases

At 31 March 2022 the charity had annual commitments under non-cancellable operating leases as set out below.

	2022 £	2021 £
Operating leases which expire:		
Within 1 year	316	379
Within 2 to 5 years	-	284
	316	663

15 Funds

	Balance at 1 Apr 2021 £	Incoming resources £	Outgoing resources £	Transfers, gains and losses £	Balance at 31 Mar 2022 £
Restricted funds:					
Ongoing activities	32,258	28,896	(50,099)	-	11,055
Building project	25,000	-	-	-	25,000
	57,258	28,896	(50,099)	-	36,055
Unrestricted funds:					
Fixed assets	1,048,360	-	(39,337)	3,718	1,012,741
Free reserves	573,300	320,773	(297,230)	(107,718)	489,125
Designated funds	48,722	-	(134,915)	104,000	17,807
	1,670,382	320,773	(471,482)	-	1,519,673
Total funds	1,727,640	349,669	(521,581)	-	1,555,728

Restricted funds comprise funds that can only be spent in accordance with the donor's intentions.

Unrestricted funds comprise all other funds, including the value of the freehold property. Current asset held within these funds are available for the ordinary purposes of the charity.

Designated funds relate to certain estimated costs associated with building refurbishment work.

16 Analysis of net assets between funds

	Unrestricted Funds £	Restricted Funds £	Total £
Tangible fixed assets	1,011,741	-	1,011,741
Investments	1,000	-	1,000
Current assets	544,004	36,055	580,059
Current liabilities	(37,072)	-	(37,072)
Total Funds	1,519,673	36,055	1,555,728

CENTRAL LONDON SAMARITANS

England & Wales - Charity number 1171330

Accounts

Central London Samaritans

Annual Report and Financial Statements

31 March 2021

CIO Number 1171330

Central London Samaritans
Annual Report and
Financial Statements

Year ended 31 March 2021

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Central London Samaritans

Legal Information

Year Ended 31 March 2021

LEGAL INFORMATION

Founder
The late Prebendary Dr Chad Varah CH, CBE.

Chair and Branch Director

Emma Randle, Trustee, Branch Director and Chair of the Board of Trustees ('Single Branch Leader').

The Trustees
Emma Randle, Trustee, Branch Director and Chair of the Board of Trustees.
Chris Graham-Bell, Trustee and Treasurer – deceased August 2020.
Catherine Bourne, Trustee and Secretary – re-elected May 2021.
Heather Barker, Trustee and Vice Branch Director – re-elected May 2021.
Simon Denyer, Trustee, Acting Treasurer since August 2020 - re-elected May 2021.
Jessica Gane, Trustee - re-elected May 2021.
Samuel Harrison, Trustee - re-elected May 2021.
Caroline Fahy, Trustee – co-opted February 2020, elected May 2021.
Robert Lightfoot (previously Clarke), Trustee - co-opted February 2020, elected May 2021.
Alice Langley, Trustee – elected May 2021.
Cynthia Pearce, special Advisor to the Board of Trustees.

Trustees who retired at our AGM on 19 May 2021
Peter Gibson
Charlotte Cook
Peter Ratcliffe
Joshua Hepple

Centre Management
Geoff Harrison from April 2019.

Registered Charity Number: 1171330.

Constitution dated: Charitable Incorporated Organisation (CIO) registered 26 January 2017 - effective from 1 April 2017.

Registered Address and Telephone Number: 46 Marshall Street, London, W1F 9BF - 020 7758 0660.

PROFESSIONAL ADVISORS

Independent Financial Examiners
Moore Kingston Smith LLP, 4 Victoria Square, St Albans, Herts, AL1 3TF.

Bankers
Lloyds Banking Group plc, Cheapside Branch, 125 London Wall, London, EC2Y 5AS.

Central London Samaritans
Annual Report of the Trustees
Year Ended 31 March 2021

THE CHARITY

The charity, CENTRAL LONDON SAMARITANS ('CLS'), was registered with the Charity Commission as a Charitable Incorporated Organisation ('CIO') on 26 January 2017 with Charity Number 1171330 and Registered Office at 46 Marshall Street, London W1F 9BF. The charity became operational on the full transition to CIO status on 1 April 2017. Prior to this the charity had operated and been registered with the Charity Commission as an unincorporated body known as "The Samaritans (London Branch)" with Charity Number 268293, at 46 Marshall Street, London, W1F 9BF.

CLS is a recognised affiliate branch of Samaritans, founded in 1953 by the late Prebendary Dr Chad Varah CH, CBE. Samaritans is a company limited by guarantee and a registered charity based at The Upper Mill, Kingston Road, Ewell, KT17 2AF. CLS is a part of the Samaritans London Region and covers the seven inner London Boroughs of: City of Westminster, the City of London, Kensington & Chelsea, Camden, Islington, Hackney and Tower Hamlets. CLS fulfils its charitable aims under an Operating Agreement with the Samaritans Central Charity (SCC) the purpose of which is to make sure that all services provided are of a consistently high quality and that we work effectively together as one organisation to support our callers. In addition, the SCC are responsible for determining the overall strategy of the wider organisation and providing direction and support to all branches across the broad aspects of service, access, influence and evidence.

CLS has been fully self-funding since 1 April 2018. The majority of CLS's income during the year ended 31 March 2021 was generated through voluntary donations and grants which were raised independently by the branch. CLS does not receive grants or donations from the wider Samaritans organisation.

STRUCTURE, GOVERNANCE AND MANAGEMENT

The Board of Trustees

Under the CIO constitution, the charity is managed by the Board of Trustees comprising the Single Branch Leader, the Secretary, the Treasurer and up to eight elected members with the power to co-opt up to two additional members. Elected members can serve a maximum of six consecutive years, with annual elections taking place at the charity's Annual General Meeting (AGM). All trustees offer their services on a voluntary and unpaid basis.

The trustees are responsible for ensuring the charity delivers its charitable objectives; for the financial well-being of the charity; and for compliance with charity and relevant legal and statutory requirements.

In line with Charity Commission guidelines, training material is made available to newly appointed trustees on their roles and responsibilities to supplement an online training program created by Samaritans. Further ongoing training is arranged, for trustees individually or the Board of Trustees as a whole, when deemed necessary.

During the year ended 31 March 2021 the Board of Trustees formally met eight times and together with specific working parties, discussed and planned in detail the strategic direction of CLS and oversaw the charity's effective and efficient operation.

The Branch Director

The Branch Director of the charity is selected through a consultative process involving all branch volunteers and representatives of the SAMARITANS CENTRAL CHARITY (SCC). A formal appointment is then made by the SCC Trustee Board on the recommendation of the Regional Director. The Branch Director then selects a number of Deputy Directors to support her or him during their three-year term of office and may also select a Vice Branch Director. The posts of Branch Director, Vice Branch Director and Deputy Directors are voluntary and unpaid. The Branch Director during the year was Emma Randle, who is also the Chair of the CLS Board of Trustees.

A key role of the Branch Director is to ensure the provision of high quality and consistent care to all callers contacting the charity by whatever means and to support all the volunteers who provide this care, or who support the work of the charity in other ways. During the year, the Branch Director was assisted by a small team of paid full-time staff who are responsible for the day-to-day operations of the branch. The staff team provide support for the volunteer rota, outreach in the community, recruitment, training and support of volunteers, fundraising, administrative functions and management of branch facilities and premises which are open and utilised 24 hours a day.

In accordance with our constitution, the role of Branch Director is ordinarily restricted to a three year term. Emma Randle's three year term ran until April 2021. Consequently, the process of selecting a new Branch Director began in January 2021 and concluded in April 2021. The transfer of responsibility to the new Branch Director will take effect on 15 July 2021.

Deputy Director Team

The Branch Director is supported by a team of deputy directors, all of whom are themselves volunteers. Each deputy director acts as a lead volunteer in their particular area of expertise covering the following operational areas: Caller Support, Communications, Emotional Support Outside the Branch (ESOB), Leaders, Mentoring, Ongoing Training, Peer Support, Prison Listener Scheme, Recruitment & Selection, Training and Volunteer Support. The Branch Director, Vice Branch Director and deputy director team meet monthly during the year (or more frequently as required) to monitor and discuss the operational performance of the branch. This team together with the Trustees form the Branch Leadership Team who meet every quarter.

OBJECTIVES AND VALUES

Samaritans' Vision, Mission and Values (which the charity fully supports) are set out in its document *Samaritans' Strategy 2015-2021.*

Our Vision
Samaritans' Vision is that fewer people die by suicide.

Our Mission
Samaritans work to achieve this Vision by making it our Mission to alleviate emotional distress and reduce the incidence of suicidal feelings and suicidal behavior.

Samaritans do this by:
- Being available 24 hours a day, 365 days a year to provide emotional support for people who are experiencing feelings of emotional distress or despair, including those which may lead to suicide;
- Reaching out to high-risk groups and communities to reduce the risk of suicide;
- Working in partnership with other organisations, agencies and experts; and
- Influencing public policy and raising awareness of the challenges of reducing suicide.

Our Values
Samaritans are committed to the following values:
- **Listening,** because exploring feelings alleviates distress and helps people to reach a better understanding of their situation and the options open to them;
- **Confidentiality,** because if people feel safe, they are more likely to be open about their feelings;
- **People making their own decisions wherever possible,** because Samaritans believe that people have the right to find their own solution and telling people what to do takes responsibility away from them;
- **Being non-judgmental,** because Samaritans want people to be able to talk to us without fear of prejudice or rejection; and
- **Human contact,** because giving people time, undivided attention and empathy meets a fundamental emotional need and reduces distress and despair.

Fulfilling the Mission

Our volunteers are available to provide support by telephone and written word 24 hours a day every day of the year, see callers wishing to visit the branch in person from 9am to 9pm every day of the year and offer emotional support outside of the branch by way of numerous outreach projects within the local community. We have provided uninterrupted support every hour of every day to our callers since establishing in 1953 never having closed our service.

REVIEW OF OUR ACTIVITIES

Our Work

We are available every hour of the day to provide non-judgmental, confidential emotional support for our callers who experience a range of feelings including loneliness, isolation, anxiety, fears about financial problems and relationship breakdowns. We know that the element of human interaction is important to callers: research has shown that our callers value having someone real to communicate with, listen to and be there for them at any time

during the day or night.

The work of the charity is undertaken by around 400 volunteers - listening and support volunteers - who are recruited and trained in their specific roles. We are, and always have been, a volunteer led charity. Many volunteers take on extra responsibilities by helping with recruitment, selection, training, outreach, fundraising, awareness and publicity, administration and volunteer support. Being a Samaritans volunteer is time demanding and at times challenging yet can also be hugely rewarding.

COVID-19 Pandemic and its Impact on Our Work During the Year

On the 11 March 2020, the World Health Organisation officially announced COVID-19 to be a pandemic and on 24 March 2020 the British Government announced enforcement of lock-down measures. Shortly after, Matt Hancock, Secretary of State for Health and Care, confirmed directly to Parliament that Samaritans was to be viewed as an essential service. Because of this designation as an essential service and the enormous efforts of our volunteers and staff, we were able to remain open every hour of every day throughout the unprecedented impact of the pandemic.

We had spent much of the year ended 31 March 2020 working on our key strategic goals - how we operate as a branch, planning for our long-term sustainability, the recruitment and training of new volunteers whilst supporting our existing ones, expanding our services and ensuring our finances were sufficient to underpin these objectives. Plans were at an advanced stage to open an awareness raising space in Hackney, build new partnerships and increase our presence in education with schools and university talks. We had also spent time developing new training and awareness materials for businesses to help them support their employees' wellbeing.

Then the Covid-19 pandemic arrived and everything changed, but it many ways for Samaritans, nothing changed. We continued to respond with uninterrupted support by phone and written word to those in need.

The work of Samaritans was as important during the pandemic as it has ever been. We are always here to listen throughout the toughest of times and are acutely aware of the needs of our callers, by phone, in writing and in person. We responded and we continue to respond with uninterrupted support for those in need.

It says much of the work done in the year to March 2020 that we were able to continue running a seamless service, never having to close throughout, not for one minute of one day. Being there for our callers has always been at the heart of what we do and we wanted to reassure them all that we would still be here for them whenever they call.

We successfully created a COVID secure environment so that we could continue to offer support on the phone and by email while ensuring the safety of our volunteers and staff. We transitioned our training of new volunteers online, and in fact managed to increase the number of training classes held despite the many challenges. Equally, talks and presentations that we would usually give in-person were re-developed and transitioned to an online offering. The stresses of peoples' lives are exacerbated in times of uncertainty and anxiety. Therefore, the help we offer is needed now more than ever. In the most complex and challenging of times, Central London Samaritans proved resilient, both operationally and financially.

Regrettably, in light of Government advice, we had to suspend our face-to-face support at the branch. This was met, on the whole, with understanding from our callers and we successfully managed to re-direct many of them to our phone and email service. Similarly, we had to suspend the majority of our Outreach programs. Both these activities form an integral part of our service and we are looking forward to starting them up again just as soon as it is safe to do so.

In conjunction with the wider Samaritans organisation, we introduced remote email capability so that our email support service could be performed from outside of the branch. This enabled volunteers who were self-isolating at home to continue to contribute their time and experience to those in need.

We also partnered with NHS England to create a dedicated phoneline for NHS frontline callers who are in need of emotional support. Through the use of dedicated confidential phone lines, our Prisons Team was able to continue their support of the Listeners who themselves provide support to the inmates of Brixton Prison. Finally, we piloted and implemented the addition of a Webchat response service that provides a different channel of support to those in need of help who prefer to use this form of communication.

Inside the Branch

In terms of output, during the year ended 31 March 2021, CLS volunteers responded to 60,193 calls for help through calls to our helpline (40,618) and written word (19,575). This represents a 15% decrease in calls for help answered across these services from the previous year which broadly reflects the reduction in total shift hours achieved by our volunteers. This reduction in shift hours was largely a result of the reduced number of volunteers allowed on-shift at any one time to achieve the required social distancing within our duty room.

Under 'normal circumstances' our Face-to-Face service, where people can simply knock on our doors between 9am to 9pm every day without appointment accounts for around 20% of the face-to-face visits across the Samaritans organisation. Being centrally located in London offers a convenient and accessible position both geographically and for Londoners struggling to cope. Typically, we would expect to support c. 4,000 callers annually via this service, but it had to be put on pause following the initial pandemic lockdown and remains so at the current time.

Outside the Branch

Certain groups of people have heightened vulnerability to suicide which require a tailored range of interventions.

We would usually run specific programs to reach out to these high-risk communities, including the homeless, men in custody, people bereaved by suicide and the Lesbian, Gay and Transgender community (LGBTQ+) as well as reaching out to many thousands more through targeted awareness raising initiatives. Many of these programs were put on pause at the outset of the pandemic and remained so for the duration of the year ended 31 March 2021.

However, with the use of dedicated confidential phone lines, our Prisons Team was able to maintain a somewhat reduced level of support to the Listeners who themselves provide support to the inmates of Brixton Prison. As part of this work, our volunteers train prisoners to become 'Listeners' in a prison setting. The continuation of this service enabled Listeners to support 130 calls for help (in a prison setting) from prisoners in Brixton.

During the year we started a remote email response service that was largely manned by our volunteers who were self-isolating at home. This has helped to keep those volunteers engaged while providing additional capacity to respond to callers who prefer to contact us this way. Consequently, an additional 256 shifts were achieved outside of the branch.

Three areas of our outreach work that remained on pause throughout the year but which have been recently re-launched through the use of virtual sessions and recorded materials are:

- our partnership with CRUSE Bereavement Care (Kensington & Chelsea) which provides emotional support to individuals bereaved by suicide. We are particularly proud that this partnership has developed from its inception in May 2012 at CLS to become an organisation-wide Samaritans program called Facing the Future;
- our schools outreach team that reaches many young people to equip them with long-term emotional resilience, an ability to recognise mental health issues within themselves and others and raise awareness about the support service that is available from Samaritans; and
- our homeless outreach team who attend homeless food drops in Westminster each week providing support which gives individuals a unique opportunity to be heard and explore their feelings, often at a point of personal crisis. We have developed materials and virtual sessions that are being used to support the staff in homeless centers as we expand the extent of what we can offer these communities and those involved in their care.

Our People

Our key strength, of course, lies in our volunteers. During the year under review, we received 2,725 enquires from those who wished to be considered for our volunteer training program. We worked hard to transition our training processes, materials and classes to an on-line environment and are extremely pleased to report that this worked better than we could have anticipated. Using a virtual classroom, we ran 2 general information sessions and 6 selection days which resulted in the commencement of 9 separate Samaritans Initial Training (SIT) classes – in the previous year we managed 7 SIT classes.

Each of these classes typically consists a number of 'classroom' modules totaling 21 hours of training plus a

further 5 hours of self-learning time. Additional training time and mentoring requirements result in each new listening volunteer undertaking a total of 62 hours of training to provide and equip them with the skills and support required to provide an empathic, listening ear for our highly vulnerable callers.

The training is delivered by our experienced volunteer training team (all volunteers) and prepares new volunteers to manage every eventuality. Our non-listening volunteers (Support Volunteers) who provide help in a variety of areas such as administration, fundraising and consultancy also receive that same first stage training to help them understand the roles of the listeners.

We run a 24/7 shift pattern to ensure that there is always someone here to support our callers. At the beginning of the year about one third of our volunteers went into some form of self-isolation and we reduced the numbers of volunteers on-shift at any one time to achieve the required social distancing within our duty room. These conditions were largely in force throughout the year and resulted in a 13% reduction in the total number of shift hours that our volunteers were able to give. We believe this is a truly amazing achievement and one which enabled our service to remain open every minute of every day throughout the year.

In terms of active listening volunteers, the number available for shifts steadily improved throughout the year as individuals felt comfortable returning to the branch and new trainees came onboard. This resulted in an increase from 239 as at 31 March 2020 to 326 active listening volunteers as at 31 March 2021.

Our staff team of five full time equivalents provide support services to the Branch Director, board of Trustees and volunteers covering areas such as IT, building and facilities management, office administration, financial management and co-ordination of volunteer recruitment, training and rota management. In addition, the staff team are responsible for the digital footprint of our branch and some of the branch's fundraising activities. Much of their year involved working from home and it is a credit to the team that the operational running of the branch remained smooth and without incident.

We are immensely grateful to all our volunteers and staff for their unwavering support and dedication during such a challenging year.

Awareness Raising

Our awareness raising activities are usually a key feature of our work whereby we focus our efforts on settings known to experience high numbers of suicide, such as main line rail stations, alongside a targeted talks program reaching out to vulnerable communities across central London. Equally we would target large scale events such as the Pride in London parade and the Notting Hill Carnival to raise awareness of our service and offer emotional support where necessary. Clearly none of these events were possible during the year under review and naturally our efforts in this area were somewhat lighter than we would usually expect.

However, a number of on-line events and campaigns were able to take place which helped us maintain some degree of awareness raising throughout the year. For example, two organisation-wide events held every year are 'Brew Monday' in January and The 'Big Listen' on 24 July (24/7). Both these were fully on-line this year which in many ways generated the potential to reach far more people than our traditional in-person events would do, albeit that the interaction with our volunteers which the in-person approach enables was lost.

We also used our on-line presence to run a fully virtual *Sing for Samaritans* event which both generates awareness and raises funds at the same time.

Further awareness raising via social media and on-line platforms took place around established events such as Mental Health Awareness Week, Suicide Prevention Day and World Mental Health Day.

Finally, in response to interest from various corporate organisations, we continued to develop listening skills and emotional and suicide awareness training suitable for delivery via a virtual session. Such employers see an increasing need for a greater understanding of mental health and suicide and suicidal behaviour. Many now recognise the importance of understanding the warning signs of suicide and ways to approach colleagues in distress and are keen to ensure their staff have appropriate training.

Our Building

46 Marshall Street has been our home for nearly 36 years. Our location in the heart of Soho is accessible to callers and volunteers alike. The accessible location and facilities allow us to recruit, train and support volunteers from across London; volunteers who enable us to continue to fulfil our charitable aims and mission. It is vital that we ensure that the building is fit for purpose for the next generation.

We reported last year on our plans for a major refurbishment to our freehold building situated in the heart of Soho, London. These plans were paused in-light of the pandemic as we made adjustments to the branch's internal layout in order to ensure it was compliant with relevant COVID-19 guidance. Maintaining a safe environment for our volunteers and staff was paramount.

However, it remains our intention to undertake a major refurbishment of our existing building as we believe this is necessary to ensure we can continue to offer our vital service for generations to come. In view of this, in January 2021 we began to re-look at the plans and designs. We made various amendments to ensure the on-going flexibility of the internal design and layout. The impact of these changes was factored into a revised costing and we are now, once more, nearing the position where we are able to submit pre-planning documentation.

Expenditure

To ensure the charity's finances are being properly monitored and managed, the Board of Trustees receives regular financial reports from the Treasurer. These reports include details of the charity's income and expenditure compared with a pre-approved annual budget, monthly Management Accounts covering the operation of the branch, cash and reserve balances compared with pre-approved policy requirements and other financial analysis.

The total expenditure incurred excluding expenditure on the building project and the value of pro-bono services provided has reduced by 7.3% year-on-year.

Risk Management

During the year, the Board of Trustees reviewed and updated the charity's Risk Register and regularly discussed matters relating to the following areas:

- Governance - health and safety, management, staffing and organisation structure, reputational factors and compliance with legal requirements including data protection;
- Finances - funding, financial policies and practices, cost control, external financial climate and the utilisation of reserves;
- Operations - service delivery, caller and volunteer support, confidentiality and sensitive information; and
- On-going volunteer training, staff development and employment policies.

At the outset of the COVID-19 pandemic, a detailed risk assessment was completed to ensure that specific risks and guidance associated with it were being addressed. Where guidance was subsequently re-issued or changed, the risk assessment was amended accordingly. The trustees remain confident that the operation of the charity together with the safety of its volunteers, staff and callers have been addressed in accordance with best practice and government guidance and will keep compliance with such guidance under close review.

The COVID-19 pandemic also posed risks regarding the viability of certain fundraising activities, in particular those based around public events and collections which all ceased for the duration of the period under review. Similarly, income from room hire to external counterparties and certain external training events was not feasible. Whilst it is acknowledged that such fundraising activities may be able to return during the course of the coming year, there remains a degree of uncertainty around the timing of this and indeed the wider impact on fundraising in general.

The Board of Trustees has reviewed forecast cash flows and budgets for the coming year taking into account the likely impact on fundraising activity as well as the prevailing level of free reserves. We are satisfied that the charity has sufficient resources to remain financially sustainable for the foreseeable future. We will keep the financial risks associated with the ongoing COVID-19 pandemic under review.

Environmental Policy

The Branch continues its efforts to reduce its overall impact on the environment through the following initiatives:

- Using energy saving light bulbs where possible throughout the building;
- Recycling as much as possible, with recycling bins positioned around the building;
- Waste is recycled through the local authority;
- Paper is recycled and re-used within the branch wherever possible;
- Printer cartridges are recycled through the nationally organised collection;
- Purchasing 'green' catering and stationery supplies where possible;
- Purchasing bamboo toilet paper, tissues and hand towels; and
- Using a 'green' energy supplier.

The charity's approach to the environment is reviewed periodically by the Board of Trustees and the Director Team. In addition, the Centre Manager provides the Board of Trustees with periodic reviews of all matters relating to Health & Safety. It has also informed part of the remit on the prospective building refurbishment.

Public Benefit

All our activities focus on the core work of offering emotional support to vulnerable people and are undertaken to further our charitable objectives for the public benefit. In planning and reviewing all the activities of the charity during the year the Trustees kept in mind the Charity Commission guidance on public benefit.

Our Impact

In challenging circumstances and by virtue of both our very strict confidentiality service policy and the anonymity of our callers, it is difficult to quantify with great accuracy the impact of the services that we provide. We obtain feedback where possible in relation to certain aspects of our Outreach projects, but this remains a difficult area for precise analysis.

The SCC continue to examine more structured caller feedback mechanisms and during 2020 completed a nationwide Caller Outcomes study to measure the impact of our helpline on callers' primary (distress and suicidality) and secondary (emotional wellbeing) outcomes. The study also explored callers' experiences of using our service and the difference it made to their lives. The main findings can be summarised as follows:

- For all callers, on average, there was a significant reduction in levels of distress from the start to end of a call, and from the start of a call to one week later;
- Most callers felt their call helped them to manage their own level of distress and suicidal thoughts or feelings;
- A week after calling us, seven out of ten callers said they were feeling better, and that their call had contributed to this;
- Most callers said calling us helped them feel listened to and understood. Calling helped them see that they had options and they felt more able to make choices. It also gave people more hope for the future and made them feel like they could cope with everyday life. Some said it made them feel calmer and less lonely;
- Almost all callers said they had the volunteer's undivided attention and were treated with respect, dignity, care and compassion. They were confident conversations would remain confidential and felt able to talk openly to the volunteers about their feelings;
- The majority of those who call us have also turned to other sources for support, such as their GP, mental health services or other charities. So, for most callers, we are one of several services they use to help them cope. But for more than one in ten callers, we are their only source of support;

- Callers said the immediate availability of Samaritans' service sets it apart from other services. The helpline gives them the chance to talk to someone straight away when they need it, even in the middle of the night. There are no waiting lists and they don't have to wait to be called back. Callers also appreciate that there is no set time limit, so they can take the time they need to talk things through and they know they can call again if they need to; and
- Most callers found our approach to active listening helpful, especially the way our volunteers encourage callers to talk by asking open questions, without judging them or telling them what to do. This allows the caller to reflect and move forward with their own decisions and solutions.

The study provided us with a wealth of new evidence about the positive impact of our helpline and the experience of callers. The findings of the study will be used to inform service development, our training program for volunteers, including volunteer recruitment, and inform the content of information for callers.

FINANCIAL REVIEW

Funding

The year began with a very uncertain outlook for funding. As the COVID-19 pandemic struck, we entered the new financial year with a high degree of uncertainty, particularly around fundraising as it was clear that many of our usual fundraising activities would not be available to us. Our community fundraising events, the hiring out of meeting space in our building and face-to-face training and awareness talks to corporates were all placed on hold. Similarly, our Outreach programs we also placed on hold which, to some degree, impacted the availability of funds from those supporters whose interest is specifically aligned with the provision of these services.

However, the response of corporates and grant making institutions alike across the charity sector in general was remarkable. COVID-19 response funding was made available both on a national and local level by many across the sector and we were fortunate enough to benefit from some of this support as well as the generosity of our

existing corporate and other supporters. Equally, donations and support from the general public exceeded our expectations for which we are immensely grateful.

As a result, our overall income performance for the year resulted in total income of £467,089, an increase of 4.7% on the prior year, while tight control was maintained over our on-going operational cost base placing us in a strong position going forwards.

The aim of the Board of Trustees is that the charity must be financially self-sustaining and resilient in order to develop our services in a way that best meets the ever-changing needs of Londoners. We endeavor to introduce and maintain diversity within our mix of funding sources across various streams including Trusts & Foundations, Corporate Fundraising, Community Fundraising, Individual Donations and Commercial Operations such as room hire and workplace training. Legacy gifts have also formed part of our income over recent years.

We will continue to examine further opportunities to enhance the charity's financial sustainability as we believe it is essential that we grow the presence of our partnership and Outreach work across the seven boroughs for which we are responsible to ensure our services are available to the marginalised communities that are harder to reach. Being able to achieve our funding targets will enable us to respond to the increasing needs of our callers and visitors more effectively.

The Financial Statements

The financial statements are prepared in compliance with the Statement of Recommended Practice ("The Charity SORP").

During the year ended 31 March 2021, the charity made an overall surplus of £48,475 (2020: deficit £92,099). This comprises a surplus of £111,986 on Unrestricted funds and a deficit of £63,511 on Restricted funds. Total income for the year was £467,089 (2020: £446,296). £33,526 of this income was Restricted and £433,563 was Unrestricted. The Unrestricted income includes £40,045 relating to services and goods generously provided free of charge (pro bono) to the charity during the year.

Expenditure for the year amounted to £418,614 (2020: £538,395), including depreciation of £40,420; an amount of £40,045 to balance the 'pro bono' income and £22,520 in respect of spend on our building refurbishment project funded separately through the utilisation of designated funds.

At 31 March 2021 the charity had cash balances totaling £702,527 (2020: £637,061). £317,879 of this balance was placed in a 32 day notice deposit account, the remainder being in instant access bank accounts except for £195 held in petty cash.

At 31 March 2021, available Unrestricted Funds totaled £622,022 (excluding fixed assets and investments) and Restricted Funds totaled £57,258.

Restricted funds comprise recognisable funds that can only be spent in accordance with the donor's intentions. Unrestricted funds comprise all other funds, including the value of the freehold property and any funds which have been designated by the trustees for a specific use. Current assets held within unrestricted funds are available for the ordinary purposes of the charity.

CLS aims to retain sufficient unrestricted 'free' reserves to ensure our financial sustainability over the medium and long-term. Our unrestricted reserves position (excluding fixed assets and investments) as at 31 March 2021 was £622,022 up from £470,173 as at 31 March 2020. These unrestricted reserves include £48,722 of designated reserve created to cover estimated costs of consultants, surveyors and architects advising on our own building redevelopment and refurbishment. Hence, as at 31 March 2021 our unrestricted 'free' reserves (excluding this designated reserve) totaled £573,300. As the building refurbishment project progresses it is highly likely that some of this reserve will be designated across to that project.

As at 31 March 2021 the reserves set aside for the initial advisory costs associated with the refurbishment project amounted to £48,722 down from £71,242 as at 31 March 2020. It remains our intention to undertake a major refurbishment of our existing building which will require a separate capital fundraising effort in order to fund the construction phase of the project.

Reserves Policy

The charity's reserves policy is that it will hold a general free reserve to cover unforeseen items of expenditure or shortfalls in income. As an employer of staff, the charity is concerned that the position of staff should be protected as far as possible and the level of reserves is intended to ensure, amongst other things, that contractual obligation to staff can be met. We aim to maintain the general reserve within the range of 4 to 8 months total costs. For this purpose, the level of total costs is taken as the highest audited annual expenditure figure over the previous three

years of operation.

As at 31 March 2021 the unrestricted free reserve totaled £573,300. The total expenditure for the year totaled £418,614. The highest audited annual expenditure over the three years ended 31 March 2021 arose in the year ended 31 March 2020 and totaled £538,395. Hence, the general free reserve position represents 12.8 months of expenditure and is therefore in excess of the stated policy. Given the continuing uncertainties surrounding the coming months and in particular the medium term impact on fundraising activity generally that the COVID-19 pandemic may have, the trustees are comfortable with the excess at this time. We anticipate that this excess will reduce as it contributes towards our operating costs during 2021-22 as well as part-funding future refurbishment costs.

The Board of Trustees reviews the reserves policy at least annually or whenever required. The trustees monitor compliance with this policy as part of the monthly Management Accounts reporting.

Investment Powers and Policy

The charity's Constitution allows the trustees to invest in any way they consider appropriate. The charity's investment policy is a conservative one which prioritises capital preservation, reduced counterparty risk and liquidity ahead of yield. All cash balances must be placed with reputable UK banks, which are regulated by the PRA/FCA and members of the FSCS (Financial Services Compensation Scheme).

The charity's policy is that it will hold all its liquidity as cash in instant access accounts with reputable UK banks sufficient to cover at least 5 months of operating expenditure. Cash balances in excess of this may be held on fixed term deposit or rolling term deposit (again with reputable UK banks) such that amounts in excess of 5 months but equal to or below 8 months of operating expenditure may be placed on no more than 3 months deposit. Balances in excess of the 8 months requirement may be placed on no more than 6 month deposit.

As at 31 March 2021, total cash balances amounted to £702,527 of which £384,453 was held in instant access accounts and £317,879 was held in a 32 day notice deposit account. Cash held on instant access was £157,657 over and above our minimum policy requirement.

The deployment of cash is kept under review by the trustees in conjunction with advice from the Treasurer and professional advisors where relevant. The Board of Trustees reviews its investment policy at least annually or whenever required. The trustees monitor compliance with this policy as part of the monthly Management Accounts reporting.

THANK YOU

The charity has established a diverse program of fundraising activity which has resulted in generous support from new and existing supporters and donors. The response from donors, supporters and volunteers we receive is truly remarkable and has been particularly so this year in light of the many and varied challenges which arose. So many individuals and organisations offered their help and were incredibly generous in their support.

The charity would like to take this opportunity to especially thank: The Adrian Swire Charitable Trust, The Aird Charitable Trust, The Berni Charitable Trust, Byrne Dean Associates, Capital Group Company, The City of Westminster, The Co-Op, Edward Harvist Trust, Garfield Weston Foundation, The Gilbert Edgar Trust, Hyde Park Place Estate Charity, Julia and Hans Rausing, LNER, National Lottery Awards for All, Rothschild Foundation, Shaftesbury PLC, St James's Piccadilly Charity, Strand Parishes Trust, The Swire Trust, The Tudor Trust, Westminster Almshouses Foundation, The Worshipful Company of Coopers.

The charity is also extremely grateful to: Haysmacintyre LLP, Hotel Chocolat, Rockspring, Moore Kingston Smith LLP, Pizza Pilgrims, Pret a Manager, Simmons & Simmons LLP, Ric Torres, Mark Haddon and Sarah Millican for their support and to all those who have helped us so generously during the year.

Thank you also to all 'The Friends of CLS' who give so much of their time and support to us whenever we are in need and the Dialing Tone chorus, the Rolling Tones, Carpe Harmonia, Hannah Brine Singers, Together Production and Soho Radio who helped us raise awareness and funds in some cases and of course all those who took part in fundraising events for CLS throughout the year.

The year ahead will undoubtedly present its own challenges. We are determined to continue to work together with our funders to meet these challenges and build upon all the amazing support that they have shown us. This, coupled with our unrestricted 'free' reserves balance, gives us confidence that the charity will remain financially stable for the foreseeable future and that we will continue to be there for anyone who needs us, every hour of every day.

Central London Samaritans
Annual Report of the Trustees
Year Ended 31 March 2021

Statement of the Board of Trustees' Responsibilities

The Central London Samaritans Board of Trustees is responsible for keeping proper accounting records which disclose with reasonably accuracy at any time the financial position of the charity and for the preparation of the financial statements for each financial year which give a true and fair view of the state of the charity and of the surplus (or deficit) of the charity for that period. In preparing those 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 judgements and estimates that are reasonable and prudent;
- State whether applicable 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 existence.

It is also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention of fraud and other irregularities. To the best of our ability The Board of Trustees believe that it has discharged its responsibilities during this past year.

Post Balance Sheet Events

There were no adjusting or non-adjusting events.

We held our Annual General Meeting for the year ended 31 March 2020 on the 19 May 2021 following its postponement in 2020. The election / re-election of Trustees is noted in the Legal Information section on page 1.

The Branch Director selection process concluded in April 2021. A new Brach Director will formally step into the role on 15 July 2021.

This report was signed on behalf of the Board of Trustees by:



Emma Randle - Chair and Branch Director

23 June 2021

Central London Samaritans

Independent Examiner's Report

Year ended 31 March 2021

I report on the accounts of Central London Samaritans for the year ended 31 March 2021, which comprise the Statement of Financial Activities, Balance Sheet and related notes.

Respective Responsibilities of Trustees and Examiner

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed.
It is my responsibility to:

- examine the accounts under section 145 of the 2011 Act;
- to follow the procedures laid down in the general Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act; and
- to state whether particular matters have come to my attention.

Basis of Independent Examiner's Report

My examination was carried out in accordance with the General Directions given by the Charity Commissioners. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts and seeking explanation from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below.

Independent Examiner's Statement

In accordance with my examination, no matter has come to my attention:

(1) which gives me reasonable cause to believe that in any material respect the requirements

- to keep accounting records in accordance with section 130 of the 2011 Act; and
- to prepare accounts which accord with the accounting records and to comply with the accounting requirements of the 2011 Act

have not been met; or

(2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.



Silvia Vitiello
For and on behalf of Moore Kingston Smith LLP
Chartered Accountants

4 Victoria Square
St Albans
AL1 3TF

Date: 23 June 2021

Central London Samaritans

Statement of Financial Activities

Year ended 31 March 2021

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £
Income and endowments from:							
Donations and legacies	2	417,719	31,539	449,258	267,204	152,400	419,604
Investments		280	-	280	2,865	-	2,865
Other trading activities	3	1,061	1,987	3,048	22,531	1,296	23,827
Other	3a	14,503	-	14,503	-	-	-
Total		433,563	33,526	467,089	292,600	153,696	446,296
Expenditure on:							
Raising funds	4	(32,752)	(388)	(33,140)	(39,443)	(2,046)	(41,489)
Charitable activities	5	(283,002)	(96,649)	(379,651)	(406,233)	(79,859)	(486,092)
Other	6	(5,823)	-	(5,823)	(10,814)	-	(10,814)
Total		(321,577)	(97,037)	(418,614)	(456,490)	(81,905)	(538,395)
Net income/(expenditure)		111,986	(63,511)	48,475	(163,890)	71,791	(92,099)
Net movement in funds		**111,986**	**(63,511)**	**48,475**	**(163,890)**	**71,791**	**(92,099)**
Reconciliation of funds:							
Total funds brought forward	15	1,558,396	120,769	1,679,165	1,722,286	48,978	1,771,264
Total funds carried forward	15	1,670,382	57,258	1,727,640	1,558,396	120,769	1,679,165

All of the above amounts relate to continuing activities

The notes on pages 15 to 21 form part of these financial statements.

Central London Samaritans

Balance Sheet

31 March 2021

	Note	2021 £	2020 £
Fixed assets:			
Tangible assets	10	1,047,360	1,087,223
Investments	11	1,000	1,000
Total fixed assets		1,048,360	1,088,223
Current assets:			
Debtors	12	5,507	6,477
Cash at bank and in hand		702,527	637,061
Total current assets		708,034	643,538
Liabilities:			
Creditors: Amounts falling due within one year	13	(28,754)	(52,596)
Net current assets		679,280	590,942
Total assets less current liabilities		1,727,640	1,679,165
Total net assets		1,727,640	1,679,165
The funds of the charity:			
Restricted income funds	15	57,258	120,769
Unrestricted funds	15	1,670,382	1,558,396
		1,727,640	1,679,165

These financial statements were approved and signed by the members of the Board of Trustees on .

23 JUNE 2021
Date

Emma Randle
Chair

Simon Denyer
Treasurer

CIO Number 1171330

Central London Samaritans

Notes to the Financial Statements

Year ended 31 March 2021

1 Accounting policies

1.1 Basis of accounting

The financial statements have been prepared in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102), the Charities SORP FRS 102 (second edition - October 2019) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable

Assets and liabilities are initially recognised at cost or transaction value unless otherwise stated in the relevant accounting policy notes.

Central London Samaritans meets the definition of a public benefit entity under FRS 102.

1.2 Going concern

The Trustees have at the time of approving the financial statements a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus they continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Fund accounting

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity. Unrestricted funds include the freehold property.

Restricted funds comprise funds which are subject to specific restrictions imposed by the donor and which are available for the better performance of the charity in accordance with those specific restrictions.

1.4 Incoming resources

Income received by way of donations and gifts is recognised in the Statement of Financial Activities ("the SOFA") when received.

Legacies are recognised when all the criteria have been met; entitlement when the Board of Trustees has been notified of distribution. The legacy is only formally recorded in the accounts when received.

Investment income is included when received.

Other income is included when received.

1.5 Resources expended

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it related:

- Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It excludes governance costs and costs incurred exclusively in the raising of funds.

- 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 governance and the strategic management of the charity.

1.6 Fixed assets

Fixed assets (excluding investments) are stated at cost or valuation less accumulated depreciation.

Depreciation is provided on all tangible fixed assets held by the charity for its own use at the following rates

Buildings	-	2% on valuation
Improvements to buildings	-	2% on cost
Fixtures, fittings and equipment	-	12.5% - 25% on cost

Assets with a value of more than £250 are capitalised.

1.7 Property revaluation

In accordance with the provisions of the SORP the Trustees have elected not to incorporate further revaluations of the property in the financial statements.

1.8 Investments

Investments are stated at valuation. Valuation is based on market value where securities are quoted or other valuation techniques approved by the Board of Trustees. Gains or losses are taken to the Statement of Financial Activities.

1.9 Pension costs

Central London Samaritans has set up a defined contribution Personal Pension Scheme in respect of all its employees and contributes a fixed percentage of the employees' salaries to this scheme. The assets of the scheme are held separately from those of the charity.

1.10 Operating lease agreements

Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are charged as an expense against income on a straight line basis over the period of the lease.

2 Donations and legacies

	2021			2020		
	Unrestricted	**Restricted**	**Total**	**Unrestricted**	**Restricted**	**Total**
	£	**£**	**£**	**£**	**£**	**£**
Trust and foundation funding	106,800	18,500	125,300	93,500	96,900	190,400
Corporate and major donor funding	62,467	13,039	75,506	49,689	55,500	105,189
Community and individual fundraising	85,601		85,601	87,544	-	87,544
Legacies	113,333		113,333	9,274	-	9,274
Gift Aid	9,473		9,473	1,698	-	1,698
Donated services	40,045		40,045	25,499	-	25,499
	417,719	31,539	449,258	267,204	152,400	419,604

3 Other trading activities

	2021			2020		
	Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
	£	£	£	£	£	£
Other income	1,061	1,987	3,048	22,531	1,296	23,827
	1,061	1,987	3,048	22,531	1,296	23,827

3a Other income

	2021			2020		
	Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
	£	£	£	£	£	£
HMRC Job Retention Scheme	14,503	-	14,503	-	-	-
	14,503	-	14,503	-	-	-

4 Expenditure on raising funds

	2021			2020		
	Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
	£	£	£	£	£	£
Fundraising staff costs	29,497		29,497	36,726	-	36,726
Other fundraising costs	3,255	388	3,643	2,717	2,046	4,763
	32,752	388	33,140	39,443	2,046	41,489

5 Expenditure on charitable activities

	2021			2020		
	Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
	£	£	£	£	£	£
Staff costs	95,750	64,912	160,662	115,228	57,540	172,768
Telephones	5,996	416	6,412	5,088	1,083	6,171
Conference and training	-	-	-	1,974	-	1,974
Catering costs	1,366	74	1,440	2,332	547	2,879
Volunteer expenses	1,257	9,288	10,545	4,909	5,109	10,018
Printing postage stationery	1,305	158	1,463	2,778	451	3,229
Computer Costs	21,132	2,701	23,833	15,974	3,189	19,163
Maintenance	7,917	10,494	18,411	11,768	3,346	15,114
Bank charges	1,084	67	1,151	1,255	46	1,301
Utilities	9,332	493	9,825	9,837	1,335	11,172
Business Rate	4,467	321	4,788	3,745	971	4,716
Cleaning	15,125	6,165	21,290	14,263	3,037	17,300
Business Insurance	5,474	393	5,867	3,537	946	4,483
Professional fees and costs	72,377	1,167	73,544	164,719	2,259	166,978
Depreciation	40,420		40,420	48,826	-	48,826
	283,002	96,649	379,651	406,233	79,859	486,092

6 Other expenditure

	2021			2020		
	Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
Governance costs:	£	£	£	£	£	£
Independent examination fee	3,980	-	3,980	3,720	-	3,720
Interim/Branch director costs			-	-	-	-
Committee meeting costs	1,843	-	1,843	3,086	-	3,086
Under provision of branch contribution	-	-	-	4,008	-	4,008
	5,823	-	5,823	10,814	-	10,814

7 Staff costs

	2021 £	2020 £
Total staff costs were as follows:		
Wages and salaries	173,010	188,779
Social security costs	13,208	15,457
Pension costs	3,637	3,115
	189,855	207,351

No employee received emoluments of more than £60,000.

Particulars of employees:
The average number of employees during the year by function was as follows:

	2021		2020	
	Full Time	Part Time	Full Time	Part Time
Employees	5.5	-	6	-

8 Management Committee Members' Remuneration and Expenses
No member of the Board of Trustees was remunerated for services as a Trustee.

Trustees, the Branch Director and the Advisory Directors only receive reimbursement of agreed expenses in accordance with the charity's expenses policy.

9 Indemnity Insurance
The Samaritans has centrally effected professional indemnity insurance to protect employees, Trustees, Directors and other volunteer members of all Samaritans Branches. This cost is recharged to the Branch.

10 Fixed assets

	Freehold Property	Fixtures & Fittings	Freehold improvements	Total
Cost or valuation	**£**	**£**	**£**	**£**
At 1 April 2020	1,050,000	171,473	692,232	1,913,705
Additions	-	557	-	557
At 31 March 2021	1,050,000	172,030	692,232	1,914,262
Depreciation				
At 1 April 2020	462,000	160,121	204,361	826,482
Charge for the year	21,000	5,577	13,843	40,420
At 31 March 2021	483,000	165,698	218,204	866,902
Net book value				
At 31 March 2021	567,000	6,332	474,028	1,047,360
At 1 April 2020	588,000	11,352	487,871	1,087,223

The charity's freehold premises at 46 Marshall Street, London W1F 9BF were revalued as at 30th March 1998 by Messrs David Manzies Associates, Consultant Surveyors and Valuers, on an open market value basis in accordance with the Guidelines issued by the Royal Institution of Chartered Surveyors. The Board of Trustees subsequently received an informal indication that the current value of the premises based on a rental yield was in the region of £2.5million.

The historic cost of the freehold property (shown above at £1,050,000) and excluding improvements is £777,649.

11 Investments

	2021	2020
	£	**£**
Market value at 1 April 2020 & 31 March 2021	1,000	1,000
Historical cost at 1 April 2020 & 31 March 2021	1,000	1,000

This comprises 1,800 shares of 1p each in Helpcards Holdings Limited, representing 0.31% of the share capital of the company. Helpcards Holdings Limited is a company incorporated in England.

12 Debtors

	2021 £	2020 £
Trade Debtors	-	447
Prepayments	5,507	6,030
	5,507	6,477

13 Creditors: Amounts falling due within one year

	2021 £	2020 £
Trade creditors	19,016	24,602
Tax and social security	3,832	4,690
Accruals and other creditors	5,906	23,304
	28,754	52,596

14 Commitments under operating leases

At 31 March 2021 the charity had annual commitments under non-cancellable operating leases as set out below.

	2021 £	2020 £
Operating leases which expire:		
Within 1 year	379	936
Within 2 to 5 years	284	-
	663	936

15 Funds

	Balance at 1 Apr 2020 £	Incoming resources £	Outgoing resources £	Transfers, gains and £	Balance at 31 Mar 2021 £
Restricted funds:					
Ongoing activities	95,769	33,526	(97,037)	-	32,258
Building project	25,000		-		25,000
	120,769	33,526	(97,037)	-	57,258
Unrestricted funds:					
Fixed assets	1,088,223	-	(40,420)	557	1,048,360
Free reserves	398,931	433,563	(258,637)	(557)	573,300
Designated funds	71,242	-	(22,520)	-	48,722
	1,558,396	433,563	(321,577)	-	1,670,382
Total funds	1,679,165	467,089	(418,614)	-	1,727,640

Restricted funds comprise funds that can only be spent in accordance with the donor's intentions.

Unrestricted funds comprise all other funds, including the value of the freehold property. Current asset held within these funds are available for the ordinary purposes of the charity.

Designated funds relate to the estimated costs associated with the planned physical relocation of some of the charity's activities and building refurbishment work.

16 Analysis of net assets between funds

	Unrestricted Funds £	Restricted Funds £	Total £
Tangible fixed assets	1,047,360	-	1,047,360
Investments	1,000	-	1,000
Current assets	650,776	57,258	708,034
Current liabilities	(28,754)	-	(28,754)
Total Funds	1,670,382	57,258	1,727,640