

Central London Samaritans

Annual Report and Financial Statements

31 March 2024

Charity number 1171330

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 Koheeeallee 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 Koheeeallee, 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.

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 Koheeaallee 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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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 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. 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.

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

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 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 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

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

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.

Central London Samaritans

Balance Sheet

31 March 2024

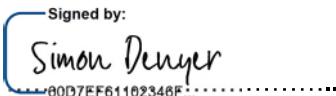
	Note	2024 £	2023 £
Fixed assets:			
Tangible assets	10	971,535	1,002,167
Investments	11	1,000	1,000
Total fixed assets		972,535	1,003,167
Current assets:			
Debtors	12	6,042	6,229
Cash at bank and in hand		553,280	525,403
Total current assets		559,322	531,632
Liabilities:			
Creditors: Amounts falling 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 Barker
Chair and Interim Branch Director

Signed by:

Simon Denyer
Treasurer

CIO Number 1171330

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.

Central London Samaritans

Notes to the Financial Statements

Year ended 31 March 2024

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
	<u>270,020</u>	<u>85,883</u>	<u>355,903</u>	<u>301,499</u>	<u>46,550</u>	<u>348,049</u>

Central London Samaritans

Notes to the Financial Statements

Year ended 31 March 2024

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
	<u>36,937</u>	<u>2,227</u>	<u>39,164</u>	<u>23,188</u>	<u>2,096</u>	<u>25,284</u>

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
	<u>43,754</u>	<u>1,156</u>	<u>44,910</u>	<u>60,588</u>	<u>419</u>	<u>61,007</u>

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
	<u>311,048</u>	<u>99,520</u>	<u>410,568</u>	<u>327,627</u>	<u>27,846</u>	<u>355,473</u>

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
	<u>12,881</u>	<u>1,748</u>	<u>14,629</u>	<u>13,052</u>	<u>610</u>	<u>13,662</u>

Central London Samaritans**Notes to the Financial Statements****Year ended 31 March 2024**

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
	<u>202,846</u>	<u>215,587</u>

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		2023	
	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 (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.

Central London Samaritans

Notes to the Financial Statements

Year ended 31 March 2024

10 Fixed assets

	Freehold Property £	Fixtures & Fittings £	Freehold improvements £	Total £
Cost or valuation				
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 achieved.

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.

Central London Samaritans

Notes to the Financial Statements

Year ended 31 March 2024

12 Debtors

	2024 £	2023 £
Prepayments	6,042	6,229
	<u>6,042</u>	<u>6,229</u>

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
	<u>99,006</u>	<u>33,763</u>

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)	-	-
	<u>55,826</u>	<u>88,110</u>	<u>(102,424)</u>	<u>-</u>	<u>41,512</u>
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	-
	<u>1,445,210</u>	<u>313,812</u>	<u>(367,683)</u>	<u>-</u>	<u>1,391,339</u>
Total funds	<u>1,501,036</u>	<u>401,922</u>	<u>(470,107)</u>	<u>-</u>	<u>1,432,851</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 2024

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 (show	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 Salisbury 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.