

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 Koheeeallee, Trustee.

The Trustees

Amy Koheeeallee, 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.

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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 Kohealtee was formally appointed as Branch Director and Chair with effect from 15 July 2021.

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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. 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.

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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.

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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 devastating. 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.

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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 support 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.

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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 Beatty (Euston – HS2 team), Conway (Westminster Bridge work also attended by TfL), Forsters (Mayfair), Capital Group (Belgravia), Haysmccintyre (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.

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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 particular concern:

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.

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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 Koheaallee, 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.

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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;

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

- 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.

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

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.

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

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.

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

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 reasonable 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



Jane Little
Acting 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.

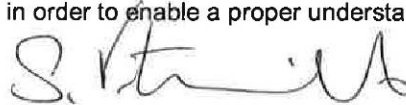
In accordance with my examination, no matter has come to my attention:

(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		<u>320,773</u>	<u>28,896</u>	<u>349,669</u>	<u>433,563</u>	<u>33,526</u>	<u>467,089</u>
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	<u>(15,303)</u>	<u>(1,908)</u>	<u>(17,211)</u>	<u>(5,823)</u>	<u>-</u>	<u>(5,823)</u>
Total		<u>(471,482)</u>	<u>(50,099)</u>	<u>(521,581)</u>	<u>(321,577)</u>	<u>(97,037)</u>	<u>(418,614)</u>
Net income/(expenditure)		<u>(150,709)</u>	<u>(21,203)</u>	<u>(171,912)</u>	<u>111,986</u>	<u>(63,511)</u>	<u>48,475</u>
Net movement in funds		<u>(150,709)</u>	<u>(21,203)</u>	<u>(171,912)</u>	<u>111,986</u>	<u>(63,511)</u>	<u>48,475</u>
Reconciliation of funds:							
Total funds brought forward	15	<u>1,670,382</u>	<u>57,258</u>	<u>1,727,640</u>	<u>1,558,396</u>	<u>120,769</u>	<u>1,679,165</u>
Total funds carried forward	15	<u>1,519,673</u>	<u>36,055</u>	<u>1,555,728</u>	<u>1,670,382</u>	<u>57,258</u>	<u>1,727,640</u>

All of the above amounts relate to continuing activities

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

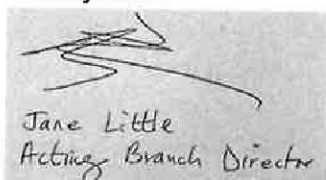
Central London Samaritans

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

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



Jane Little
Acting Branch Director

Jane Little
Deputy Branch Director



Simon Denyer
Treasurer

CIO Number 1171330

Central London Samaritans

Notes to the Financial Statements

Year ended 31 March 2022

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.

Central London Samaritans

Notes to the Financial Statements

Year ended 31 March 2022

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
	<u>300,967</u>	<u>28,250</u>	<u>329,217</u>	<u>417,719</u>	<u>31,539</u>	<u>449,258</u>

Central London Samaritans

Notes to the Financial Statements

Year ended 31 March 2022

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
	<u>19,253</u>	<u>646</u>	<u>19,899</u>	<u>1,061</u>	<u>1,987</u>	<u>3,048</u>

3a Other income

	2022			2021		
	Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
	£	£	£	£	£	£
HMRC Job Retention Scheme	456	-	456	14,503	-	14,503
	<u>456</u>	<u>-</u>	<u>456</u>	<u>14,503</u>	<u>-</u>	<u>14,503</u>

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
	<u>39,361</u>	<u>518</u>	<u>39,879</u>	<u>32,752</u>	<u>388</u>	<u>33,140</u>

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
	<u>416,818</u>	<u>47,673</u>	<u>464,491</u>	<u>283,002</u>	<u>96,649</u>	<u>379,651</u>

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	-	-	-
	<u>15,303</u>	<u>1,908</u>	<u>17,211</u>	<u>5,823</u>	<u>-</u>	<u>5,823</u>

Central London Samaritans

Notes to the Financial Statements

Year ended 31 March 2022

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
	<u>206,101</u>	<u>190,159</u>

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.

Central London Samaritans

Notes to the Financial Statements

Year ended 31 March 2022

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 Manzi's 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.

Central London Samaritans

Notes to the Financial Statements

Year ended 31 March 2022

12 Debtors

	2022 £	2021 £
Prepayments	6,298	5,507
	<u>6,298</u>	<u>5,507</u>

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
	<u>37,072</u>	<u>28,754</u>

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
	<u>316</u>	<u>663</u>

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
	<u>57,258</u>	<u>28,896</u>	<u>(50,099)</u>	<u>-</u>	<u>36,055</u>
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
	<u>1,670,382</u>	<u>320,773</u>	<u>(471,482)</u>	<u>-</u>	<u>1,519,673</u>
Total funds	<u>1,727,640</u>	<u>349,669</u>	<u>(521,581)</u>	<u>-</u>	<u>1,555,728</u>

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.

Central London Samaritans

Notes to the Financial Statements

Year ended 31 March 2022

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