NORTH LONDON SAMARITANS (INCORPORATING ENFIELD, HARINGEY AND BARNET SAMARITANS)

England & Wales · Charity number 1173621

Details

Status	Registered
Legal form	CIO
Registered	2017-06-29
Register	View on the Charity Commission register

Contact

Address	Shaftesbury Hall Herbert Road London N11 2QN
Phone	02088886540
Email	admin@northlondonsamaritans.org.uk
Website	www.northlondonsamaritans.org.uk

Activities

Objects: TO ENABLE PERSONS IN ENFIELD, HARINGEY AND BARNET AND THE SURROUNDING AREA AS WELL AS ELSEWHERE WHO ARE EXPERIENCING FEELINGS OF DISTRESS OR DESPAIR, INCLUDING THOSE WHO MAY BE AT RISK OF SUICIDE, TO RECEIVE CONFIDENTIAL EMOTIONAL SUPPORT AT ANY TIME OF THE DAY OR NIGHT IN ORDER TO IMPROVE THEIR EMOTIONAL HEALTH AND TO REDUCE THE INCIDENCE OF SUICIDE;TO PROMOTE A BETTER UNDERSTANDING IN SOCIETY OF SUICIDE, SUICIDAL BEHAVIOUR AND THE VALUE OF EXPRESSING FEELINGS WHICH MAY OTHERWISE LEAD TO SUICIDE OR IMPAIRED EMOTIONAL HEALTH; ANDTO COLLABORATE WITH AND SUPPORT SAMARITANS CENTRAL CHARITY AND ITS AFFILIATED BRANCHES IN FULFILLING THESE OBJECTS.

Activities: We are a small charity, affiliated to the main Samaritans charity. We provide emotional support to the distressed and despairing in North London and beyond, by telephone, email and SMS.

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Classification

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

Geography

- Barnet
- Enfield
- Haringey

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£41,504	£66,139	-	-
2024-03-31	£50,605	£61,429	-	-
2023-03-31	£45,606	£59,711	-	-
2022-03-31	£40,924	£58,651	-	-
2021-03-31	£71,037	£59,461	-	-

Trustees

Name	Role	Appointed
Alison Scoltock		2022-01-17
John Henry Pyatt		2020-11-24
Lesley Ann Ryder-Davies		2020-07-04
Natalie Floyde		2020-09-21
Paul Trevatt		2026-02-02
Russell Foreman		2026-03-18

Linked charities

- NORTH LONDON SAMARITANS (INCORPORATING ENFIELD, HARINGEY AND BARNET SAMARITANS) (1173621-1)

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NORTH LONDON SAMARITANS (INCORPORATING ENFIELD, HARINGEY AND BARNET SAMARITANS)

England & Wales - Charity number 1173621

Accounts

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Registered number: CE011177
Charity number: 1173621

NORTH LONDON SAMARITANS

UNAUDITED

TRUSTEES' REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025

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NORTH LONDON SAMARITANS

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NORTH LONDON SAMARITANS

REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY, ITS TRUSTEES AND ADVISERS FOR THE YEAR ENDED 31 MARCH 2025

Trustees	A McCormack J H Pyatt N Floyde L A Ryder-Davies E M Pordes (resigned 15 November 2024) A Scoltock A J Cerny J Quittner
Company registered number	CE011177
Charity registered number	1173621
Registered office	Shaftesbury Hall Herbert Road London N11 2QN
Company secretary	A J Cerny
Director	N Floyde
Accountants	James Cowper Kreston Chartered Accountants and Statutory Auditor Apex Forbury Road Reading RG1 1AX
Bankers	Cambridge & Counties Bank Ltd Charnwood Court 5b New Walk Leicester LE1 6TE Barclays Bank plc 3 Walthamstow Leicestershire LE87 2BB

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NORTH LONDON SAMARITANS

TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2025

MISSION, VISION AND VALUES

THE VISION

Samaritans Vision is that fewer people die by suicide.

THE MISSION

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

We do this by:

- Being available 24 hours a day 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 to achieve our Vision;
- Influencing public policy and raising awareness of the challenges of reducing suicide

THE VALUES

We 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 we 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 we want people to be able to talk to us without fear of prejudice or rejection;
- Human contact, because giving people time, undivided attention and empathy meets a fundamental emotional need and reduces distress and despair.

MESSAGE FROM THE DIRECTOR

North London Samaritans continues to thrive, driven by the dedication of our volunteers and the strength of our leadership. A particular highlight of the year was the celebration of our 50th anniversary with a party organised by a Team of our volunteers —a milestone marked with warmth and pride. We were honoured to welcome local dignitaries and senior representatives from Central Samaritans, alongside our volunteers and guests to commemorate five decades of compassionate service and community engagement.

Our Leadership Team remains focused on six strategic priorities:

- **Recruitment and Retention** – Enhancing efforts to attract and retain both listening and support volunteers.
- Communication and Engagement – Strengthening internal communications through newsletters, all-branch meetings, and social events.
- Volunteer Pathway Review – Streamlining the journey from recruitment to training by identifying and addressing process bottlenecks.
- Community Presence and EDI – Increasing visibility within the community and promoting diversity, equity, and inclusion across the Branch.
- Rota and Shift Patterns – Trialling new rota models to offer volunteers greater flexibility and autonomy for their shifts.
- Branch Operations – Improving operational effectiveness to better support both callers and volunteers, including peer mentoring and a review of shift support.

The Volunteer Pathway Review Project continued through the year and encompassing work on all of the stages of Samaritans coming into the organisation and progressing to fully trained Samaritan. Progress in the individual areas of information, selection, core training, procedural evening, mentoring and embedding have been captured

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in this report. Of particular note are progress with the number of sessions and diversification in the delivery of information sessions, the selection teams' work to increase the frequency and number of interviews taking place, a pilot and evaluation of core training delivery via Samaritans Training School resulting in 5 new Samaritans coming into Branch, enhancement of procedural evening to respond to feedback from Samaritans, mentoring guidance being enhanced for mentors and retention of mentor numbers. Work will continue on other areas of the Pathway in 2025.

Volunteer interest remains strong, with 21 Information events held and over 50 interviews conducted—primarily via Zoom, with some in-person sessions at Shaftesbury Hall. Our Core Training Team delivered three in-house training rounds, and for the first time, collaborated with Central Samaritans to run an additional online course, expanding our volunteer base. New volunteers continue to be supported by Mentoring and Embedding Teams.

We remain committed to strengthening volunteer engagement across the Branch. Regular All Volunteer Meetings (AVMs) and Sharing Spaces provide valuable opportunities for connection, collaboration, and learning. These gatherings foster a sense of community and shared purpose among volunteers. In addition, our monthly book club continues to be a well-loved fixture, offering a relaxed and enjoyable way for volunteers to come together socially.

Operational improvements have been a key focus. A revised rota system—developed through a dedicated working group and a nine-month trial—now allows volunteers to self-select or be allocated shifts. Enhancements to Twilight Shift support have helped reduce overnight shift closures where shift support was unavailable, ensuring continuity of service.

The smooth and successful operation of our Branch is made possible by a dedicated team of Support Volunteers. Their invaluable contributions support key functions such as volunteer Selection and Training, and the ongoing care of our Branch garden.

Our Shift Support and Volunteer Support Teams continue to provide essential support to our volunteers, with plans to expand further to support succession planning and resilience. Our EDI Lead has worked closely with Function Leads to embed inclusive practices and improve support for volunteers requiring reasonable adjustments, including delivering a workshop for the Branch Leadership Team.

Face-to-face services remain available by appointment, reflecting the Branch's strong commitment to offering this resource-intensive but valued form of support.

Outreach activity has been vibrant, with participation in national initiatives such as Brew Monday and Small Talk Saves Lives, alongside local events including the Enfield Motoring Pageant and Palmers Green Eid Fair. Our ongoing partnerships with The Mall in Wood Green and Network Rail have further strengthened our community presence.

Fundraising efforts have been consistent with contributions from regular benefactors, boosted by Corporate Social Responsibility donations from the employers of a few volunteers.

The Branch continues to play a vital role in the Listener Scheme at HMP Pentonville, recruiting and training prisoner Listeners, raising awareness among new staff, and providing Postvention support following deaths in custody.

Shaftesbury Hall remains a valued community asset. The Hall Committee has overseen its operations with care, ensuring it serves both local organisations and the Branch's own activities. As part of the Open House Scheme, the Hall welcomed members of the public, drawing strong attendance and engagement.

The continued success of North London Samaritans is a testament to the unwavering commitment of our volunteers, the strength of our Branch Leadership Team, and the support of our Hall Manager. Their collective contributions have been invaluable in enabling us to deliver the highest standard of care to those who reach out to us.

Nat 1330
Branch Director

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COMMITTEE REPORT 24/25

At the AGM on 12 November 2024, Erik 1375 stood down. We thank Erik for his service.

The current Trustees were all re-elected and comprise

Nat 1330 (Director)
Amanda 1417 (Secretary)
Adam 1352S (Treasurer)
Alison 1031
Lesley 805
John 1219
Joanne 1383

No trustees were elected, a Skills Audit is planned to ensure that the Committee has people with the strengths that are needed to run the Branch. Our number of trustees is compliant with the requirements of our Constitution.

Alison 1031
Branch Administrator

BRANCH MATTERS

EMOTIONAL SUPPORT

For the year to 31st March 2025 we responded to:

Inbound Calls (Excluding Snaps)	7,616
Outbound Calls	105
Email	3,225
Face-to-Face (Inside Branch)	7
Face-to-Face (Outside Branch)	64
Total Dialogue Contacts	11,017
Snaps	1,435
Total Contacts	12,452

Total dialogue contacts increased in the year by 5% on the previous year with the number of inbound phone calls increasing by 14%, outbound calls increasing by 31% and emails responses reducing by 12%. The number of face to face contacts was consistent with the previous year.

The Branch aims to have 3 volunteers taking calls on each shift, although this is not always achieved for reasons such as volunteer availability and allocating a call station to mentors for training purposes.

Nat 1330

Reports prepared by North London Samaritans Function Leads/Committee Chairs

SHAFTESBURY HALL

We are pleased to report that 2024/2025 was another successful year for the Hall being hired out to both the local community and North London Samaritans.

Regular classes have remained very strong throughout the year with several new classes introduced. Class sizes have been maintained and the demand for one off weekly bookings have continued to remain strong. Indications are that 2025/2026 demand will be similar.

Users included health and fitness organisations, local services supporting minorities and the disadvantaged, music and arts groups, a variety of individuals and businesses providing classes and activities for children and charitable and voluntary organisations. Haringey CAMHS (Child and Adolescent Mental Health Services), Pinhole, Reach and Connect Haringey for over 65’s, Bounds Green Repairs Workshop, Talk Talk focusing on

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mental health, Aphasia Re-Connect covering North London , plus a dementia sing along group used the Hall during the year , whilst several weeks were set aside for holiday clubs during the summer holidays. In addition to this, the Hall has been hired by members of the local community to host a variety of social events and parties.

For 2 days in September the Hall was opened to the public as part of the famous Open House Scheme and a number of visitors attended. We will again be attending the event in September 2025.

Subject to availability, North London Samaritans have again hired the Hall at the current hourly rate for meetings, training, information, and selection events.

During the year further investment was made in a number of areas to maintain the high quality of the Hall for its 200-300 regular users. We also upgraded the website with a new calendar and information pages on the teachers that run regular classes.

The Hall Committee continued to closely monitor the operation of the Hall facility in a manner similar to that of a village hall, ensuring that it benefits the local community, by being available to a wide range of activities which are social, recreational or community-oriented in nature and complies with the advice of Bates Wells and Braithwaite LLP provided on the 14th June 2018 and the terms of HMRC VAT clearance letter dated 11th August 2017.The Hall Committee is satisfied that the Hall operation has been consistent with that advice and clearance.

The Hall Committee consists of representatives of North London Samaritans (as the recipient of the Big Lottery Fund and other grants to enable the establishment of a hall facility available for hire for community activities) and members of the local community and hall users. The Committee monitors the type of activities carried on in the Hall and oversees the Hall Manager in the performance of her duties regarding the day to day letting of the Hall space and the maintenance and general upkeep of the building and ensuring that the Hall operates, when open , in compliance with the terms of the grants and in a manner consistent with the village hall principal.

We look forward to another successful year in 2025/2026.

John 1219

FUNDRAISING

The Branch continues to run with a vacancy for a Fundraising Lead. Funds have been raised largely through grants, local organisations and charity donations as well as volunteers who have carried out fundraising activities for the Branch.

Nat 1330

INFORMATION

The Information Event team is led by Sandra 1437 and Suzanne 1600, the function has been superbly supported by Arancha 1432S, Ashraf 1577S. All Information Events continue to be hosted online via Zoom. During the period April 2024 to March 2025: 21 on-line Information events were held during the period 332 potential volunteer made enquiries to the branch during the period. 115 potential volunteers attended one of the above Information Events. 80 potential volunteers attending an Information Event subsequently requested a Selection Interview.

We have noticed that PV's registering for information events have fallen in recent months from circa 10 to 5 per event. We will continue to support a minimum of 1 information events per month, subject to PV's availability.

Sandra 1437 and Suzanne 1600

SELECTION

The Branch continues to receive around 30 expressions of interest a month from Potential Volunteers (PVs). These are mostly generated through the central Samaritans website so there has been relatively less local recruitment effort. PVs come from a diverse range of ages and backgrounds and, after attending a Zoom Information session, about one in five proceed to the Interview stage.

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This year was the first time that the Branch has added an additional Online Training Course, run by central Samaritans. The first cohort of 5 PVs were selected in June 2024. This was achieved without materially compromising the numbers in the three regular 'in person' Core Development courses taking place over the year. Having said this, the trend towards Zoom interviews continues.

Over 50 PV interviews were conducted in the year, both face to face in the Hall and the majority over Zoom. The Interview follows a standard script to ensure equal treatment for all PVs. In most cases the PVs were subsequently invited to attend a Core Training Course, the predominant reason for declining PVs being more related to their time capacity than their personal attributes.

The Selection Team continues to comprise about 8 experienced Volunteers supplemented by new Volunteers on an ad hoc basis. All Interviewers are required to undertake internal training courses, including on Unconscious Bias, to ensure fair treatment for PVs. Their time and dedication continues to be much appreciated.

Lindsay 1512

CORE TRAINING

The Core Training programme has seen consistent delivery across multiple cohorts since April 2024, despite challenges in recruitment and retention. Training sessions have evolved to include Zoom-based Skills evenings, aiming to improve focus and reduce late-night commitments for trainers.

Dropout rates remain a concern, with several trainees withdrawing early in the course. This has prompted internal discussions about aligning trainee expectations with the demands of the programme. Despite these challenges, the team continues to innovate and strengthen its approach, including the introduction of new call practicers and the enrolment of volunteers in the "Training in Samaritans" course to build future training capacity.

In addition to offering Core training in Shaftesbury Hall, Deborah 1380 led a pilot and evaluation of Core training through Samaritans Training school which was successful and this widened the pathway for new volunteers to Branch.

The most recent cohort of trainees began Core training in Shaftesbury Hall in January 2025 with 11 participants and is supported by a robust team of 20 trainers, call practicers, and mentors. The programme continues to adapt and grow, maintaining its commitment to high-quality volunteer preparation and support.

In addition to core training Liz 939 took part in the first Meet the Teams session and ran a session for all volunteers on bringing circular calls to an end.

Liz 939

EMBEDDING

The embedding sessions continue to be run by Tia 1424, Amanda 1417, Jane 1225 and Nicola 1278.

Two sets of embedding sessions ran during the year from 14 November – 12 December 2024 with 6 participants and 20th March – 10 April with 5 participants.

There is capacity for 12 PVs in the embedding training so take up remains low. Central Samaritans are running online training sessions for those who cannot complete the embedding training within branch which has proved useful in progressing Provisional Volunteers who have missed at least one of the embedding training sessions.

Amanda 1417, Tia 1424

PRISON SUPPORT

For the year ending 30 March 2025, the Branch Prison Support Team had 17 trained Listeners in HMP Pentonville and a team of five Samaritans lead by Meijinder 1325 and Nick 1294. Listener Support Meetings (which are effectively Shift Support for the Listeners) continue to take place weekly, except when we are training

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new Listeners or on rare occasions when there aren't two Samaritans available. This continues to create some pressure for the team as volunteers are going in over their expected once-per-month shift in addition to their in-branch shifts, and any other Samaritans activities they may undertake. As a results of this, the Branch Leadership Team (BLT) decided to allow volunteers to count their prison shift as their expected weekly shift.

We trained 23 new Listeners, who finished their training in early February 2025. As part of both giving the trainee Listeners a better experience of Skills Practices and to create an opportunity for volunteers interested in experiencing the prison environment, we invited a group of volunteers in for an afternoon. Having read a backgrounder on the prison and Listener scheme, the visiting volunteers were given a tour of the prison, and then met the trainee and current Listeners to play the role of callers in prison-specific skills practices.

Unfortunately, the team had to offer a Postvention response on four occasions in the year (we offer this for all Deaths In Custody (DICs), whether or not they are Self-Inflicted), with volunteers and Listeners supporting the Wing, close associates, and staff affected.

In addition to the annual meeting with the Number One Governor, the team also had an article published in the prison's 'Voice of The Ville' magazine. The Listeners recorded nearly 1,000 contacts, 80% of which were facilitated by prison staff.

Whilst we try to avoid offering face-to-face emotional support to prisoners, so as not to undermine the role of the Listeners, Samaritans are trusted and called on by prisoners as we are passing. The Team supported under 10 callers in this way during the year.

Having served as Branch Prison Support Officers for three years, Meijinder and Nick are in the process of handing over the role to Joanne 1383 and Louisa 1340. The Team is also preparing for a change in the way that prison callers access the Samaritans helpline, using their individual PINs rather than a prison-wide Welfare PIN.

Meijinder 1325, Nick 1294

PUBLICITY

Ellie 1530 continues to lead the Branch's social media presence and leads the production of the Branch newsletter with valuable support from Clare 1414. The newsletter keeps the Branch informed of Samaritan news nationally, as well as news specific to North London Samaritans.

Nat 1330

OUTREACH & SCHOOLS

Outreach has had a busy year supporting both national Samaritans' initiatives and partnerships such as Brew Monday and Small Talk Saves Lives and getting involved in more local events and groups including the Enfield Motoring Pageant, the Palmers Green Eid Fair and the Haringey Suicide Prevention Group.

We have continued our association with The Mall in Wood Green as well as attending various Network Rail stations. We have also worked collaboratively with Redbridge and Harrow branches to deliver Outreach.

In March, Cathy 1356 stepped down as Branch Lead and Polly 1520 took over. Thanks due to Cathy for all her hard work over previous years and to all volunteers who enable Outreach events to happen.

Polly 1520

ROTA TEAM

Following planning for a review of the rota workings in 2023–24, 2024–25 saw a trial of a hybrid self-signup and allocated approach. Originally planned for four rota periods, the trial was extended to cover seven rota periods and ended in February 2025. After eliciting feedback from volunteers and looking at any effects on the level of service provision, the branch adopted the updated approach to filling the rota.

The team continues to work closely with Volunteer Support, Mentoring, EDI, and other the functional teams to

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smooth out the volunteer experience whilst utilising as much of the branch capacity as we can.

Over the year, 1,153 shifts opened, covering 3,643.5 hours. Of these 22 Hours of Need shifts ran. 77 shifts closed (6%), of which 39 were twilight or Hours of Need shifts.

Nick 1294

SHIFT SUPPORT

There was a change in Shift Support Leadership in July 2024. The lead for Shift Support Team changed to Tracy 1385, Suzanne 1600 and Andrea 1276 and we thank Hannah 1256 for her dedication and smooth hand over to the new Team.

The key focus areas are

- Shift Coverage
- Recruitment
- Education and profile (Attendance at BLT meetings, Embedding, Procedural Evenings and special Shift Support/ Mentees meetings)

Twilight shift Support trial is now embedded in as an operating procedure (ie check in with shift support, debrief comprehensively to each other at shift conclusion However, shift support remains available at all times if required)

The Hours of Need Shift Support tweaked. Check in with shift supporter A who covers 3.00 am to 5.00 am and debrief to shift supporter B who covers 5.00 am to 7.00 am). This is successful.

As a result, no shifts have closed due to lack of Shift Support coverage.

The number of Shift Supporters needs to be expanded. The majority of shifts are still covered by a small number of people

Tracy 1385, Suzanne 1600 and Andrea 1276

MENTORING

A quiet year overall.

Recruitment of new mentors remains a concern, in spite of 7 new members (5 of whom are active) joining the team. That has been balanced by some departures and others taking time out from active mentoring. However the active team has grown by 3 which has enabled us to just about manage demand.

Some further refinement and standardisation of procedures has taken place, most notably in the allocation of mentees to mentors, as the former now have a ‘phone interview’ with the mentoring lead prior to Procedural Evening, to help select the right mentor in each case.

In addition, a Zoom meeting with Shift Support has been added near the end of the mentoring programme to help to familiarize mentees with and understand the role of this important function.

Erik 1379

VOLUNTEER SUPPORT

Lou 1337 continued to monitor email traffic to the rota team in order to identify volunteers who were dealing with some kind of personal crisis impacting their ability to do shifts, and was sometimes approached directly by volunteers needing to vary their usual shift patterns.

Lou 1337 and Nat 1330 held one meeting per rota to review the status of those on the Volunteer Support list and to follow up as necessary, aiming to coordinate updates from volunteers with the rota team's deadlines and ensure that volunteers' Directory pages were updated, to facilitate the writing of each rota.

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The Volunteer Support list now includes those needing support, those not needing support but currently off rota, those to whom concern has been expressed because of the content of their communications with the rota team, and those for whom reasonable adjustments are in place.

In addition, it was decided to seek IT support from Nick 1294 so that Nat 1330 and Lou 1337 had access before meetings to a spreadsheet detailing authorised exemptions visible to the rota team.

Some initial discussion meetings were held with the lead on EDI to ascertain how far Volunteer Support and EDI functions could be dovetailed, and how Reasonable Adjustment Passports might be coordinated.

Nat 1330 and Lou 1336 decided to provide edible 'thank you's to the branch during National Volunteer Week (chocolate and savouries) and at Christmas and New Year (satsumas, mince pies and chocolate).

Lou 1336 began drafting a 'job description' for the Volunteer Support function, with a view to perhaps recruiting an assistant at some point, and as good practice for succession planning.

Lou 1336

EDI

Over the course of 2024-2025, Gloria1532:

- Introduced an Inclusivity check list for outreach and events to make sure that the branch-led activities fully consider volunteers' access needs in the planning stage. November 2024.
- Actively promoted Samaritans Diversity Network groups for volunteers of marginalised communities via newsletter and branch noticeboard.
- Actively promoted the SCO-run awareness webinars that are held regularly but little publicised to branches.
- Coordinated with Central London Samaritans to attend Pride in London. June 2024.
- Established an EDI presence at the SCD training sessions so that new volunteers are aware of the EDI lead as a support from the start.
- Continued to be an active member of the SCO EDI network; connecting with other EDI leads to share best practice and to inform the development of the mandatory EDI digital learning module that was launched in January 2025.
- Ran an EDI workshop for the BLT to look at barriers to entry for potential volunteers. February 2025.
- Introduced a fact sheet at duty stations to guide on the assistive technologies available to Listening Volunteers. March 2025.
- Continued to work with Function Leads to embed inclusive practice in the NLS leadership of Recruitment and Selection, Outreach and Volunteer Support.

The mentorship of Lesley805 and Nat1330 has been invaluable and is much appreciated. This is in addition to the all-round support of the Branch Leadership Team in their willingness to engage with EDI evaluation and development.

Gloria 1532

FACE TO FACE

During the period from April 2024 to March 2025 we have organised volunteers to support 15 Face to Face visitors in branch. Of those 15 Face to Face visitors requesting support there were 3 No Shows, 2 cancelations and 1 caller we were unable to contact again to confirm the visit. We therefore supported 9 callers in branch. This is pro rata about the same as last year, however the big difference being the number of no shows.

A huge thank you to the 16 volunteers who supported those callers that came to branch and to those volunteers who gave up their time to support callers that did not arrive. It can be very demotivating to be in branch for someone and have a no show and I'm very grateful to all the volunteers that gave up their time. I am especially grateful to Tracy 1385 who was there to shift support on 8 occasions.
It is once again disappointing that because of the limited availability of appointments and volunteers we have

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been able to support so few callers and, in some instances, we have had to refer them to other branches because of the immediate nature of their needs.

We have gained a few volunteers willing to be on call to support Face to Face, however, we will make a concerted effort to recruit some of the newer volunteers in branch who have trained during the period and now reached P15 status. We envisage this will require another information session and have this in our sights. I very much hope we will be able to recruit more volunteers to the Face-to-Face team over the coming year and increase our offering to our callers.

I remain deeply committed to supporting callers Face to Face in branch, despite the organisational challenges this entails.

Joanne 1383

INCOME AND EXPENDITURE ACCOUNT

Financially the North London Samaritans remain in good health, despite sustaining a larger deficit this year. Overall Income fell 18% to £41,504 due to lower donations, which were down 38%, and a decline in Hall bookings of 12%. This was partially offset by an increase in prison funding and interest income on our reserves. Expenditure rose 8% to £66,139, leaving us with a deficit of £24,635. However, it should be noted that this number includes £16,373 of depreciation (2% of the initial value of the Hall) and an increased contribution to Central Samaritans which totalled £6,398. Net of these items the deficit was £1,864. Given the challenges faced, this is a reasonable outcome. Nevertheless, we will need to ensure that we continue to closely monitor our expenditure and fundraise to cover our costs. In the financial year ended 31 March 2024, the trustees reiterated their decision to restrict the income from the Hall for the development and maintenance of the Hall. The Trustees will monitor the spending of these funds to ensure that the surplus is used to sustain the Hall so that it does not become a burden on the charity.

RESERVES POLICY

Unrestricted reserves fell to £75,677, which is equivalent to around 14 months of expenditure. We continue to maintain a cautious approach to reserves and returning to a cover ratio closer to 18 months is a long-term objective. At the balance sheet date restricted funds, including fixed assets, totalled £769,102. Unrestricted funds are held for the continuance of the Charity's objectives and activities. Restricted funds are held to cover expenditure that will be incurred in relation to specific projects, in particular the Hall. The trustees will review the reserves policy to ensure that it is consistent and prudent. Any shortfall in total reserves will be addressed over time by additional fundraising.

Adam 1352

ADMINISTRATIVE DETAILS

LEGAL STATUS

North London Samaritans (incorporating Enfield, Haringey and Barnet Samaritans) was a registered charity, with charity registration number 270761. In November 2017 we successfully became a CIO and have a new Charity number 1173621.

We are now governed by a constitution, adopted on 27 November 2017. We have retained the name North London Samaritans (incorporating Enfield, Haringey and Barnet Samaritans), although we intend to amend this to North London Samaritans in due course. At the same time, we affiliated to the new central Samaritans charity.

North London Samaritans (incorporating Enfield, Haringey and Barnet Samaritans) is one of 201 charities within the Samaritans movement. Samaritans is a company limited by guarantee, governed by its memorandum and articles of association, and a registered charity. It was incorporated as a company on 11 April 1963 having been founded by Dr Chad Varah on 2 November 1953.

Legal ownership of Shaftesbury Hall is held by North London Samaritans (incorporating Enfield, Haringey and Barnet Samaritans) and a legal charge has been given to big Lottery Fund for 20 years.

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GOVERNANCE

North London Samaritans (incorporating Enfield, Haringey and Barnet Samaritans) is, like all Samaritans branches, independently operated and funded, within the guidelines of the constitution. A directorate and a committee manage the branch.

The Branch Director heads the directorate and it is she or he who is ultimately responsible for all branch operations. The Director appoints co-directors who oversee all aspects of the branch involving callers, visitors and volunteers (this includes caller support, volunteer recruitment, selection and training, and volunteer mentoring). The Director is also an ex-officio member of the committee. She or he is chosen by a process of consultation with volunteers carried out by a working group, to serve for three years.

The Committee is responsible for fundraising and facilities, including the maintenance and administration of the branch premises. The Committee members are elected at Annual General Meetings and can serve for up to three years. The Committee can also co-opt members within the limits set by the Constitution. By the terms of the Constitution each member of the Committee is a trustee of the charity.

We moved to the new Branch Leadership Team at the First AGM of the CIO on 14th January 2019. The Branch Director took on the single leadership role and is chair of the Trustee Board and chair of the Leadership Team.

The trustees believe that they have complied with their duty to have due regard to the commission’s public benefit guidance when exercising any powers or duties to which the guidance is relevant.

This relates to Section 4 of the 2006 Act to have due regard to guidance on public benefit published by the Charity Commission.

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

Statement of trustees' responsibilities

The trustees (who are also the directors of the company for the purposes of company law) are responsible for preparing the trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the company and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP (FRS 102);
- make judgements and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is unappropriate to presume that the company will continue in business.

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the company's transactions and disclose with reasonable accuracy at any time the financial position of the company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Approved by order of the members of the board of Trustees and signed on their behalf by:

N Floyde

Natalie Floyde 13 Nov 2025 20:24:42 GMT (UTC +0)

.....

N Floyde
Director
Date: 13 November 2025

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NORTH LONDON SAMARITANS

INDEPENDENT EXAMINER'S REPORT
FOR THE YEAR ENDED 31 MARCH 2025

Independent Examiner's Report to the Trustees of North London Samaritans ('the Charity')

I report to the charity Trustees on my examination of the accounts of the Charity for the year ended 31 March 2025.

Responsibilities and Basis of Report

As the Trustees of the Charity (and its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Charity are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of the Charity's accounts carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent Examiner's Statement

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Charity as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act 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; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

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.

This report is made solely to the Charity's Trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. My work has been undertaken so that I might state to the Charity's Trustees those matters I am required to state to them in an Independent examiner's report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the Charity and the Charity's Trustees as a body, for my work or for this report.

Signed:  Dated: 14 November 2025

Alexander Peal BSc (Hons) FCA DChA

James Cowper Kreston
Chartered Accountants and Statutory Auditor
Apex
Forbury Road
Reading
RG1 1AX

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NORTH LONDON SAMARITANS

STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2025

	Note	Unrestricted funds 2025 £	Restricted funds 2025 £	Total funds 2025 £	Total funds 2024 £
Income from:					
Donations and legacies	2	**15,625**	**24,806**	**40,431**	50,605
Investments	3	**1,073**	**-**	**1,073**	**-**
Total income		**16,698**	**24,806**	**41,504**	50,605
Expenditure on:					
Charitable activities	4	**28,914**	**37,225**	**66,139**	61,429
Total expenditure		**28,914**	**37,225**	**66,139**	61,429
Net movement in funds		**(12,216)**	**(12,419)**	**(24,635)**	(10,824)
Reconciliation of funds:					
Total funds brought forward		**87,893**	**781,521**	**869,414**	880,238
Net movement in funds		**(12,216)**	**(12,419)**	**(24,635)**	(10,824)
Total funds carried forward		**75,677**	**769,102**	**844,779**	869,414

The Statement of Financial Activities includes all gains and losses recognised in the year.

The notes on pages 17 to 26 form part of these financial statements.

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NORTH LONDON SAMARITANS
REGISTERED NUMBER: CE011177

BALANCE SHEET
AS AT 31 MARCH 2025

	Note		2025 £		2024 £
Fixed assets					
Tangible assets	9		**736,786**		753,159
Current assets					
Debtors	10	**1,091**		1,241	
Cash at bank and in hand		**118,648**		123,876	
		119,739		125,117	
Current liabilities					
Creditors: amounts falling due within one year	11	**(11,746)**		(8,862)	
Net current assets			**107,993**		116,255
Total net assets			**844,779**		869,414
Charity funds					
Restricted funds	12		**769,102**		781,521
Unrestricted funds	12		**75,677**		87,893
Total funds			**844,779**		869,414

The Charity was entitled to exemption from audit under section 477 of the Companies Act 2006.

The members have not required the company to obtain an audit for the year in question in accordance with section 476 of Companies Act 2006.

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

The financial statements have been prepared in accordance with the provisions applicable to entities subject to the small companies regime.

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:

Adam Mccormack 07 Nov 2025 09:55:06 GMT (UTC +0)

.....

A McCormack
Trustee
Date: 07 November 2025

The notes on pages 17 to 26 form part of these financial statements.

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NORTH LONDON SAMARITANS

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2025

	Note	2025 £	2024 £
Cash flows from operating activities			
Net cash used in operating activities	15	**(5,228)**	11,026
Net cash (outflow)/inflow brought forward		**(5,228)**	**11,026**
Cash flows from financing activities			
Change in cash and cash equivalents in the year		**(5,228)**	**11,026**
Cash and cash equivalents at the beginning of the year		**123,876**	112,850
Cash and cash equivalents at the end of the year	16	**118,648**	123,876

The notes on pages 17 to 26 form part of these financial statements

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NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

1. Accounting policies

1.1 Basis of preparation of financial statements

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

North London Samaritans meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

1.2 Income

All income is recognised once the Charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

The recognition of income from legacies is dependent on establishing entitlement, the probability of receipt and the ability to estimate with sufficient accuracy the amount receivable. Evidence of entitlement to a legacy exists when the Charity has sufficient evidence that a gift has been left to them (through knowledge of the existence of a valid will and the death of the benefactor) and the executor is satisfied that the property in question will not be required to satisfy claims in the estate. Receipt of a legacy must be recognised when it is probable that it will be received and the fair value of the amount receivable, which will generally be the expected cash amount to be distributed to the Charity, can be reliably measured.

1.3 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

Expenditure on charitable activities is incurred on directly undertaking the activities which further the Charity's objectives, as well as any associated support costs.

All expenditure is inclusive of irrecoverable VAT.

1.4 Government grants

Government grants relating to tangible fixed assets are treated as deferred income and released to the Statement of financial activities upon the completion of the relevant performance-related conditions. Other grants that are not subject to performance-related conditions are credited to the Statement of financial activities as the grant proceeds are received. Grants received prior to the revenue recognition criteria being satisfied are recognised as a liability.

1.5 Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the Charity; this is normally upon notification of the interest paid or payable by the institution with whom the funds are deposited.

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NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

1. Accounting policies (continued)

1.6 Tangible fixed assets and depreciation

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition should be included in the measurement of cost.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives, using the straight-line method.

Depreciation is provided on the following basis:

Freehold property	-	2%

1.7 Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

1.8 Cash at bank and in hand

Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

1.9 Liabilities and provisions

Liabilities are recognised when there is an obligation at the Balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the Charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised in the Statement of financial activities as a finance cost.

1.10 Financial instruments

The Charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

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1. Accounting policies (continued)

1.11 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Charity and which have not been designated for other purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Charity for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Investment income, gains and losses are allocated to the appropriate fund.

2. Income from donations and legacies

	Unrestricted funds 2025 £	**Restricted funds 2025 £**	**Total funds 2025 £**	Total funds 2024 £
Donations	15,625	-	**15,625**	25,184
Prison funding	-	4,339	**4,339**	2,040
Hall income	-	20,467	**20,467**	23,381
	15,625	24,806	**40,431**	50,605
Total 2024	25,184	25,421	50,605	

3. Investment income

	Unrestricted funds 2025 £	**Total funds 2025 £**	Total funds 2024 £
Interest income	1,073	**1,073**	-

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NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

4. Analysis of expenditure on charitable activities

Summary by fund type

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £	Total 2024 £
Expenditure on charitable activities	28,914	37,225	**66,139**	61,429
Total 2024	26,652	34,777	61,429	

5. Analysis of expenditure by activities

	Activities undertaken directly 2025 £	Support costs 2025 £	Total funds 2025 £	Total funds 2024 £
Expenditure on charitable activities	28,632	37,507	**66,139**	61,429
Total 2024	28,251	33,178	61,429	

Analysis of support costs

	Total funds 2025 £	Total funds 2024 £
Staff costs	**14,629**	13,885
Depreciation	**16,373**	16,373
Bank charges	**107**	104
Contribution to Head Office	**6,398**	2,816
	37,507	33,178

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NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

6. Independent examiner's remuneration

	2025	2024
	£	£
Fees payable to the Charity's independent examiner for the independent examination of the Charity's annual accounts	**1,174**	1,140
Fees payable to the Charity's independent examiner in respect of:		
Preparation of the Charity's annual accounts	**2,720**	2,640

7. Staff costs

	2025	2024
	£	£
Wages and salaries	**14,629**	13,885

The average number of persons employed by the Charity during the year was as follows:

	2025	2024
	No.	No.
Employee	**1**	1

No employee received remuneration amounting to more than £60,000 in either year.

8. Trustees' remuneration and expenses

During the year, no Trustees received any remuneration or other benefits (2024 - £NIL).

During the year ended 31 March 2025, no Trustee expenses have been incurred (2024 - £NIL).

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9. Tangible fixed assets

	Freehold property £
Cost or valuation	
At 1 April 2024	**818,651**
At 31 March 2025	**818,651**
Depreciation	
At 1 April 2024	**65,492**
Charge for the year	**16,373**
At 31 March 2025	**81,865**
Net book value	
At 31 March 2025	**736,786**
At 31 March 2024	753,159

10. Debtors

	2025 £	2024 £
Due within one year		
Prepayments and accrued income	**1,091**	1,241

11. Creditors: Amounts falling due within one year

	2025 £	2024 £
Accruals	**11,746**	8,862

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NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

12. Statement of funds

Statement of funds - current year

	Balance at 1 April 2024 £	Income £	Expenditure £	Balance at 31 March 2025 £
Unrestricted funds				
General Funds - all funds	**87,893**	**16,698**	**(28,914)**	**75,677**
Restricted funds				
Hall development fund	**781,521**	**20,467**	**(32,886)**	**769,102**
Prison fund	**-**	**4,339**	**(4,339)**	**-**
	781,521	**24,806**	**(37,225)**	**769,102**
Total of funds	**869,414**	**41,504**	**(66,139)**	**844,779**

The Hall development fund is restricted for the development and maintenance of the hall.

Statement of funds - prior year

	Balance at 1 April 2023 £	Income £	Expenditure £	Balance at 31 March 2024 £
Unrestricted funds				
General Funds - all funds	89,361	25,184	(26,652)	87,893
Restricted funds				
Hall development fund	790,877	23,381	(32,737)	781,521
Prison fund	-	2,040	(2,040)	-
	790,877	25,421	(34,777)	781,521
Total of funds	880,238	50,605	(61,429)	869,414

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NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

13. Summary of funds

Summary of funds - current year

	Balance at 1 April 2024 £	Income £	Expenditure £	Balance at 31 March 2025 £
General funds	**87,893**	**16,698**	**(28,914)**	**75,677**
Restricted funds	**781,521**	**24,806**	**(37,225)**	**769,102**
	869,414	**41,504**	**(66,139)**	**844,779**

Summary of funds - prior year

	Balance at 1 April 2023 £	Income £	Expenditure £	Balance at 31 March 2024 £
General funds	89,361	25,184	(26,652)	87,893
Restricted funds	790,877	25,421	(34,777)	781,521
	880,238	50,605	(61,429)	869,414

14. Analysis of net assets between funds

Analysis of net assets between funds - current year

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total funds 2025 £
Tangible fixed assets	-	736,786	**736,786**
Current assets	87,423	32,316	**119,739**
Creditors due within one year	(11,746)	-	**(11,746)**
Total	75,677	769,102	**844,779**

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14. Analysis of net assets between funds (continued)

Analysis of net assets between funds - prior year

	Unrestricted funds 2024 £	Restricted funds 2024 £	Total funds 2024 £
Tangible fixed assets	-	753,159	753,159
Current assets	96,755	28,362	125,117
Creditors due within one year	(8,862)	-	(8,862)
Total	87,893	781,521	869,414

15. Reconciliation of net movement in funds to net cash flow from operating activities

	2025 £	2024 £
Net expenditure for the year (as per Statement of Financial Activities)	**(24,635)**	(10,824)
Adjustments for:		
Depreciation charges	**16,373**	16,373
Decrease in debtors	**150**	3,095
Increase in creditors	**2,884**	2,382
Net cash provided by/(used in) operating activities	**(5,228)**	11,026

16. Analysis of cash and cash equivalents

	2025 £	2024 £
Cash in hand	**118,648**	123,876
Total cash and cash equivalents	**118,648**	123,876

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NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

17. Analysis of changes in net debt

	At 1 April 2024	Cash flows	At 31 March 2025
	£	£	£
Cash at bank and in hand	123,876	(5,228)	118,648
	123,876	(5,228)	118,648

NORTH LONDON SAMARITANS (INCORPORATING ENFIELD, HARINGEY AND BARNET SAMARITANS)

England & Wales - Charity number 1173621

Accounts

VirtualSignature Transaction Ref. BNZR-5H3F-33JY 06 Dec 2024 14:20:18 GMT (UTC +0) D 1/1 P 1/28

Registered number: CE011177
Charity number: 1173621

NORTH LONDON SAMARITANS

UNAUDITED

TRUSTEES' REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

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NORTH LONDON SAMARITANS

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NORTH LONDON SAMARITANS

REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY, ITS TRUSTEES AND ADVISERS FOR THE YEAR ENDED 31 MARCH 2024

Trustees	A McCormack J H Pyatt N Floyde L A Ryder-Davies E M Pordes A Scoltock A J Cerny J Quittner
Company registered number	CE011177
Charity registered number	1173621
Registered office	Shaftesbury Hall Herbert Road London N11 2QN
Company secretary	A J Cerny
Director	N Floyde
Accountants	James Cowper Kreston Chartered Accountants and Statutory Auditor Reading Bridge House George Street Reading Berkshire RG1 8LS
Bankers	Cambridge & Counties Bank Ltd Charnwood Court 5b New Walk Leicester LE1 6TE Barclays Bank plc 3 Walthamstow Leicestershire LE87 2BB

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NORTH LONDON SAMARITANS

TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2024

MISSION, VISION AND VALUES

THE VISION

Samaritans Vision is that fewer people die by suicide.

THE MISSION

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

We do this by:

- Being available 24 hours a day 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 to achieve our Vision;
- Influencing public policy and raising awareness of the challenges of reducing suicide

THE VALUES

We 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 we 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 we want people to be able to talk to us without fear of prejudice or rejection;
- Human contact, because giving people time, undivided attention and empathy meets a fundamental emotional need and reduces distress and despair.

MESSAGE FROM THE DIRECTOR

I took on the role of Branch Director in July 2023, supported by two Deputies. Very soon into the role we laid out a plan for our three year term inspired by our volunteers' feedback obtained through a recent Branch survey.

Our plan laid out six areas of focus:

- Recruitment and Retention – to increase the level of recruitment of both listening and support volunteers, and to measure the average retention of volunteers at NLS and try to improve it during the three year term
- Communication and Engagement – continue to build engagement with all NLS volunteers via the newsletter, more all-branch meetings and more social events
- A review of the pathway from Recruitment to Training – aiming to speed up the journey to becoming a full volunteer by reducing any bottlenecks and tweaking processes
- NLS in the Community – building awareness of North London Samaritans in our local community, increasing diversity within the Branch and improving EDI awareness for our volunteers
- Rota and Shift Patterns – explore our way of running the rota with a view to trialling changes to give volunteers more control over when they carry out their shifts
- Branch Operations - continue to improve Branch operations to better meet the needs of our callers and our volunteers including continuous development of volunteers, peer mentoring and a review of the shift support function

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

During the year a number of activities and projects have been progressed to deliver against the six areas:

All Volunteer Meetings (AVMs) were introduced from July 2023 to improve volunteer engagement. The virtual meetings are held three times a year to give volunteers the opportunity to be updated on Branch matters and provide feedback. Sharing Spaces have also been launched, which are meetings for volunteers held periodically to learn and discuss topics related to the Samaritans service.

To support recruitment growth we have increased the number of Selection and Information Sessions we hold and fast tracked the recruitment of night listeners (Night Owls) to provide more resilience for the sometimes difficult to cover twilight shifts. A cohort of 9 night listeners began their training in January 2024. We have also prioritised recruiting additional support volunteers to assist with administrative tasks to strengthen the support of Branch operations.

We prepared for a rota trial to commence in May 2024 to trial a new way of running our rota, offering volunteers the option to self sign up to shifts, giving them more control over the shifts they carry out which was feedback that came through loudly at the staff survey.

Our EDI Lead will support the adoption of a Reasonable Adjustment Passport in Branch and EDI learning and development.

The Branch reintroduced a Face to Face service from September 2023, accepting callers by appointment only. Due to the new protocols for running a Face to Face service that were introduced in 2023, we have found running the service resource heavy, but our volunteers are committed to seeing Face to Face callers to ensure we support our local community.

In other areas, Fundraising has been healthy with much appreciated donations from regular benefactors. This year they were boosted by a local sculptor who donated proceeds from an exhibition.

Outreach activity is varied and regular. We have carried out postvention support, attended recruitment events, hosted Brew Monday events, hosted a Pumpkin Hunt at the Mall in Wood Green, and supported Crisis at Christmas in London.

Core Training continues to be delivered by NLS's Training Team who run an impressive three rounds of training over the course of a year. Along the training pathway our new volunteers are supported by the Mentoring Team and the Embedding Team, working together to ensure NLS volunteers are trained to deliver a high quality service to our callers.

All of our volunteer are supported by a Volunteer Support volunteer and our Shift Supporters who ensure volunteers debrief and have access to any additional support if required. We recognise the pressures some of our Teams including Mentoring and Shift Support are under in part due to capacity and will be working with the Teams to address these in the coming months.

The Prison Team continue to offer an invaluable service supporting a Listener Scheme at HMP Pentonville, recruiting and training Listeners, raising awareness of the scheme among newly recruited staff, and offering Postvention support in the unfortunate occasions where there has been a death in custody.

The Hall Committee ensures the operations of the Hall are closely monitored and the Hall benefits the local community as well as being available for hire by NLS for training and key meetings. Hall bookings remain strong.

We aim to increase the social events for NLS as highlighted by a Branch survey carried out in 2023 but are pleased that NLS's very own Book Club established in 2021 continues to run monthly. The Branch also hosted a party in June 2023 to celebrate the outgoing Director of the Branch, Lesley805.

The achievements and development of the Branch are thanks to the dedication and commitment of our volunteers and our Hall Manager who together, ensure we are able to deliver our best for our callers.

Nat 1330

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COMMITTEE REPORT

Committee meetings are held every two months and alternate between the Hall and Zoom.

There has not been much movement this year.
3 Trustees have stepped down:

Sonam 1490 left 6.09.2023
Marianne 1433 stood down at the AGM on 29.11.23
Kirsty 1371 stood down at the AGM on 29.11.23

The current trustees are

Joanne 1383
Amanda 1417 Secretary
Lesley 805
Alison 1031
Adam 1352S Treasurer
Nat 1330 Director
Erik 1379
John 1219

None of the Trustees are co-opted.
Moving forward, all trustees will be re-elected every year at the AGM.

Alison 1031

BRANCH MATTERS

EMOTIONAL SUPPORT

For the year to 31st March 2024 we responded to:

Phone calls: 6,774 (6,694 inbound; 80 outbound)
Emails: 3,656
Face-to-Face inside the branch: 8
Face-to-Face outside the branch: 62
Total contacts: 10,480

Total contacts in the year reduced by 4% on the previous year largely due a reduction in the number of phone calls responded to. The number of face to face and email contacts improved on the previous year.

The Branch aims to have 3 volunteers taking calls on each shift rather than 2, although this is not always achieved. In the year we were pleased to reintroduce Face to Face listening shifts in line with new guidelines laid out by Central Samaritans and we await the roll out of Online Chat to our Branch.

Nat 1330

SHAFTESBURY HALL

We are pleased to report that after several difficult years due to COVID and the Cost-of-Living Crisis 2023/2024 was back to normal use. The Hall being hired out to both the local community and North London Samaritans.

Regular classes have remained very strong throughout the year with several new classes introduced. Class sizes have steadily improved and the demand for one off weekend bookings has remained strong. We expect this trend to continue into 2024/2025.

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Users included health and fitness organisations, local services supporting minorities and the disadvantaged, music and arts groups, a variety of individuals and businesses providing classes and activities for children and charitable and voluntary organisations. Haringey CAMHS, Pinhole and Reach and Connect Haringey for over 65's, Bounds Green Repairs Workshop, plus a dementia sing a long group used the Hall during the year, whilst several weeks were set aside for holiday clubs during the summer holidays. In addition to this, the Hall has been hired by members of the local community to host a variety of social events and parties.

Subject to availability, North London Samaritans have again hired the Hall at the current hourly rate for meetings, training, information and selection events.

During the year further investment was made in a number of areas to maintain the high quality of the Hall for its 200-300 regular weekly users. Major repair works took place on part of the roof panels under the latent defects section of the Building Contract and a 10-year warranty now applies.

The Hall Committee continued to closely monitor the operation of the Hall facility in a manner similar to that of a village hall, ensuring that it benefits the local community, by being available to a wide range of activities which are social, recreational or community -oriented in nature and complies with the advice of Bates Wells and Braithwaite LLP provided on the 14th June 2018 and the terms of HMRC VAT clearance letter dated 11th August 2017. The Hall Committee is satisfied that the Hall operation has been consistent with that advice and clearance.

The Hall Committee consists of representatives of North London Samaritans (as the recipient of the Big Lottery Fund and other grants to enable the establishment of a hall facility available for hire for community activities) and members of the local community and hall users. The Committee monitors the type of activities carried on in the Hall and oversees the Hall Manager in the performance of her duties regarding the day to day letting of the Hall space and the maintenance and general upkeep of the building and ensuring that the Hall operates, when open, in compliance with the terms of the grants and in a manner consistent with the village hall principal.

We look forward to another successful year in 2024/2025.

John 1219

FUNDRAISING

Fundraising has been healthy, with much appreciated donations from regular benefactors. This year they were boosted by a local sculptor who donated proceeds from an exhibition and we have seen a number of our volunteers and their friends and families carrying out fundraising activities for the Branch. We also set up a text to donate service and continue to receive donations from our charity partnership with The Mall in Wood Green, where Santa's Grotto at Christmas was a very successful event.

Nat 1330

INFORMATION

The Information Event team changed with Brian 1359 handing over to Sandra 1437 in October 2023, the function has been superbly supported by Arancha 1432S and Kat 1550S. All Information Events continue to be hosted online via Zoom.

During the period April 2023 to March 2024:
18 on-line Information events were held during the period
380 potential volunteer made enquiries to the branch during the period.
85 potential volunteers attended one of the above Information Events.
60 potential volunteers attending an Information Event subsequently requested a Selection Interview.

As per our commitment to the Pathway Project, we will continue to support a minimum of 2 information events per month, subject to PV's availability. Aiming to move PV's through the recruitment pipeline as quickly as possibly.

Sandra 1437

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SELECTION

Over the year, enquiries from Potential Volunteers continued at the same rate as in previous years and over 50 came forward for interview. The majority of those interviewed went forward to Core Training and, in general, all the Training Courses were adequately filled. Interviews took place mostly over Zoom.

Over the year, the time that Potential Volunteers were required to wait, which had in some cases reached up to a year due to Covid, was progressively reduced to a more realistic level.

At the end of the year, responsibility for coordination of Selection passed to Lindsay 1512. The intention in the future is to interview combining a mixture of Face to Face and Zoom. The rate of new enquiries continues to be acceptable.

Lindsay 1512

CORE TRAINING

Once again we have been able to run three rounds of Samaritan Core Training over the year. Liz 939 was unwell during the Summer course and Sally 1074 worked incredibly hard to keep training running smoothly and all the team took on extra roles and work.

Liz 939 was able to attend Skills Day and 7 New Samaritans were invited into the branch. Liz 939 also ran a session in the Hall on Misuse of Service It gave anyone interested a chance to discuss the challenges they face when dealing with calls they must manage but also the opportunity to learn the new method of bringing these calls to an end.

During the summer Joanne1383 and Liz 939 planned how to re-introduce Face to Face in the branch. In addition to the online digital training which is compulsory, a session was run in the Hall for branch members interested in offering Face to Face where we were able to explore some challenging scenarios and finalise the details of how Face to Face would be organised.

In the Autumn Regional Trainers Karen and Karin initiated a Zoom meeting every month and trainers across London were able to talk through issues they are experiencing and share training dates. So if we have a trainee who misses a Core Training or Embedding session we can try to find a catch up session in another branch.

Liz 939 continued to attend Regional Training Zoom meetings throughout the year and these meetings proved very fruitful as branches shared some of their in-house training materials and we were able to share our session on ‘Calls we must Manage’.

The Autumn core Training started on Thursday 14th September and ran for 9 weeks with 13 trainees, twelve new recruits and one returner. We had some new trainers on the course, Rosa 1606, Deniz 1507 and Polly 1520 and they are all very enthusiastic and insightful.

Outreach Training took place on Saturday 9th September in the Hall run by Regional Trainers. Eight members of our branch took part and they were joined by trainees from other London Region branches.

The Spring Core Training Core Training started on Thursday 18th January with 12 trainees. Organising call practicers and course mentors was more challenging than ever experienced before but eventually every session was covered. The two Skills evening sessions took place on Zoom. This was partly to prevent trainers having to be in the Hall discussing the trainees until very late in the evening but also so trainees have a quieter more focused experience. This is an experiment which will be evaluated when we have run it several times.

Another session of ‘Sharing Spaces’ took place in late April and the topic was ‘Ending Calls’. Followed by ‘ Meet the Teams’. Liz 939 was approached by Mel at North London Hospice who is involved in training their volunteers to see if we could provide some leaflets to put on the tables of their newest project ‘A Bereavement Cafe’. In discussion Liz 939 was asked to contribute to a training session when suicide and bereavement would be explored. Liz 939 joined Mel on one of her sessions on Wednesday 17th April.

Though Liz 939 lead the team none of the training would be possible without the amazing support and hard work of the following people. I cannot thank them enough for all they do. Eliza898, Christian1404, Gloria1523,

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Jacky1104, Joanne1383, Kirsty1371, Nili1484, Polly1520, Ruby1339, Sally1074, Rob1442, And the brilliant organising skills of our support volunteer, Arancha1432S.

Liz 939

EMBEDDING

Tejal 1410 and Alison 1031 stepped down from the embedding team this year and Andrew 1497, Erik 1379 Jane 1225 and Nicola 1278 joined the embedding team as trainers, although Erik 1379 stepped down after one training block to concentrate on his role as Mentoring lead.

Three Provisional Volunteers completed the embedding training which ended on 6 April 2023 and twelve completed the training which ran from 23 November – 14 December 2023. Ten out of the fifteen Provisional Volunteers who have complete the training went on to become Full Volunteers.

Central Samaritans are running online training sessions for those who cannot complete the embedding training within branch which has proved useful in progress Provisional Volunteers who have missed at least one of the embedding training sessions.

Amanda 1417, Tia 1424

PRISON SUPPORT

For the year ending 30 March 2024, the Branch Prison Support Team had 30 trained Listeners in HMP Pentonville and a team of five Samaritans jointly co-ordinated by Meijinder 1325 and Nick 1294. Listener Support Meetings (which are effectively Shift Support for the Listeners) take place weekly, except when we are training new Listeners or on rare occasions when there aren't two Samaritans available. This has created some pressure for the team as volunteers are going in over their expected once-per-month shift in addition to their in-branch shifts, and any other Samaritans activities they may undertake.

We trained 20 new Listeners, who finished their training in early March 2024. As part of both giving the trainee Listeners a better experience of Skills Practices and to create an opportunity for volunteers interested in experiencing the prison environment, we invited a group of volunteers in for an afternoon. Having read a backgrounder on the prison and Listener scheme, the visiting volunteers were given a tour of the prison, and then met the trainee and current Listeners to play the role of callers in prison-specific skills practices.

Unfortunately, the team had to offer a Postvention response on two occasions in the year (we offer this for all Deaths In Custody (DICs), whether or not they are Self-Inflicted), with volunteers and Listeners supporting the Wing, close associates, and staff affected.

A number of national Samaritans awareness days and policies affect the Listener scheme too. On the weekend of Brew Monday, we shared branded tea bags amongst prison staff and, for those not on shift, displayed tea bags and literature in the staff wellbeing information area. Plus, we thanked the Listeners during Volunteers Week. As a team, we actively fed back on the upcoming Third Party Threats of Harm policy were it to be rolled out to Listeners (it was ultimately made applicable to prison callers to Samaritans, but not to Listeners).

Whilst we try to avoid offering face-to-face emotional support to prisoners, so as not to undermine the role of the Listeners, Samaritans are trusted and called on by prisoners as we are passing. The Team supported around eight callers in this way during the year.

Meijinder 1325, Nick 1294

PUBLICITY

The role for leading publicity and marketing has been vacant for the majority of the year. Ellie 1530 has been covering social media posts and supports the production of the Branch newsletter which ensures NLS news and Samaritans news is shared with the Branch.

Nat 1330

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OUTREACH & SCHOOLS

Keith 1269 stepped down from the Outreach leadership role which was previously shared with Cathy 1369. The Outreach team continues to be led by Cathy 1369. Activities included:

HSPG meetings monthly
GTRG monthly
British Transport Police support visits
National Railway Network Outreach Training
ESOS training
School's support visits

Cathy 1359

ROTA TEAM

The 2023–24 year ended with the formation of the Rota Review Working Group, and planning and preparations for a trial of alternatives to the shift allocation system later in 2024. The Two Volunteer Policy was also re-enforced meaning plans were formulated for how to have a second Full Volunteer on mentored shifts.

Across the year, 1,242 shifts opened, covering 3,881.8 hours. Of these, 19 Hours of Need shifts ran in the period. 114 (8%) shifts were closed, of which 61 were twilight or Hours of Need shifts.

Nick 1294

SHIFT SUPPORT

This year has been a successful year for Shift Support. We have a team of 20 shift supporters, and after a turbulent summer in 2023, have settled into successfully covering the rota.

In November 2023, Clare stepped down as Co-Leader of Shift Support, leaving Hannah 1256 as Lead. We have successfully implemented a new process for debriefing shifts which straddle midnight, where volunteers debrief to each other in branch with a designated shift supporter on call throughout the shift. We implemented this after surveying our branch, with 90% of our survey respondents saying they would rather the trial become permanent. The survey also showed that the branch as a whole value shift support, with over 80% saying they find shift support very valuable.

Hannah 1256

MENTORING

Sheila 1226 and Nicola 1278 stepped down as Mentoring Co Leads in November 2023 after which Erik 1379 took over as lead of a well-functioning and experienced Mentoring team but with little time to prepare for the following cohort of prospective mentees. An immediate problem was to provide sufficient Mentors. This was achieved, but several mentoring starts had to be delayed until the new year.

Organizational changes were made to streamline and freshen up procedures, including reducing team meetings to only 3 times a year (prior to start of each mentoring cycle) but insisting on much higher attendance figures. A new Team Whatsapp group was set up as the main group communication channel, with email and occasionally phone, primarily being used as back-ups.

Whilst mentoring cycles for mentees vary in length, the average seems to be 8-10 sessions, and these now include formally not only one twilight shift, but also an observation shift as well as at least one shift with an alternate 'guest' mentor.

The biggest single problem remains recruiting, although 3 new mentors joined us before the end of the financial year, with at least another two expected to follow later. Individual training programs have been put in place for new Mentors and a new 8 page 'Guide to Mentoring' has been prepared to support them and as a refresher to all.

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The team currently comprises 20 members, but only a proportion are able to be active at any one time.

Erik 1379

VOLUNTEER SUPPORT

Lou 1336 continued to monitor email traffic to the rota team, in order to identify volunteers who were dealing with some kind of personal crisis impacting their ability to do shifts. After discussion with Nat 1330 where appropriate, she contacted those volunteers to offer support. Regular follow-up of those taking time out from shifts was maintained, to encourage and facilitate a return to shifts where possible.

As in previous years, volunteers occasionally made contact independently to talk over personal issues. Nat and Lou are holding regular meetings to discuss appropriate arrangements for volunteers on the Volunteer Support list, and attempting closer coordination with the rota team to ensure they are fully informed of volunteer availability ahead of new rota periods.

Nat and Lou decided to provide edible 'thank you's to the branch at Christmas and during National Volunteer Week and are investigating volunteer benefit schemes through which volunteers may be able to save money.

Lou 1336

EDI

We thanked Belinda 1430 for her work on EDI in branch. With the support of Lesley 805, diversity monitoring fields are now included on volunteers' Three Rings profile pages. This information is used for monitoring purposes only and so is not visible to everyone. Volunteers' pronouns are visible to all, if they have filled in this field.

Volunteers are kept informed about the Continuous Development courses available through the in-branch EDI noticeboard and through the monthly newsletter.

In November Gloria 1532 stepped in to cover as Function Lead, taking over from Belinda officially in February. We've brought the Branch Leadership Team up to date with Samaritans EDI and Reasonable Adjustments Policy and are working on bringing in the use of the Reasonable Adjustments Passport. EDI items have been moved further up the agenda in Branch Leadership Meetings to ensure that they are given adequate attention.

Gloria 1532

FACE TO FACE

Face to face Listening was re-introduced to the branch for the first time since Covid at the end of September 2023 under the strict guidelines set out by Central Office.

There was a fair amount of interest in participating in seeing visitors by the branch and 42 Volunteers initially said they were interested in being part of the Face-to-Face team, either as a shift supporter (run totally separately from our present shift support), as an observer or as a Listener.

Participating in this activity is only open to full volunteers or P15's with embedding. However, the strict guidelines did put some volunteers off and the fact that as a relatively small branch we could only offer appointments during work hours, made it impossible for some of those interested to participate at the present time.

An information session was run to prepare for this launch by Liz 939 and Joanne 1383 this was attended by 10 Volunteers. This did help to dispel concerns over the strict guidelines. All volunteers interested in participating were also asked to complete the online modules "Face to Face in Branch".

During the period from October to March we have seen 5 Face to Face visitors in branch and these visitors have been supported by 8 volunteers, with Orla 1509 being present at each contact.

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It is disappointing that because of the limited availability of appointments and volunteers we have been able to support so few callers and in some instances we have had to refer them to other branches because of the immediate nature of their needs.

I very much hope we will be able to recruit more volunteers to the Face to Face team over the coming year and increase our offering to our callers.

Joanne 1383

INCOME AND EXPENDITURE ACCOUNT

This year's income totalled £50,605, up 11% on last year, largely due to an increase in donations and fundraising. Income from hiring out the Hall was broadly unchanged at £23,381.

Total expenditure, including the costs of operating the hall, was marginally higher at £61,429, producing a net deficit of £10,824. It should be noted that this includes depreciation of £16,373. Net of depreciation, and before deducting our contribution to Central Samaritans, we achieved a surplus of £5,549. Given the challenges faced, this is once again an encouraging outcome. Nevertheless, we will need to ensure that we continue to closely monitor our expenditure and fundraise to cover our costs.

In the financial year ended 31 March 2024, the trustees reiterated their decision to restrict the income from the Hall for the development and maintenance of the Hall. The Trustees will monitor the spending of these funds to ensure that the surplus is used to sustain the Hall so that it does not become a burden on the charity.

RESERVES POLICY

The policy of the Trustees is to maintain free unrestricted reserves equivalent to 18 months of charitable expenditure; this will ensure that the charity can continue to provide its services in the event of any disruption. At the balance sheet date the unrestricted reserves amounted to £87,893, which is very close to our target on an historic basis. At the balance sheet date restricted funds, including fixed assets, totalled £781,521. Unrestricted funds are held for the continuance of the Charity's objectives and activities. Restricted funds are held to cover expenditure that will be incurred in relation to specific projects, in particular the Hall. The trustees will review the reserves policy to ensure that it is consistent and prudent. Any shortfall in total reserves will be addressed over time by additional fundraising.

Adam 1352

ADMINISTRATIVE DETAILS

LEGAL STATUS

North London Samaritans (incorporating Enfield, Haringey and Barnet Samaritans) was a registered charity, with charity registration number 270761. In November 2017 we successfully became a CIO and have a new Charity number 1173621.

We are now governed by a constitution, adopted on 27 November 2017. We have retained the name North London Samaritans (incorporating Enfield, Haringey and Barnet Samaritans), although we intend to amend this to North London Samaritans in due course. At the same time, we affiliated to the new central Samaritans charity.

North London Samaritans (incorporating Enfield, Haringey and Barnet Samaritans) is one of 201 charities within the Samaritans movement. Samaritans is a company limited by guarantee, governed by its memorandum and articles of association, and a registered charity. It was incorporated as a company on 11 April 1963 having been founded by Dr Chad Varah on 2 November 1953.

Legal ownership of Shaftesbury Hall is held by North London Samaritans (incorporating Enfield, Haringey and Barnet Samaritans) and a legal charge has been given to big Lottery Fund for 20 years.

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GOVERNANCE

North London Samaritans (incorporating Enfield, Haringey and Barnet Samaritans) is, like all Samaritans branches, independently operated and funded, within the guidelines of the constitution. A directorate and a committee manage the branch.

The Branch Director heads the directorate and it is she or he who is ultimately responsible for all branch operations. The Director appoints co-directors who oversee all aspects of the branch involving callers, visitors and volunteers (this includes caller support, volunteer recruitment, selection and training, and volunteer mentoring). The Director is also an ex-officio member of the committee. She or he is chosen by a process of consultation with volunteers carried out by a working group, to serve for three years.

The Committee is responsible for fundraising and facilities, including the maintenance and administration of the branch premises. The Committee members are elected at Annual General Meetings and can serve for up to three years. The Committee can also co-opt members within the limits set by the Constitution. By the terms of the Constitution each member of the Committee is a trustee of the charity.

We moved to the new Branch Leadership Team at the First AGM of the CIO on 14th January 2019. The Branch Director took on the single leadership role and is chair of the Trustee Board and chair of the Leadership Team.

The trustees believe that they have complied with their duty to have due regard to the commission’s public benefit guidance when exercising any powers or duties to which the guidance is relevant.

This relates to Section 4 of the 2006 Act to have due regard to guidance on public benefit published by the Charity Commission.

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

Statement of trustees' responsibilities

The trustees (who are also the directors of the company for the purposes of company law) are responsible for preparing the trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the company and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP (FRS 102);
- make judgements and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is unappropriate to presume that the company will continue in business.

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the company's transactions and disclose with reasonable accuracy at any time the financial position of the company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Approved by order of the members of the board of Trustees and signed on their behalf by:



Natalie Floyde 06 Dec 2024 14:20:14 GMT (UTC +0)

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N Floyde
Director
Date: 06 December 2024

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INDEPENDENT EXAMINER'S REPORT
FOR THE YEAR ENDED 31 MARCH 2024

Independent Examiner's Report to the Trustees of North London Samaritans ('the Charity')

I report to the charity Trustees on my examination of the accounts of the Charity for the year ended 31 March 2024.

Responsibilities and Basis of Report

As the Trustees of the Charity (and its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Charity are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of the Charity's accounts carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent Examiner's Statement

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Charity as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act 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; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

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.

This report is made solely to the Charity's Trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. My work has been undertaken so that I might state to the Charity's Trustees those matters I am required to state to them in an Independent examiner's report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the Charity and the Charity's Trustees as a body, for my work or for this report.

Signed: Dated:

Alexander Peal BSc (Hons) FCA DChA

James Cowper Kreston
Chartered Accountants and Statutory Auditor
Reading Bridge House
George Street
Reading
Berkshire
RG1 8LS

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NORTH LONDON SAMARITANS

STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2024

	Note	Restricted funds 2024 £	Unrestricted funds 2024 £	Total funds 2024 £	Total funds 2023 £
Income from:					
Donations and legacies	2	**25,421**	**25,184**	**50,605**	45,605
Investments	3	**-**	**-**	**-**	1
Total income		**25,421**	**25,184**	**50,605**	45,606
Expenditure on:					
Charitable activities	4	**34,777**	**26,652**	**61,429**	59,711
Total expenditure		**34,777**	**26,652**	**61,429**	59,711
Net movement in funds		**(9,356)**	**(1,468)**	**(10,824)**	(14,105)
Reconciliation of funds:					
Total funds brought forward		**790,877**	**89,361**	**880,238**	894,343
Net movement in funds		**(9,356)**	**(1,468)**	**(10,824)**	(14,105)
Total funds carried forward		**781,521**	**87,893**	**869,414**	880,238

The Statement of Financial Activities includes all gains and losses recognised in the year.

The notes on pages 17 to 26 form part of these financial statements.

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NORTH LONDON SAMARITANS
REGISTERED NUMBER: CE011177

BALANCE SHEET
AS AT 31 MARCH 2024

	Note		2024 £		2023 £
Fixed assets					
Tangible assets	9		**753,159**		769,532
Current assets					
Debtors	10	**1,241**		4,336	
Cash at bank and in hand		**123,876**		112,850	
		125,117		117,186	
Creditors: amounts falling due within one year	11	**(8,862)**		(6,480)	
Net current assets			**116,255**		110,706
Total net assets			**869,414**		880,238
Charity funds					
Restricted funds	12		**781,521**		790,877
Unrestricted funds	12		**87,893**		89,361
Total funds			**869,414**		880,238

The Charity was entitled to exemption from audit under section 477 of the Companies Act 2006.

The members have not required the company to obtain an audit for the year in question in accordance with section 476 of Companies Act 2006.

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

The financial statements have been prepared in accordance with the provisions applicable to entities subject to the small companies regime.

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:

Adam Mccormack 29 Nov 2024 15:49:27 GMT (UTC +0)

.....

A McCormack
Trustee
Date: 29 November 2024

The notes on pages 17 to 26 form part of these financial statements.

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NORTH LONDON SAMARITANS

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2024

	Note	2024 £	2023 £
Cash flows from operating activities			
Net cash used in operating activities	15	**11,026**	(38)
Cash flows from investing activities			
Purchase of tangible fixed assets		**-**	-
Interest received		**-**	1
Net cash provided by investing activities		**-**	**1**
Net cash inflow/(outflow) brought forward		**11,026**	**(37)**
Cash flows from financing activities			
Change in cash and cash equivalents in the year		**11,026**	**(37)**
Cash and cash equivalents at the beginning of the year		**112,850**	112,887
Cash and cash equivalents at the end of the year	16	**123,876**	112,850

The notes on pages 17 to 26 form part of these financial statements

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NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

1. Accounting policies

1.1 Basis of preparation of financial statements

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

North London Samaritans meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

1.2 Income

All income is recognised once the Charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

The recognition of income from legacies is dependent on establishing entitlement, the probability of receipt and the ability to estimate with sufficient accuracy the amount receivable. Evidence of entitlement to a legacy exists when the Charity has sufficient evidence that a gift has been left to them (through knowledge of the existence of a valid will and the death of the benefactor) and the executor is satisfied that the property in question will not be required to satisfy claims in the estate. Receipt of a legacy must be recognised when it is probable that it will be received and the fair value of the amount receivable, which will generally be the expected cash amount to be distributed to the Charity, can be reliably measured.

Income tax recoverable in relation to investment income is recognised at the time the investment income is receivable.

1.3 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset’s use.

Expenditure on charitable activities is incurred on directly undertaking the activities which further the Charity's objectives, as well as any associated support costs.

All expenditure is inclusive of irrecoverable VAT.

1.4 Government grants

Government grants, including Covid-19 related grants, are credited to the Statement of financial activities as the related expenditure is incurred.

1.5 Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the Charity; this is normally upon notification of the interest paid or payable by the institution with whom the funds are deposited.

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1. Accounting policies (continued)

1.6 Tangible fixed assets and depreciation

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition should be included in the measurement of cost.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives, using the straight-line method.

Depreciation is provided on the following basis:

Freehold property	-	2%

1.7 Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

1.8 Cash at bank and in hand

Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

1.9 Liabilities and provisions

Liabilities are recognised when there is an obligation at the Balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the Charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised in the Statement of financial activities as a finance cost.

1.10 Financial instruments

The Charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

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1. Accounting policies (continued)

1.11 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Charity and which have not been designated for other purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Charity for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Investment income, gains and losses are allocated to the appropriate fund.

2. Income from donations and legacies

	Restricted funds 2024 £	**Unrestricted funds 2024 £**	**Total funds 2024 £**	Total funds 2023 £
Donations	-	25,184	**25,184**	18,815
Prison funding	2,040	-	**2,040**	3,699
Hall income	23,381	-	**23,381**	23,091
	25,421	25,184	**50,605**	45,605
Total 2023	26,790	18,815	45,605	

3. Investment income

	Unrestricted funds 2024 £	**Total funds 2024 £**	Total funds 2023 £
Interest income	-	**-**	1
Total 2023	1	1	

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NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

4. Analysis of expenditure on charitable activities

Summary by fund type

	Restricted funds 2024 £	Unrestricted funds 2024 £	**Total 2024 £**	Total 2023 £
Expenditure on charitable activities	34,777	26,652	**61,429**	59,711
Total 2023	33,638	26,073	59,711	

5. Analysis of expenditure by activities

	Activities undertaken directly 2024 £	Support costs 2024 £	**Total funds 2024 £**	Total funds 2023 £
Expenditure on charitable activities	28,251	33,178	**61,429**	59,711
Total 2023	28,828	30,883	59,711	

Analysis of support costs

	Total funds 2024 £	Total funds 2023 £
Staff costs	**13,885**	13,090
Depreciation	**16,373**	16,373
Bank charges	**104**	239
Contribution to Head Office	**2,816**	1,181
	33,178	30,883

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NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

6. Independent examiner's remuneration

	2024 £	2023 £
Fees payable to the Charity's independent examiner for the independent examination of the Charity's annual accounts	**1,116**	1,080
Fees payable to the Charity's independent examiner in respect of:		
Preparation of the Charity's annual accounts	**2,604**	2,520

7. Staff costs

	2024 £	2023 £
Wages and salaries	**13,885**	13,090

The average number of persons employed by the Charity during the year was as follows:

	2024 No.	2023 No.
Employee	**1**	1

No employee received remuneration amounting to more than £60,000 in either year.

8. Trustees' remuneration and expenses

During the year, no Trustees received any remuneration or other benefits (2023 - £NIL).

During the year ended 31 March 2024, no Trustee expenses have been incurred (2023 - £NIL).

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NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

9. Tangible fixed assets

	Freehold property £
Cost or valuation	
At 1 April 2023	**818,651**
At 31 March 2024	**818,651**
Depreciation	
At 1 April 2023	**49,119**
Charge for the year	**16,373**
At 31 March 2024	**65,492**
Net book value	
At 31 March 2024	**753,159**
At 31 March 2023	769,532

10. Debtors

	2024 £	2023 £
Due within one year		
Prepayments and accrued income	**1,241**	4,336

11. Creditors: Amounts falling due within one year

	2024 £	2023 £
Accruals	**8,862**	6,480

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12. Statement of funds

Statement of funds - current year

	Balance at 1 April 2023 £	Income £	Expenditure £	Balance at 31 March 2024 £
Unrestricted funds				
General Funds - all funds	**89,361**	**25,184**	**(26,652)**	**87,893**
Restricted funds				
Hall development fund	**790,877**	**23,381**	**(32,737)**	**781,521**
Prison fund	**-**	**2,040**	**(2,040)**	**-**
	790,877	**25,421**	**(34,777)**	**781,521**
Total of funds	**880,238**	**50,605**	**(61,429)**	**869,414**

The Hall development fund is restricted for the development and maintenance of the hall.

Statement of funds - prior year

	Balance at 1 April 2022 £	Income £	Expenditure £	Balance at 31 March 2023 £
Unrestricted funds				
General Funds - all funds	96,618	18,816	(26,073)	89,361
Restricted funds				
Hall development fund	797,725	23,091	(29,939)	790,877
Prison fund	-	3,699	(3,699)	-
	797,725	26,790	(33,638)	790,877
Total of funds	894,343	45,606	(59,711)	880,238

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NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

13. Summary of funds

Summary of funds - current year

	Balance at 1 April 2023 £	Income £	Expenditure £	Balance at 31 March 2024 £
General funds	**89,361**	**25,184**	**(26,652)**	**87,893**
Restricted funds	**790,877**	**25,421**	**(34,777)**	**781,521**
	880,238	**50,605**	**(61,429)**	**869,414**

Summary of funds - prior year

	Balance at 1 April 2022 £	Income £	Expenditure £	Balance at 31 March 2023 £
General funds	96,618	18,816	(26,073)	89,361
Restricted funds	797,725	26,790	(33,638)	790,877
	894,343	45,606	(59,711)	880,238

14. Analysis of net assets between funds

Analysis of net assets between funds - current period

	Restricted funds 2024 £	Unrestricted funds 2024 £	Total funds 2024 £
Tangible fixed assets	753,159	-	**753,159**
Current assets	28,362	96,755	**125,117**
Creditors due within one year	-	(8,862)	**(8,862)**
Total	781,521	87,893	**869,414**

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14. Analysis of net assets between funds (continued)

Analysis of net assets between funds - prior period

	Restricted funds 2023 £	Unrestricted funds 2023 £	Total funds 2023 £
Tangible fixed assets	769,532	-	769,532
Current assets	21,345	95,841	117,186
Creditors due within one year	-	(6,480)	(6,480)
Total	790,877	89,361	880,238

15. Reconciliation of net movement in funds to net cash flow from operating activities

	2024 £	2023 £
Net expenditure for the period (as per Statement of Financial Activities)	**(10,824)**	(14,105)
Adjustments for:		
Depreciation charges	**16,373**	16,373
Interest received	**-**	(1)
Decrease/(increase) in debtors	**3,095**	(3,257)
Increase in creditors	**2,382**	952
Net cash provided by/(used in) operating activities	**11,026**	(38)

16. Analysis of cash and cash equivalents

	2024 £	2023 £
Cash in hand	**123,876**	112,850
Total cash and cash equivalents	**123,876**	112,850

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NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

17. Analysis of changes in net debt

	At 1 April 2023	Cash flows	At 31 March 2024
	£	£	£
Cash at bank and in hand	112,850	11,026	123,876
	112,850	11,026	123,876

NORTH LONDON SAMARITANS (INCORPORATING ENFIELD, HARINGEY AND BARNET SAMARITANS)

England & Wales - Charity number 1173621

Accounts

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Registered number: CE011177
Charity number: 1173621

NORTH LONDON SAMARITANS

UNAUDITED

TRUSTEES' REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023

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NORTH LONDON SAMARITANS

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NORTH LONDON SAMARITANS

REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY, ITS TRUSTEES AND ADVISERS FOR THE YEAR ENDED 31 MARCH 2023

Trustees	A McCormack J H Pyatt K J Shadbolt N Floyde L A Ryder-Davies S V Santilal E M Pordes A Scoltock K Roxburgh A J Cerny (appointed 6 February 2023) J Quittner (appointed 7 November 2022) M Long (appointed 7 November 2022)
Company registered number	CE011177
Charity registered number	1173621
Registered office	Shaftesbury Hall Herbert Road London N11 2QN
Company secretary	N Webster
Director	L A Ryder-Davies
Accountants	James Cowper Kreston Chartered Accountants and Statutory Auditor Reading Bridge House George Street Reading Berkshire RG1 8LS
Bankers	Barclays Bank plc 20 The Town Enfield EN2 6LS Barclays Bank plc 3 Walthamstow Leicestershire, LE87 2BB CAF Bank Ltd 25 Kings Avenue Kings Hill West Malling Kent ME19 4JQ

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NORTH LONDON SAMARITANS

TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2023

MISSION, VISION AND VALUES

THE VISION

Samaritans Vision is that fewer people die by suicide.

THE MISSION

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

We do this by:

- Being available 24 hours a day 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 to achieve our Vision;
- Influencing public policy and raising awareness of the challenges of reducing suicide

THE VALUES

We 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 we 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 we want people to be able to talk to us without fear of prejudice or rejection;
- Human contact, because giving people time, undivided attention and empathy meets a fundamental emotional need and reduces distress and despair.

MESSAGE FROM THE DIRECTOR

2022 - 2023 was my last year as Director, I will step down at the beginning of July 2023. The year has seen a gradual return to normal working within the branch. We continued to staff only two stations per shift until the start of 2022 but from the beginning of March 2022 we returned to triple staffing as many shifts as possible and we removed the 20 minute gap between shifts.

Committee and Leadership team meetings all now take place in the hall in person. We have still not been able to see face to face callers, but the findings of the pilot scheme have been analysed and Samaritans have introduced a new protocol for branches to follow if they wish to re-introduce face to face callers. Volunteers must opt in to seeing visitors and NLS has shown enthusiasm for welcoming callers back into the branch and we hope to have our new system up and running towards the autumn of 2023.

Our regular hires have returned, which in addition to Yoga, Pilates and children's music classes include monthly Gong Bath sessions and periodic Terrazzo craft workshops, we also had bookings for 3 Vintage Markets, 2 Affordable Art Fairs, Barnet Council free health screenings, 2 folk concerts given by Bowes Park Folk Club, a Health and Holistic Fair, Bounds Green Food Bank - training for volunteers, CAHMS (Haringey) training course for local parents.

Selection interviews and Core Training courses are now all taking place in person in the Hall, we continue to deliver Information sessions via zoom because it has proved to be an effective way of doing this. The specific Mentoring shifts we introduced during the pandemic have been made a permanent feature of the Rota and are very helpful in getting New Samaritans onto the Rota quickly and into doing shifts without too much of a gap after completing Core Training. The Rota team continues to devote many hours ensuring that rotas are filled and shifts continue to run. We currently have 122 Listening volunteers and 9 Support volunteers.

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As always, we have had some volunteers leave us to relocate around the country but have had others transferring to us. 22 new volunteers completed training and joined the branch between March 2021 and 2022, and 3 volunteers transferred from other branches, we continue to share a number of volunteers with other branches. We have run in person refresher training sessions for all our volunteers in the Hall.

The Book Club which started in June 2021 and initially met via Zoom has been taking place in person over the past year, its membership is increasing.

We have 30 volunteers who are trained to give Emotional Support in Other Settings (ESOS). The Team Leader for Outreach continues to attend Haringey Suicide Prevention Group meetings which now take place in person. Samaritans were one of a small number of organisations that were invited to take part in Operation London Bridge. Several NLS volunteers were on duty throughout the lying in state of Her Majesty Queen Elizabeth II, in conjunction with volunteers from other London branches. We provided emotional support in a number of locations including supporting people leaving flowers in the parks, in the queue along the Southbank and those exiting Westminster Hall after filing past the catafalque. A few NLS volunteers were lucky enough to be invited to pay their respects in the Great Hall on the last evening.

School activities were allowed to resume from March 2022 for pupils in year 9 and above. We provide volunteers for Outreach at the Police Custody Suite at Bishopsgate. In conjunction with Central London branch we provided emotional support in Islington at the request of the council after a suicide.

Some of our volunteers helped with the annual Crisis at Christmas provision for homeless people.

The Prison Team are continuing the valuable work of recruiting and training Listeners at Pentonville and raising awareness of the scheme among newly recruited staff.

Fundraising continues to be successful; we have appointed a Support Volunteer for Fundraising who brings a wealth of experience and enthusiasm with her. We are delighted to have been chosen as the Charity Partner of The Mall Wood Green who have hosted awareness raising sessions and fundraising activities on our behalf, our ESOS trained volunteers have given emotional support to members of the public at coffee & chat sessions hosted by The Mall.

As always, the above was made possible through the efforts of all our Support and Listening volunteers and our Hall/Premises Manager who have all supported me and each other to keep the branch open and running for our callers. Thank you.

Lesley 805

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COMMITTEE REPORT

The branch has run very smoothly this year. Committee meetings are now being held in the Hall in person and are well attended and productive.

There have not been many changes to the Trustees this year.

Outgoing

Keith 1269 retired at the last AGM on 07.11.22

Incoming

Joanne 1383 was voted in at the AGM on 7.11.22
Marianne 1433 was voted in at the AGM on 7.11.22
Amanda 1417 was co-opted on 19.01.23 and took over from Sonam as the Secretary.

At the end of the year, the trustees are
Lesley 805 Director
Alison 1031
Adam 1352S Treasurer
Nat 1330
John 1219
Sonam 1490
Kirsty 1371
Erik 1379
Joanne 1383
Marianne 1433
Amanda 1417 Secretary

Alison 1031

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BRANCH MATTERS

EMOTIONAL SUPPORT

For the year to 31st March 2023 we responded to:

Phone calls 7476
Emails 3401
Face to Face Outside the branch 31
Total Contacts 10,908

This is an increase in activity in comparison with the previous year, outside branch contacts resumed at the start of 2022, but face to face in branch has still not resumed. Pre March 2022 shifts still had 2 rather than 3 volunteers taking calls, the introduction of a new system for checking emails has significantly reduced the number that can be dealt with during a shift. We are still awaiting the roll out of Online Chat to all branches and at the time of writing we are making arrangements to welcome callers into the branch again. Outreach activity continues to increase.

Lesley 805

SHAFTESBURY HALL

After several years of disruption due to the COVID Pandemic and the Government rules on lockdown 2022/2023 was back to normal use. The Hall being hired out to both the local community and North London Samaritans.

Regular bookings have remained reasonably strong throughout the year with several new classes introduced, although in the last 6 months class sizes have been weaker due in part to the cost-of-living issues that have affected everyone. The same situation exists for one off weekend bookings. This trend is expected to continue well into 2023/ 2024.

Users included health and fitness organisations, local services supporting minorities and the disadvantaged, music and arts groups, a variety of individuals and businesses providing classes and activities for children and charitable and voluntary organisations. Haringey CAMHS, Pinhole and GDPQ/ Barnet Council Health Screening used the Hall during the year, whilst 3 weeks were set aside for holiday clubs during the summer holidays. In addition to this, the Hall has been hired by members of the local community to host a variety of social events and parties.

Subject to availability, North London Samaritans have again hired the Hall at the current hourly rate for meetings, training, information and selection events.

During the year further investment was made in ensuring the fixtures and fittings were maintained to a high standard including a re-paint of the Hall interior, re-polishing of the floor and the replacement of the locking window handles. Unfortunately, the roof panels to the building are showing some early signs of blistering/ peeling and the Main Contractor has been put on notice that these are latent defects under the Building Contract. This has been accepted and remedial work is expected to be carried out during this year.

The Hall Committee continued to closely monitor the operation of the Hall facility in a manner similar to that of a village hall, ensuring that it benefits the local community, by being available to a wide range of activities which are social ,recreational or community-oriented in nature and complies with the advice of Bates Wells Braithwaite LLP provided on the 14th June 2018 and the terms of HMRC VAT clearance letter dated 11th August 2017. The Hall Committee is satisfied that the Hall operation has been consistent with that advice and clearance.

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The Hall Committee consists of representatives of North London Samaritans (as the recipient of the Big Lottery Fund and other grants to enable the establishment of a hall facility available for hire for community activities) and members of the local community and hall users. The Committee monitors the type of activities carried on in the Hall and oversees the Hall Manager in the performance of her duties regarding the day to day letting of the Hall space and the maintenance and general upkeep of the building and ensuring that the Hall operates, when open, in compliance with the terms of the grants and in a manner consistent with the village hall principal.

We look forward to another successful year in 2023/ 2024.

John 1219

FUNDRAISING

Fundraising income was lifted by the partnership with The Mall, Wood Green who reached their milestone to raise over £3,000 for our branch through hosting events for their staff and the general public. We continue to be successful securing funding from local charities and through grants alongside funds raised by our volunteers and their fundraising activities.

Nat 1330

CALLER SUPPORT

Caller Support has been taken out of Branches and there is now a new Caller Support and Safeguarding Hub which supports our most complex callers. Volunteers are welcome to join this hub in addition to their regular listening shifts.

Lesley 805

INFORMATION

The Information Event team continued to comprise Brian 1359, who was admirably supported by Arancha 1432S. As always, I'd like to place on record my thanks and appreciation to Arancha for all the work she has done behind the scenes to ensure that all the Information Events ran seamlessly throughout the year.

Notwithstanding the ending of the COVID-19 pandemic, all Information Events during the period continued to be delivered by Brian 1359 on-line via Zoom.

Seven on-line Information events were held during the period, as follows:

- 27th April 2022
- 14th June 2022
- 26th July 2022
- 25th September 2022
- 24th January 2023
- 2nd March 2023
- 30th March 2023

146 potential volunteer made enquiries to the branch during the year.

86 potential volunteers attended one of the above Information Events.

62 potential volunteers attending an Information Event subsequently requested a Selection Interview.

Compared to the previous year (1st April 2021 – 31st March 2022), the number of potential volunteers expressing an interest in finding out more about Samaritans reduced significantly. This is potentially because during the COVID-19 pandemic (and for a significant period afterwards), potential volunteers didn't have much else to do, and as such, they decided they find out more about the work of Samaritans.

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Finally, and after three years of presenting the Information Events on behalf of NLS, Brian 1359 has decided to step down with effect from 30th June 2023, and give other volunteers the opportunity to present subsequent Information Events.

Brian 1359

SELECTION

Between April 2022 and March 2023, Sheila1226 offered to lead Selection Interviews temporarily after the team lead Barbara1309 stepped down. Sheila1226 was later supported by Sonam1490 from December onwards. Selection Interviews are back to being face-to-face at Shaftesbury Hall. Dependent on volunteer help, the maximum number of interviews that can run on a selection day is 12. There have been 5 selection days, with a total of 49 PVs interviewed, and 44 offered training. There have been some non-shows from Potential Volunteers (PVs) on the day, we hope to improve this for the next year.

Sonam 1490

TRAINING

Summer 2022
The summer cohort started training on the 21st of April. Only 10 of 12 invited trainees started the course. We had two late dropouts with unfortunately no waiting list people selected to take up the places. As it turned out it was more difficult, now we are back in the hall, to provide trainers for every session so though at first I was concerned by the late drop outs having to provide 5 rather than 6 trainers every week made it easier.

Life has opened up for everyone with holidays and activities and we are all busier than ever. The team remained the same as those who trained for the five courses that we ran on Zoom and despite some initial doubts everyone thought the quality of training was raised by face to face interaction.

As we moved into the hall I was hoping to bring new people in to help so on the 23rd of April I ran a short course for eight people on how to use the BEAR feedback forms. Angela, Nili and Tracey have come to one or two evenings and taken part in call practices with enthusiasm. In the end 8 New Samaritans were invited into the branch.

Autumn 2022
The Autumn Training started with a cohort of 11 trainees and 9 were ready on Skills Day to go into the branch.

Spring 2023
This Core training started out with a full complement of twelve trainees and 8 reached the required standard to go into the branch. None of this training could have taken place without the trainers, course mentors and call practices whose invaluable contribution to training made it possible to prepare 25 New Samaritans to go into the branch this year.

The team comprised. - Sally, Deborah, Eliza, Christian, Joanne, Nili, Clare,Keith, Ben, Hugh, Brian, Jacky, Ruby, and Kirsty.

A third half day training with lunch 'Applying Our Key Policies' took place on Saturday 9th October in the Hall.

Liz 939

EMBEDDING

The Embedding team continue to run embedding sessions over 4 weeks, taking place in the Hall.

It has been difficult getting a healthy number of participants attending the sessions and even when agreeing to participate a number of attendees were not able to attend all 4 sessions. Some last minute drop outs resulting in cancelled and re-scheduled sessions.

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At the core of embedding sessions are discussions about experiences in branch which cover the various key themes of embedding. When numbers are small it is difficult for participants to learn from the experiences of others.

In an attempt to improve attendance a reminder that embedding must be taken within 12 months of completing Core training is now included in the invitation to attend the Embedding sessions and the frequency of embedding sessions has been reduced to twice per year from March 2022.

Six volunteers completed the Embedding sessions from 1 April 2022.

Alison 1031, Amanda 1417 and Tia 1424

PRISON SUPPORT

There were approximately 1,100 Listens totalling 390 hours The top five concerns were Mental Health, First Time in Prison, Problems with Staff / Regime, Isolation / Loneliness

Listener Support meetings took place every Saturday morning with at least 2 Samaritans. The jail is getting better at facilitating the group in one place but still very slow and dependent on staff that are in on a particular Saturday. We were still having to go onto each wing and talk to Listeners individually. This takes up quite a lot of time and resources.

It was still difficult to organise any staff trainings or awareness sessions but we worked closely with Safer Custody to get things into a routine as how they were pre-covid.

There were 13 Current Listeners plus 2 transferred in from Thameside where the scheme has closed.

Meijinder1325, Nick 1294

PUBLICITY

Our focus on publicity in the last year has predominantly been the partnership with The Mall shopping centre. We created assets to promote Samaritans generally in the centre (to both callers and prospective volunteers), and also specific material to support specific events for example directing people to coffee and cake events with volunteers.

We continued to keep the branch Twitter up to date to maintain our profile in the community and to potential volunteers.

Jess 6246

OUTREACH & SCHOOLS

It was a busy year for the Outreach team with various activities including:

HSPG meetings monthly
GTRG likewise
British Transport Police support visits
National Railway Network Outreach Training
ESOS training
School's support visits

Cathy1356 & Keith1269

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ROTA TEAM

Tracy 1385 joined the Rota Team and quickly got up to speed.

The rota period was standardised to five weeks to maximise the number of shifts with three volunteers on them.

The volunteer numbers during certain "Hours of Need" became a national focus and the branch changed the weekly Hours of Need shifts from 5am–7am to 3am–7am. In March, there was a national 'Light up the Night' week to highlight the need for volunteers on night shifts so we can provide a 24-hour service when other services are closed.

The number of pull-outs and shift closures is a concern, and the branch does continues trying to fill the gaps as they open.

Nick 1294

SHIFT SUPPORT

In November 2022 Lizzie stepped down from Shift Support leadership. Hannah1256 continued in the role and was joined by Clare1414. There was a healthy number of shift supporters during the year but the majority of shifts were done by the same few people. Most shifts were covered but there were still frequent gaps in the twilight shift cover.

Hannah 1256

MENTORING

Mentoring continues to be successful with overall positive feedback received by Ps. Regular Mentors' meetings took place every 6 weeks and are helpful for Mentors.

The Pilot of doing practice emails proved to be unpopular so was dropped and Ns were advised to ask if they wanted to do practice emails.

More mentors are required. Nicola 1278 and Sheila 1226 decided to step down from co-leading Mentoring.

Sheila 1226, Nicola 1278

VOLUNTEER SUPPORT

Lou continued to monitor email traffic to the rota team, in order to identify volunteers who were dealing with some kind of personal crisis impacting their ability to do shifts. After discussion with Lesley 805 where appropriate, she contacted those volunteers to offer support. Regular follow-up to those taking time out from shifts was maintained, to encourage and facilitate a return to shifts where possible. As in previous years, volunteers occasionally made contact independently to talk over personal issues.

Lesley and Lou decided to provide edible 'thank you's to the branch at Christmas and during National Volunteer Week, after an exploratory exercise suggested that giving volunteers personalised certificates (available from Central Office) would be expensive, potentially divisive (depending on the criteria used) and costly in both time and trees!

Lou 1336

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INCOME AND EXPENDITURE ACCOUNT

This year's income totalled £45,606, up 11% on last year, largely due to an increase in donations and fundraising. Income from hiring out the Hall was broadly unchanged at £23,091.

Total expenditure, including the costs of operating the hall, was marginally higher at £59,711, producing a net deficit of £14,105. It should be noted that this includes depreciation of £16,373. Net of depreciation, and before deducting our contribution to Central Samaritans, we achieved a surplus of £3,449. Given the challenges faced, this is once again an encouraging outcome. Nevertheless, we will need to ensure that we continue to closely monitor our expenditure and fundraise to cover our costs.

In the financial year ended 31 March 2023, the trustees reiterated their decision to restrict the income from the Hall for the development and maintenance of the Hall. The Trustees will monitor the spending of these funds to ensure that the surplus is used to sustain the Hall so that it does not become a burden on the charity.

RESERVES POLICY

The policy of the Trustees is to maintain free unrestricted reserves equivalent to 18 months of charitable expenditure; this will ensure that the charity can continue to provide its services in the event of any disruption. At the balance sheet date the unrestricted reserves amounted to £89,361, which is above target on an historic basis. At the balance sheet date restricted funds, including fixed assets, totalled £790,877. Unrestricted funds are held for the continuance of the Charity's objectives and activities. Restricted funds are held to cover expenditure that will be incurred in relation to specific projects, in particular the Hall. The trustees will review the reserves policy to ensure that it is consistent and prudent. Any shortfall in total reserves will be addressed over time by additional fundraising.

Adam 1352

ADMINISTRATIVE DETAILS

LEGAL STATUS

North London Samaritans (incorporating Enfield, Haringey and Barnet Samaritans) was a registered charity, with charity registration number 270761. In November 2017 we successfully became a CIO and have a new Charity number 1173621.

We are now governed by a constitution, adopted on 27 November 2017. We have retained the name North London Samaritans (incorporating Enfield, Haringey and Barnet Samaritans), although we intend to amend this to North London Samaritans in due course. At the same time, we affiliated to the new central Samaritans charity.

North London Samaritans (incorporating Enfield, Haringey and Barnet Samaritans) is one of 201 charities within the Samaritans movement. Samaritans is a company limited by guarantee, governed by its memorandum and articles of association, and a registered charity. It was incorporated as a company on 11 April 1963 having been founded by Dr Chad Varah on 2 November 1953.

Legal ownership of Shaftesbury Hall is held by North London Samaritans (incorporating Enfield, Haringey and Barnet Samaritans) and a legal charge has been given to big Lottery Fund for 20 years.

GOVERNANCE

North London Samaritans (incorporating Enfield, Haringey and Barnet Samaritans) is, like all Samaritans branches, independently operated and funded, within the guidelines of the constitution. A directorate and a committee manage the branch.

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

The Branch Director heads the directorate and it is she or he who is ultimately responsible for all branch operations. The Director appoints co-directors who oversee all aspects of the branch involving callers, visitors and volunteers (this includes caller support, volunteer recruitment, selection and training, and volunteer mentoring). The Director is also an ex-officio member of the committee. She or he is chosen by a process of consultation with volunteers carried out by a working group, to serve for three years.

The Committee is responsible for fundraising and facilities, including the maintenance and administration of the branch premises. The Committee members are elected at Annual General Meetings and can serve for up to three years. The Committee can also co-opt members within the limits set by the Constitution. By the terms of the Constitution each member of the Committee is a trustee of the charity.

We moved to the new Branch Leadership Team at the First AGM of the CIO on 14th January 2019. The Branch Director took on the single leadership role and is chair of the Trustee Board and chair of the Leadership Team.

The trustees believe that they have complied with their duty to have due regard to the commission's public benefit guidance when exercising any powers or duties to which the guidance is relevant.

This relates to Section 4 of the 2006 Act to have due regard to guidance on public benefit published by the Charity Commission.

Statement of trustees' responsibilities

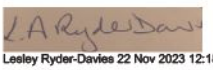
The trustees (who are also the directors of the company for the purposes of company law) are responsible for preparing the trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the company and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP (FRS 102);
- make judgements and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is unappropriate to presume that the company will continue in business.

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the company's transactions and disclose with reasonable accuracy at any time the financial position of the company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Approved by order of the members of the board of Trustees and signed on their behalf by:



.....

L A Ryder-Davies
Director
Date: 22 November 2023

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NORTH LONDON SAMARITANS

INDEPENDENT EXAMINER'S REPORT FOR THE YEAR ENDED 31 MARCH 2023

Independent Examiner's Report to the Trustees of North London Samaritans ('the Charity')

I report to the charity Trustees on my examination of the accounts of the Charity for the year ended 31 March 2023.

Responsibilities and Basis of Report

As the Trustees of the Charity (and its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Charity are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of the Charity's accounts carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent Examiner's Statement

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Charity as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act 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; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

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.

This report is made solely to the Charity's Trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. My work has been undertaken so that I might state to the Charity's Trustees those matters I am required to state to them in an Independent examiner's report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the Charity and the Charity's Trustees as a body, for my work or for this report.

Signed: Alex Peal Dated: 22 November 2023

Alexander Peal BSc (Hons) FCA DChA

James Cowper Kreston
Chartered Accountants and Statutory Auditor
Reading Bridge House
George Street
Reading
Berkshire
RG1 8LS

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NORTH LONDON SAMARITANS

STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2023

	Note	Restricted funds 2023 £	Unrestricted funds 2023 £	Total funds 2023 £	Total funds 2022 £
Income from:					
Donations and legacies	2	**26,790**	**18,815**	**45,605**	40,922
Investments	3	**-**	**1**	**1**	2
Total income		**26,790**	**18,816**	**45,606**	40,924
Expenditure on:					
Charitable activities	4	**33,638**	**26,073**	**59,711**	58,651
Total expenditure		**33,638**	**26,073**	**59,711**	58,651
Net movement in funds		**(6,848)**	**(7,257)**	**(14,105)**	(17,727)
Reconciliation of funds:					
Total funds brought forward		**797,725**	**96,618**	**894,343**	912,070
Net movement in funds		**(6,848)**	**(7,257)**	**(14,105)**	(17,727)
Total funds carried forward		**790,877**	**89,361**	**880,238**	894,343

The Statement of Financial Activities includes all gains and losses recognised in the year.

The notes on pages 16 to 25 form part of these financial statements.

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NORTH LONDON SAMARITANS
REGISTERED NUMBER: CE011177

BALANCE SHEET
AS AT 31 MARCH 2023

	Note		2023 £		2022 £
Fixed assets					
Tangible assets	9		**769,532**		785,905
Current assets					
Debtors	10	**4,336**		1,079	
Cash at bank and in hand		**112,850**		112,887	
		117,186		113,966	
Creditors: amounts falling due within one year	11	**(6,480)**		(5,528)	
Net current assets			**110,706**		108,438
Total net assets			**880,238**		894,343
Charity funds					
Restricted funds	12		**790,877**		797,725
Unrestricted funds	12		**89,361**		96,618
Total funds			**880,238**		894,343

The Charity was entitled to exemption from audit under section 477 of the Companies Act 2006.

The members have not required the company to obtain an audit for the year in question in accordance with section 476 of Companies Act 2006.

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

The financial statements have been prepared in accordance with the provisions applicable to entities subject to the small companies regime.

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:

Adam Mccormack 20 Nov 2023 17:12:01 GMT (UTC +0)

.....

A McCormack
Trustee
Date: 20 November 2023

The notes on pages 16 to 25 form part of these financial statements.

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NORTH LONDON SAMARITANS

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2023

	Note	2023 £	2022 £
Cash flows from operating activities			
Net cash used in operating activities	15	**(38)**	7,151
Cash flows from investing activities			
Purchase of tangible fixed assets		**-**	-
Interest received		**1**	2
Net cash provided by investing activities		**1**	**2**
Net cash (outflow)/inflow brought forward		**(37)**	**7,153**
Cash flows from financing activities			
Change in cash and cash equivalents in the year		**(37)**	**7,153**
Cash and cash equivalents at the beginning of the year		**112,887**	105,734
Cash and cash equivalents at the end of the year	16	**112,850**	112,887

The notes on pages 16 to 25 form part of these financial statements

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NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023

1. Accounting policies

1.1 Basis of preparation of financial statements

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

North London Samaritans meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

1.2 Income

All income is recognised once the Charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

The recognition of income from legacies is dependent on establishing entitlement, the probability of receipt and the ability to estimate with sufficient accuracy the amount receivable. Evidence of entitlement to a legacy exists when the Charity has sufficient evidence that a gift has been left to them (through knowledge of the existence of a valid will and the death of the benefactor) and the executor is satisfied that the property in question will not be required to satisfy claims in the estate. Receipt of a legacy must be recognised when it is probable that it will be received and the fair value of the amount receivable, which will generally be the expected cash amount to be distributed to the Charity, can be reliably measured.

Grants are included in the Statement of financial activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the Balance sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

Income tax recoverable in relation to investment income is recognised at the time the investment income is receivable.

1.3 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

Expenditure on charitable activities is incurred on directly undertaking the activities which further the Charity's objectives, as well as any associated support costs.

All expenditure is inclusive of irrecoverable VAT.

1.4 Government grants

Government grants, including Covid-19 related grants, are credited to the Statement of financial activities as the related expenditure is incurred.

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1. Accounting policies (continued)

1.5 Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the Charity; this is normally upon notification of the interest paid or payable by the institution with whom the funds are deposited.

1.6 Tangible fixed assets and depreciation

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition should be included in the measurement of cost.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives, using the straight-line method.

Depreciation is provided on the following basis:

Freehold property	-	2%

1.7 Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

1.8 Cash at bank and in hand

Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

1.9 Liabilities and provisions

Liabilities are recognised when there is an obligation at the Balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the Charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised in the Statement of financial activities as a finance cost.

1.10 Financial instruments

The Charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

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1. Accounting policies (continued)

1.11 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Charity and which have not been designated for other purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Charity for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Investment income, gains and losses are allocated to the appropriate fund.

2. Income from donations and legacies

	Restricted funds 2023 £	Unrestricted funds 2023 £	Total funds 2023 £	Total funds 2022 £
Donations	-	18,815	**18,815**	14,817
Prison funding	3,699	-	**3,699**	888
Covid-19 Job Retention Scheme grant income	-	-	**-**	1,697
Hall income	23,091	-	**23,091**	23,520
	26,790	18,815	**45,605**	40,922
Total 2022	29,102	11,820	40,922	

3. Investment income

	Unrestricted funds 2023 £	Total funds 2023 £	Total funds 2022 £
Interest income	1	**1**	2
Total 2022	2	2	

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NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023

4. Analysis of expenditure on charitable activities

Summary by fund type

	Restricted funds 2023 £	Unrestricted funds 2023 £	Total 2023 £	Total 2022 £
Expenditure on charitable activities	33,638	26,073	**59,711**	58,651
Total 2022	38,940	19,711	58,651	

5. Analysis of expenditure by activities

	Activities undertaken directly 2023 £	Support costs 2023 £	Total funds 2023 £	Total funds 2022 £
Expenditure on charitable activities	28,828	30,883	**59,711**	58,651
Total 2022	30,505	28,146	58,651	

Analysis of support costs

	Total funds 2023 £	Total funds 2022 £
Staff costs	**13,090**	12,864
Depreciation	**16,373**	16,373
Bank charges	**239**	206
Contribution to Head Office	**1,181**	(1,297)
	30,883	28,146

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NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023

6. Independent examiner's remuneration

	2023 £	2022 £
Fees payable to the Charity's independent examiner for the independent examination of the Charity's annual accounts	**2,520**	2,520
Fees payable to the Charity's independent examiner in respect of:		
Preparation of the Charity's annual accounts	**1,080**	1,080

7. Staff costs

	2023 £	2022 £
Wages and salaries	**13,090**	12,864

The average number of persons employed by the Charity during the year was as follows:

	2023 No.	2022 No.
Employee	**1**	1

No employee received remuneration amounting to more than £60,000 in either year.

8. Trustees' remuneration and expenses

During the year, no Trustees received any remuneration or other benefits (2022 - £NIL).

During the year ended 31 March 2023, no Trustee expenses have been incurred (2022 - £NIL).

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9. Tangible fixed assets

	Freehold property £
Cost or valuation	
At 1 April 2022	**818,651**
At 31 March 2023	**818,651**
Depreciation	
At 1 April 2022	**32,746**
Charge for the year	**16,373**
At 31 March 2023	**49,119**
Net book value	
At 31 March 2023	**769,532**
At 31 March 2022	785,905

10. Debtors

	2023 £	2022 £
Due within one year		
Prepayments and accrued income	**4,336**	1,079

11. Creditors: Amounts falling due within one year

	2023 £	2022 £
Accruals	**6,480**	5,528

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NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023

12. Statement of funds

Statement of funds - current year

	Balance at 1 April 2022 £	Income £	Expenditure £	Balance at 31 March 2023 £
Unrestricted funds				
General Funds - all funds	**96,618**	**18,816**	**(26,073)**	**89,361**
Restricted funds				
Hall development fund	**797,725**	**23,091**	**(29,939)**	**790,877**
Prison fund	**-**	**3,699**	**(3,699)**	**-**
	797,725	**26,790**	**(33,638)**	**790,877**
Total of funds	**894,343**	**45,606**	**(59,711)**	**880,238**

The Hall development fund is restricted for the development and maintenance of the hall.

Statement of funds - prior year

	Balance at 1 April 2021 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2022 £
Unrestricted funds					
General Funds - all funds	102,019	11,822	(19,711)	2,488	96,618
Restricted funds					
Hall development fund	807,524	25,217	(35,016)	-	797,725
Prison fund	2,488	888	(888)	(2,488)	-
Pears Foundation fund	39	2,997	(3,036)	-	-
	810,051	29,102	(38,940)	(2,488)	797,725
Total of funds	912,070	40,924	(58,651)	-	894,343

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NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023

13. Summary of funds

Summary of funds - current year

	Balance at 1 April 2022 £	Income £	Expenditure £	Balance at 31 March 2023 £
General funds	**96,618**	**18,816**	**(26,073)**	**89,361**
Restricted funds	**797,725**	**26,790**	**(33,638)**	**790,877**
	894,343	**45,606**	**(59,711)**	**880,238**

Summary of funds - prior year

	Balance at 1 April 2021 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2022 £
General funds	102,019	11,822	(19,711)	2,488	96,618
Restricted funds	810,051	29,102	(38,940)	(2,488)	797,725
	912,070	40,924	(58,651)	-	894,343

14. Analysis of net assets between funds

Analysis of net assets between funds - current year

	Restricted funds 2023 £	Unrestricted funds 2023 £	Total funds 2023 £
Tangible fixed assets	769,532	-	**769,532**
Current assets	21,345	95,841	**117,186**
Creditors due within one year	-	(6,480)	**(6,480)**
Total	790,877	89,361	**880,238**

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14. Analysis of net assets between funds (continued)

Analysis of net assets between funds - prior year

	Restricted funds 2022 £	Unrestricted funds 2022 £	Total funds 2022 £
Tangible fixed assets	785,905	-	785,905
Current assets	11,820	102,146	113,966
Creditors due within one year	-	(5,528)	(5,528)
Total	797,725	96,618	894,343

15. Reconciliation of net movement in funds to net cash flow from operating activities

	2023 £	2022 £
Net expenditure for the year (as per Statement of Financial Activities)	**(14,105)**	(17,727)
Adjustments for:		
Depreciation charges	**16,373**	16,373
Interest received	**(1)**	(2)
Decrease/(increase) in debtors	**(3,257)**	8,049
Increase in creditors	**952**	458
Net cash provided by/(used in) operating activities	**(38)**	7,151

16. Analysis of cash and cash equivalents

	2023 £	2022 £
Cash in hand	**112,850**	112,887
Total cash and cash equivalents	**112,850**	112,887

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NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023

17. Analysis of changes in net debt

	At 1 April 2022	Cash flows	At 31 March 2023
	£	£	£
Cash at bank and in hand	112,887	(37)	112,850
	112,887	(37)	112,850

NORTH LONDON SAMARITANS (INCORPORATING ENFIELD, HARINGEY AND BARNET SAMARITANS)

England & Wales - Charity number 1173621

Accounts

VirtualSignature Transaction Ref. 8PTW-LSY2-HM6W 09 Nov 2022 14:36:18 GMT (UTC +0) D 1/1 P 1/27

Registered number: CE011177
Charity number: 1173621

NORTH LONDON SAMARITANS (INCORPORATING ENFIELD, HARINGEY AND BARNET SAMARITANS)

UNAUDITED

TRUSTEES' REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2022

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NORTH LONDON SAMARITANS (INCORPORATING ENFIELD, HARINGEY AND BARNET SAMARITANS)

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NORTH LONDON SAMARITANS (INCORPORATING ENFIELD, HARINGEY AND BARNET SAMARITANS)

REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY, ITS TRUSTEES AND ADVISERS FOR THE YEAR ENDED 31 MARCH 2022

Trustees	A McCormack J H Pyatt S Blankfield (resigned 18 January 2022) N Webster (resigned 16 February 2022) K J Shadbolt N Floyde S Free (resigned 18 January 2022) L A Ryder-Davies S V Santial (appointed 16 February 2022) E M Pordes (appointed 17 January 2022) A Scoltock (appointed 17 January 2022) K Roxburgh (appointed 17 January 2022)
Company registered number	CE011177
Charity registered number	1173621
Registered office	Shaftesbury Hall Herbert Road London N11 2QN
Company secretary	N Webster
Director	L A Ryder-Davies
Accountants	James Cowper Kreston Chartered Accountants and Statutory Auditor Reading Bridge House George Street Reading Berkshire RG1 8LS
Bankers	Barclays Bank plc 20 The Town Enfield EN2 6LS Barclays Bank plc 3 Walthamstow Leicestershire, LE87 2BB CAF Bank Ltd 25 Kings Avenue Kings Hill West Malling Kent ME19 4JQ

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NORTH LONDON SAMARITANS (INCORPORATING ENFIELD, HARINGEY AND BARNET SAMARITANS)

TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2022

MISSION, VISION AND VALUES

THE VISION

Samaritans Vision is that fewer people die by suicide.

THE MISSION

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

We do this by:

- Being available 24 hours a day 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 to achieve our Vision;
- Influencing public policy and raising awareness of the challenges of reducing suicide

THE VALUES

We 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 we 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 we want people to be able to talk to us without fear of prejudice or rejection;
- Human contact, because giving people time, undivided attention and empathy meets a fundamental emotional need and reduces distress and despair.

MESSAGE FROM THE DIRECTOR

2021 - 2022 continued to test us but we were able to keep the branch operating for callers. The measures we implemented last year to keep our volunteers safe proved effective and although the occasional shift had to close we avoided having to close the branch. We continued to staff only two stations per shift until the start of 2022 which does mean a reduction in calls and emails answered but helps to keep volunteers safe and thereby keep the branch open. We plan to remove the gap between shifts and resume triple staffed shifts from the end of March 2022. We are planning to resume Committee and Leadership team meetings in the hall from April 2022.

We have still not been able to see face to face callers, Samaritans are running a pilot scheme in two branches to test out new arrangements for seeing callers in branch. We look forward to those findings.

The Hall was closed for a great deal of 2020 and finally reopened properly in February 2021. In addition to seeing a gradual return of our regular hires we also had bookings for two Affordable Art Fairs, two Vintage Markets, a morning of life drawing and two folk concerts.

We continued to recruit and train volunteers throughout 2021 – 2022 with the Training Team delivering training via Zoom, we hope to deliver the April course face to face in the Hall. The specific Mentoring shifts we introduced last year are still in use and are very helpful in getting New Samaritans onto the Rota quickly and into doing shifts without too much of a gap after completing Core Training. Information sessions and Selection interviews are still being conducted via Zoom but we hope to have at least one day of face to face Selection interviews in the Hall before the end of summer 2022. Information sessions work very well on Zoom and we may keep this way of delivering them.

We currently have 126 Listening volunteers and 10 Support volunteers. As always, we have had some

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volunteers leave us to relocate around the country but have had others transferring to us. 20 new volunteers completed training and joined the branch between March 2021 and 2022, and 6 volunteers transferred from other branches. We continue to share a number of volunteers with other branches.

Retention of existing volunteers is as important as recruiting new ones and not being able to meet each other at the start and end of shifts and have any kind of social contact took away some of the pleasure of belonging to the branch. As social distancing measures began to relax we held a successful Quiz evening in the Hall in December 2021. Keith 1269 and Nat 1330 had the brilliant idea of starting a Book Club initially by Zoom but eventually the meetings will take place in person. This has proved to be a very popular initiative and the membership is increasing.

The Rota Team continues to do a fantastic job in keeping shifts open, contacting every volunteer before their shift to check they are well enough to attend and facilitating finding replacements for those who had to self-isolate. We have an increased Shift Support Team which also has a major role in keeping shifts open.

We now have 20 volunteers who are trained to give Emotional Support in Other Settings (ESOS) and we ran an ESOS training course at the Hall which we opened up to volunteers from other branches.

School activities were allowed to resume from March 2022 for pupils in year 9 and above, a review of the schools' programme is being carried out by Samaritans Central Charity and they will determine when we can resume work with pupils below year 9.

Several members of the Outreach team attended the Women Of the World festival to staff the Samaritans stall, provide emotional support if needed and raise awareness on 11th 12th & 13th March at the South Bank. We provide volunteers for Outreach at the Police Custody Suite at Bishopsgate and are contemplating doing the same at Wembley Custody Suite. Seven NLS volunteers helped with Crisis at Christmas giving emotional support.

The Prison Team continue to recruit and train Listeners at Pentonville, and make newly recruited staff, and those that were away due to the pandemic, aware of the scheme. The Team also took part in the national 30th Anniversary of the Listener Scheme, and the restarted Postvention pilot that offers more proactive support to the staff and prisoners after a Death in Custody.

The Branch Director and Team Leader for Outreach continued to attend Haringey Suicide Prevention Group meetings which still take place via Zoom and they attended a face to face evening meeting hosted by Mind in Haringey in September 2021 as part of International Suicide Prevention Day.

Fundraising continues to be successful in securing grants and volunteers have taken part in fundraising activities as restrictions have lifted.

NLS was chosen as a branch to hold a photo shoot by Samaritans Central Charity and one of the photographs of two of our volunteers is being used for the front cover of the Samaritans' Strategy document. The other photographs have gone into the pool of stock items to be used for publicity materials etc.

All of the above was made possible through the efforts of the members of all of our branch teams and all our Support and Listening volunteers and our Hall/Premises Manager who have all supported me and each other to keep the branch open and running for our callers. Thank you.

Lesley 805

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

COMMITTEE REPORT

The branch has continued to perform amazingly. We have had another very successful year and everyone has continued to step up and avoid cancelling shifts.

Committee meetings continued successfully on Zoom and were been well attended and productive. We are now starting to move back to meetings in the Hall.

There was less movement among the Trustees during the year.

Outgoing:

Nazneen 1110
Sarah 1298

Incoming:

Sonam 1490
Kirsty 1371
Erik 1379

At the end of the year, the Trustees were:

Lesley 805
Alison 1031
Adam 1352S
Keith 1269
Nat 1330
John 1219
Sonam 1490
Kirsty 1371
Erik 1379

Alison 1031

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BRANCH MATTERS

EMOTIONAL SUPPORT

For the year to 31 March 2022 we responded to:

Phone calls: 6,742
Emails: 3,655
Face to face outside the branch: 14
Total contacts 10,411

There has been a further decrease in activity in comparison with pre pandemic years, outside branch contacts resumed at the start of 2022, face to face in branch has still not resumed. Pre-March 2022 shifts still had 2 rather than 3 volunteers taking calls, the introduction of a new system for checking emails reduced the number that can be dealt with during a shift and still not being open to face to face callers has reduced the total number of contacts by 2967 compared with last year. We are still eagerly awaiting the roll out of Online Chat to all branches and hope we will be able to welcome callers into the branch again. We are pleased that some Outreach activity has restarted and look forward to being a presence at more events from now on.

Lesley 805

SHAFTESBURY HALL

After a disappointing and difficult 2020/2021 year due to the COVID Pandemic and the Governments rules on lockdown, 2021/ 2022 has been much more positive. The Hall finally had a phased re-opening from April 2021 with the implementation of a full timetable shortly afterwards.

All the necessary building checks were put in place including a COVID risk assessment for the Hall in line with the latest Government guidelines for the use of communal space. These included reduced class numbers so that social distancing could be observed, windows kept open to improve ventilation, a one entrance in and one way out system and regular Hall cleaning.

Unfortunately, we lost a few of our regular users, but generally we were very pleased with the uptake in bookings across a wide range of activities. That trend has continued throughout the year with both weekly regular bookings and one-off weekend bookings getting stronger. Users included health and fitness organisations, local services supporting minorities and the disadvantaged, music and arts groups, a variety of individuals and businesses providing classes and activities for children and charitable and voluntary organisations. In addition to this, the Hall has been hired by members of the local community to host a variety of social events and parties. Subject to availability, North London Samaritans has begun to hire the Hall from time to time at the current hourly rate for meetings, training, information and selection events.

During the year further investment was made in updating the Hall website to make it more user friendly and in the purchase of new stronger Hall tables.

The Hall Committee continued to closely monitor the operation of the Hall facility in a manner similar to that of a village hall, ensuring that it benefits the local community, by being available to a wide range of activities which are social, recreational or community-oriented in nature and complies with the advice of Bates Wells Braithwaite LLP provided on the 14th June 2018 and the terms of the HMRC VAT clearance letter dated the 11th August 2017. The Hall Committee is satisfied that the Hall operation has been consistent with that advice and clearance.

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The Hall Committee consists of representatives of North London Samaritans (as the recipient of the Big Lottery Fund and other grants to enable the establishment of a hall facility available for hire for community activities) and members of the local community and hall users. The Committee monitors the type of activities carried on in the Hall and oversees the Hall Manager in the performance of her duties with regard to the day to day letting of the Hall space and the maintenance and general upkeep of the building and ensuring that the Hall operates, when open, in compliance with the terms of the grants and in a manner consistent with the village hall principle

We look forward to another successful year in 2022/2023.

John 1219

FUNDRAISING

Fundraising activity consisted of making bids for smaller grants as more traditional activities to raise funds were not possible due to COVID restrictions and minimal outreach activity.

Nat 1330

CALLER SUPPORT

Caller Support has been taken out of Branches and there is now a new Caller Support and Safeguarding Hub which supports our most complex callers. Volunteers are welcome to join this hub in addition to their regular listening shifts.

Lesley 805

INFORMATION

During the year, the Information Event team comprised Brian 1359, supported by Arancha 1432S.
Thank you as always Arancha for all the work you do behind the scenes to ensure that the Information Events run so smoothly.

Due to the ongoing impact of the COVID-19 pandemic, all Information Events during the period were delivered by Brian 1359 on-line via Zoom.

A total of nine on-line Information events were held during the period on the following dates:

- 27th April 2021
- 25th May 2021
- 29th June 2021
- 27th July 2021
- 31st August 2021
- 7th October 2021
- 2nd December 2021
- 26th January 2022
- 9th March 2022

Potential volunteer enquiries to the branch during the 12 months were 497, and a total of 163 potential volunteers attended the above Information Events.

As a branch, we continue to have a sizeable number of potential volunteers waiting to attend Information Events at any one time, and as such, we will continue to need to find innovative and practical ways to accommodate those waiting. We will continue to manage potential volunteer expectations as regards the estimated wait times to attend an Information Event, and then potentially move forward to Selection Interview and subsequent Core Development Training.

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Hopefully, and with the restrictions linked to Covid now easing (2022), we will be able to return to hosting Information events face to face in Shaftesbury Hall before too much longer – fingers crossed

Brian 1359

SELECTION

Barbara 1309 led the Selection team between April 2021 & March 2022 and they have done a great job of interviewing 48 potential volunteers by Zoom. 12 were put onto a training course in September 2021 and 12 in January 2022, others went onto courses starting later in the year. Of the 24 who trained in September and January 23 successfully completed the training and were accepted into the branch. We hope to restart face to face Selection days by the summer of 2022.

Lesley 805

TRAINING

Core Training continued to be offered on our Zoom platform over this period and we were immensely grateful to Tia who looked after all the technology for the team.

Our training team of Sally, Deborah, Christian, Joanne, Eliza, Hugh, Kirsty and Ruby not only worked on Zoom leading sections of the course and giving call practices in breakout rooms but also took on a weekly mentoring phone call so each trainee could discuss their progress and concerns and have further practises.

A WhatsApp group was formed so trainees could interact and support each other and trainers could quickly communicate any last minute information.

Fourteen trainees started the Summer 2021 course and twelve went through into the branch. In the Autumn 2021 course twelve potential Samaritans started the course and seven were invited into the branch.

Zoom training has had both advantages and disadvantages. It has made it possible throughout the pandemic to continue training at a high standard and it is easier for both trainees and trainers to attend all the sessions.

However, there are two major disadvantages. Firstly, it does not develop a realistic understanding of what it means to travel to the branch every week to do a three hour shift. Secondly and more importantly, there is little group cohesion because interaction is stilted and coffee breaks are not social events where the group learn about each other and start to understand that Samaritans only operates successfully when we care for and support each other.

I am pleased to report that Core Training will return to the Hall on 21st April 2022.

Liz 939

EMBEDDING

This January we have taken over from the previous Embedding team (Andrew 1105, Jane 1225 and Sophie 1267) and transitioned to the new January 2022 training curriculum.

The new course continues to be held over four evenings and is supported by online training. The key change is the inclusion of a session on Ending Calls, which was added based on feedback from the branches that this was an area of concern for new Samaritans undertaking duties on their own.

Between the handover block that the new Embedding team participated in alongside the outgoing trainers in September 2021 and the January 2022 block, a total of five members of the branch have passed through the Embedding training.

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Given the majority of the trainees joined the branch during the COVID pandemic and therefore experienced their Core Development training via Zoom, we have had a hugely positive response to being able to carry out the Embedding training in the hall, in person. Fortunately, the new training team have been able to solely use the hall and have not been reliant on Zoom at all, which has been brilliant for engagement in the group listening and coaching sessions.

A big thank you to all of the Embedding participants this year for being willing to share their experiences in the branch thus far and providing suggestions and support for their fellow trainees!

Alison 1031, Amanda 1417, Tejal 1410 and Tia 1424

PRISON SUPPORT

Pentonville prison was slow to come out of lockdown. As we went through summer 2021, restrictions were still in place with regards to mixing across wing. Prisoners were not confined to their cells as much, but a strict regime was still in place with complete lockdowns a couple of times a week. We continued with weekly debriefs. At that point, there were only four Samaritans that were still going in but we still managed to debrief weekly wing by wing. We also managed to train in small pods, wing by wing to make sure that all wings had Listeners. This meant additional pressure on the Samaritan volunteers, but it was important to do so as there was a need to support the prison during this uncertain time with increases in self-harm and an increase in Assessment Care in Custody and Teamwork (ACCT) documents opened on at-risk prisoners.

As we came towards autumn and winter, the Covid rates spiked again and many of the prisoners were confined to their cells. There were staff shortages and wings were often out of bounds to everyone except essential staff. However, the prison wanted us to keep supporting, and we worked closely with the Safety Governor and Safer Custody team to keep the scheme robust and working efficiently, subject to situations where staff and/or prisoners were incapacitated by Covid. We also continued to distribute literature on all the wings, so that if prisoners were unable to access a Listener, they had the information to be able to call Samaritans from their in-cell phones.

On a more celebratory note, September 2021 saw the 30th anniversary of the Listener scheme, nationally. The scheme started in HMP Swansea and there are now Listeners in almost every prison in the UK, trained and supported by Samaritans. The North London team presented each current Listener in Pentonville with a thank you pack, including individual certificates. We also ran an awareness day for staff in the Prison, which was sweetened with a celebration cake, made by one of the support officers in the prison.

In January, Emma stepped down as BPSO (Branch Prison Support Office) and Meijinder 1325 and Nick 1294 took over as joint BPSOs. The Samaritans prison team now consists of only five people as we had a number of people leave throughout the year. As such, we are in the process of recruiting Samaritan volunteers to build up the team. We are hoping to add another three Samaritans to the team by the end of 2022.

There were also major changes in the leadership of the prison as a whole and the Safer Custody team, in particular. We had a complete turnover of staff and had to start building those relationships. We are working closely with the new Safety Governor and staff to put in place more streamlined approaches to recruitment and care of Listeners. A lot of that fell to us during the pandemic but we are in the process of creating new and more efficient ways of working going forward.

In March and April 2022, we managed to train in two pods across the eight wings/areas of work in Pentonville. At this point, we have 26 Listeners. We are able to go in weekly and debrief with the Listeners as well as support staff that might be in need. We were also able to begin Postvention training as part of the pilot roll out and will be organising more training for Listeners and prison staff. The Postvention programme, which prepares the Listeners and key prison staff in what to do in terms of additional, proactive support in the event of a Self-Inflicted Death in Custody with the aim of reducing the potential cluster effect and to support those who may be affected but don’t feel able to seek emotional support, starts fully in June.

Meijinder 1325

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PUBLICITY

2021-22 was a relatively quiet year for the publicity team. Our main focus was keeping the branch Twitter updated, using it to promote Samaritans messages generally, and any specific activity within the branch. We created signage for the Samaritans kitchen garden in Waterlow park, and started to think about recruitment of new volunteers more intentionally, creating posters to promote volunteering generally and the night owl role specifically.

Jess 6246

OUTREACH & SCHOOLS

Outreach/Schools involvement has been limited over the past year, it has only been very recently that we have been able to visit outside the Branch.

1) School Visits

With other Branch members we have untaken the Emotional Support in Other Settings and Education learning training enabling us to scope, facilitate and coordinate workshops in secondary schools in Haringey, Enfield and Barnet. We have visited and run workshops in a few schools.

2) Brew Monday January ‘22

This initiative is coordinated by Central Samaritans and aims to break down barriers and correct any misinformation the general public may have of the work we do. We had preparations underway for a coffee morning and to circulate some of our literature but the event was cancelled due to Covid. We will be planning for similar events next year

3) Haringey Suicide Prevention Group (HSPG)

We continue to work closely with this group Cathy & Lesley attend these meetings on Zoom. We attended an event at MIND Haringey 6/9/21 to mark World Suicide Prevention Day. This was a great opportunity to network and learn more about the various organisations with whom we aim to work closer.

4) GRT Group

Enfield Gypsy, Roma, Traveller Boater & Showman Group continue to hold Bimonthly meeting (Via New Teams Link).

There will be opportunities for us to become more involved in this group when we are able to attend meeting in person at the Centre in Enfield

5) Working in partnership with Police and people in custody. Keith is part of the London regional team, and visits Bishopsgate Police Station twice a month to support people in Custody. These shifts can be either very quiet or very intense. We are hoping to be joining Officers on foot patrols too.

6) Homeless Team. Keith is part of the Regional London team which meets every Monday evening at Lincoln Inn Fields to offer emotional support to the homeless community. These shifts are really rewarding.

We continue to grow and expand with energy and enthusiasm. Thank you to Lesley and all volunteers who support us

Cathy1356 & Keith1269

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INCOME AND EXPENDITURE ACCOUNT

This year's income totalled £40,924. Grants and donations were much lower than last year, but 20/21 was an exceptional year with some pandemic related donations and furlough income. Despite the pandemic having a continued impact on Hall income in the early part of the year, bookings increased thereafter resulting in the Hall generating around half of the total income. Once again, we received a generous donation from The Pears Foundation, the money from which was spent on much needed equipment for the call centre.

Total expenditure, including the costs of operating the hall, was £58,651. While this leaves us with a deficit of £17,727, it should be noted that this includes depreciation of £16,373 and an expected contribution to the Central Samaritans of £473.

Given the challenges faced, this is once again an encouraging outcome. Nevertheless, we will need to ensure that we continue to closely monitor our expenditure and fundraise to cover our costs.

In the financial year ended 31 March 2022, the trustees reiterated their decision to restrict the income from the Hall for the development and maintenance of the Hall. The Trustees will monitor the spending of these funds to ensure that the surplus is used to sustain the Hall so that it does not become a burden on the charity.

RESERVES POLICY

The policy of the Trustees is to maintain free unrestricted reserves equivalent to 18 months of charitable expenditure; this will ensure that the charity can continue to provide its services in the event of any disruption. At the balance sheet date the unrestricted reserves amounted to £96,618, which is above target on an historic basis. At the balance sheet date restricted funds, including fixed assets, totalled £797,725. Unrestricted funds are held for the continuance of the Charity's objectives and activities. Restricted funds are held to cover expenditure that will be incurred in relation to specific projects, in particular the Hall. The trustees will review the reserves policy to ensure that it is consistent and prudent. Any shortfall in total reserves will be addressed over time by additional fundraising.

Adam 1352

ADMINISTRATIVE DETAILS

LEGAL STATUS

North London Samaritans (incorporating Enfield, Haringey and Barnet Samaritans) was a registered charity, with charity registration number 270761. In November 2017 we successfully became a CIO and have a new Charity number 1173621.

We are now governed by a constitution, adopted on 27 November 2017. We have retained the name North London Samaritans (incorporating Enfield, Haringey and Barnet Samaritans), although we intend to amend this to North London Samaritans in due course. At the same time, we affiliated to the new central Samaritans charity.

North London Samaritans (incorporating Enfield, Haringey and Barnet Samaritans) is one of 201 charities within the Samaritans movement. Samaritans is a company limited by guarantee, governed by its memorandum and articles of association, and a registered charity. It was incorporated as a company on 11 April 1963 having been founded by Dr Chad Varah on 2 November 1953.

Legal ownership of Shaftesbury Hall is held by North London Samaritans (incorporating Enfield, Haringey and Barnet Samaritans) and a legal charge has been given to big Lottery Fund for 20 years.

GOVERNANCE

North London Samaritans (incorporating Enfield, Haringey and Barnet Samaritans) is, like all Samaritans branches, independently operated and funded, within the guidelines of the constitution. A directorate and a committee manage the branch.

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

The Branch Director heads the directorate and it is she or he who is ultimately responsible for all branch operations. The Director appoints co-directors who oversee all aspects of the branch involving callers, visitors and volunteers (this includes caller support, volunteer recruitment, selection and training, and volunteer mentoring). The Director is also an ex-officio member of the committee. She or he is chosen by a process of consultation with volunteers carried out by a working group, to serve for three years.

The Committee is responsible for fundraising and facilities, including the maintenance and administration of the branch premises. The Committee members are elected at Annual General Meetings and can serve for up to three years. The Committee can also co-opt members within the limits set by the Constitution. By the terms of the Constitution each member of the Committee is a trustee of the charity.

We moved to the new Branch Leadership Team at the First AGM of the CIO on 14th January 2019. The Branch Director took on the single leadership role and is chair of the Trustee Board and chair of the Leadership Team.

The trustees believe that they have complied with their duty to have due regard to the commission's public benefit guidance when exercising any powers or duties to which the guidance is relevant.

This relates to Section 4 of the 2006 Act to have due regard to guidance on public benefit published by the Charity Commission.

Statement of trustees' responsibilities

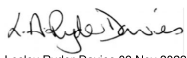
The trustees (who are also the directors of the company for the purposes of company law) are responsible for preparing the trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the company and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP (FRS 102);
- make judgements and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is unappropriate to presume that the company will continue in business.

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the company's transactions and disclose with reasonable accuracy at any time the financial position of the company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Approved by order of the members of the board of Trustees and signed on their behalf by:



Lesley Ryder-Davies 09 Nov 2022 14:03:43 GMT (UTC +0)

.....

L A Ryder-Davies
Director
Date: 09 November 2022

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INDEPENDENT EXAMINER'S REPORT
FOR THE YEAR ENDED 31 MARCH 2022

Independent Examiner's Report to the Trustees of North London Samaritans (Incorporating Enfield, Haringey and Barnet Samaritans) ('the Charity')

I report to the charity Trustees on my examination of the accounts of the Charity for the year ended 31 March 2022.

Responsibilities and Basis of Report

As the Trustees of the Charity (and its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Charity are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of the Charity's accounts carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent Examiner's Statement

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Charity as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act 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; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

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.

This report is made solely to the Charity's Trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. My work has been undertaken so that I might state to the Charity's Trustees those matters I am required to state to them in an Independent examiner's report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the Charity and the Charity's Trustees as a body, for my work or for this report.

Signed: Alex Peal Dated: 9 November 2022

Alexander Peal BSc (Hons) FCA DChA

James Cowper Kreston
Chartered Accountants and Statutory Auditor
Reading Bridge House
George Street
Reading
Berkshire
RG1 8LS

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NORTH LONDON SAMARITANS (INCORPORATING ENFIELD, HARINGEY AND BARNET SAMARITANS)

STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2022

	Note	Restricted funds 2022 £	Unrestricted funds 2022 £	Total funds 2022 £	Total funds 2021 £
Income from:					
Donations and legacies	2	**29,102**	**11,820**	**40,922**	71,011
Investments	3	**-**	**2**	**2**	26
Total income		**29,102**	**11,822**	**40,924**	71,037
Expenditure on:					
Charitable activities	4	**38,940**	**19,711**	**58,651**	59,461
Total expenditure		**38,940**	**19,711**	**58,651**	59,461
Net (expenditure)/income		**(9,838)**	**(7,889)**	**(17,727)**	11,576
Transfers between funds	12	**(2,488)**	**2,488**	**-**	-
Net movement in funds		**(12,326)**	**(5,401)**	**(17,727)**	11,576
Reconciliation of funds:					
Total funds brought forward		**810,051**	**102,019**	**912,070**	900,494
Net movement in funds		**(12,326)**	**(5,401)**	**(17,727)**	11,576
Total funds carried forward		**797,725**	**96,618**	**894,343**	912,070

The Statement of Financial Activities includes all gains and losses recognised in the year.

The notes on pages 16 to 25 form part of these financial statements.

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NORTH LONDON SAMARITANS (INCORPORATING ENFIELD, HARINGEY AND BARNET SAMARITANS)
REGISTERED NUMBER: CE011177

BALANCE SHEET
AS AT 31 MARCH 2022

	Note		2022 £		2021 £
Fixed assets					
Tangible assets	9		**785,905**		802,278
Current assets					
Debtors	10	**1,079**		9,128	
Cash at bank and in hand		**112,887**		105,734	
		113,966		114,862	
Creditors: amounts falling due within one year	11	**(5,528)**		(5,070)	
Net current assets			**108,438**		109,792
Total net assets			**894,343**		912,070
Charity funds					
Restricted funds	12		**797,725**		810,051
Unrestricted funds	12		**96,618**		102,019
Total funds			**894,343**		912,070

The Charity was entitled to exemption from audit under section 477 of the Companies Act 2006.

The members have not required the company to obtain an audit for the year in question in accordance with section 476 of Companies Act 2006.

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

The financial statements have been prepared in accordance with the provisions applicable to entities subject to the small companies regime.

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:

Adam Mccormack 09 Nov 2022 14:36:14 GMT (UTC +0)

.....

A McCormack
Trustee
Date: 09 November 2022

The notes on pages 16 to 25 form part of these financial statements.

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STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2022

	Note	2022 £	2021 £
Cash flows from operating activities			
Net cash used in operating activities	15	**7,151**	17,881
Cash flows from investing activities			
Purchase of tangible fixed assets		**-**	-
Interest received		**2**	26
Net cash provided by investing activities		**2**	**26**
Net cash inflow brought forward		**7,153**	**17,907**
Cash flows from financing activities			
Change in cash and cash equivalents in the year		**7,153**	**17,907**
Cash and cash equivalents at the beginning of the year		**105,734**	87,827
Cash and cash equivalents at the end of the year	16	**112,887**	105,734

The notes on pages 16 to 25 form part of these financial statements

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NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

1. Accounting policies

1.1 Basis of preparation of financial statements

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

North London Samaritans (Incorporating Enfield, Haringey and Barnet Samaritans) meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

1.2 Income

All income is recognised once the Charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

The recognition of income from legacies is dependent on establishing entitlement, the probability of receipt and the ability to estimate with sufficient accuracy the amount receivable. Evidence of entitlement to a legacy exists when the Charity has sufficient evidence that a gift has been left to them (through knowledge of the existence of a valid will and the death of the benefactor) and the executor is satisfied that the property in question will not be required to satisfy claims in the estate. Receipt of a legacy must be recognised when it is probable that it will be received and the fair value of the amount receivable, which will generally be the expected cash amount to be distributed to the Charity, can be reliably measured.

Grants are included in the Statement of financial activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the Balance sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

Income tax recoverable in relation to investment income is recognised at the time the investment income is receivable.

1.3 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

Expenditure on charitable activities is incurred on directly undertaking the activities which further the Charity's objectives, as well as any associated support costs.

All expenditure is inclusive of irrecoverable VAT.

1.4 Government grants

Government grants, including Covid-19 related grants, are credited to the Statement of financial activities as the related expenditure is incurred.

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NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

1. Accounting policies (continued)

1.5 Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the Charity; this is normally upon notification of the interest paid or payable by the institution with whom the funds are deposited.

1.6 Tangible fixed assets and depreciation

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition should be included in the measurement of cost.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives, using the straight-line method.

Depreciation is provided on the following basis:

Freehold property	-	2%

1.7 Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

1.8 Cash at bank and in hand

Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

1.9 Liabilities and provisions

Liabilities are recognised when there is an obligation at the Balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the Charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised in the Statement of financial activities as a finance cost.

1.10 Financial instruments

The Charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

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NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

1. Accounting policies (continued)

1.11 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Charity and which have not been designated for other purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Charity for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Investment income, gains and losses are allocated to the appropriate fund.

2. Income from donations and legacies

	Restricted funds 2022 £	Unrestricted funds 2022 £	Total funds 2022 £	Total funds 2021 £
Donations	2,997	11,820	**14,817**	44,286
Prison funding	888	-	**888**	4,012
Grants	-	-	**-**	10,000
Covid-19 Job Retention Scheme grant income	1,697	-	**1,697**	7,428
Hall income	23,520	-	**23,520**	5,285
	29,102	11,820	**40,922**	71,011
Total 2021	23,725	47,286	71,011	

3. Investment income

	Unrestricted funds 2022 £	Total funds 2022 £	Total funds 2021 £
Interest income	2	**2**	26
Total 2021	26	26	

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NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

4. Analysis of expenditure on charitable activities

Summary by fund type

	Restricted funds 2022 £	Unrestricted funds 2022 £	Total 2022 £	Total 2021 £
Expenditure on charitable activities	38,940	19,711	**58,651**	59,461
Total 2021	38,839	20,622	59,461	

5. Analysis of expenditure by activities

	Activities undertaken directly 2022 £	Support costs 2022 £	Total funds 2022 £	Total funds 2021 £
Expenditure on charitable activities	30,505	28,146	**58,651**	59,461
Total 2021	27,841	31,620	59,461	

Analysis of support costs

	Total funds 2022 £	Total funds 2021 £
Staff costs	**12,864**	12,717
Depreciation	**16,373**	16,373
Bank charges	**206**	266
Contribution to Head Office	**(1,297)**	2,264
	28,146	31,620

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NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

6. Independent examiner's remuneration

	2022	2021
	£	£
Fees payable to the Charity's independent examiner for the independent examination of the Charity's annual accounts	**2,520**	2,310
Fees payable to the Charity's independent examiner in respect of:		
Preparation of the Charity's annual accounts	**1,080**	990

7. Staff costs

	2022	2021
	£	£
Wages and salaries	**12,864**	12,717

The average number of persons employed by the Charity during the year was as follows:

	2022	2021
	No.	No.
Employee	**1**	1

No employee received remuneration amounting to more than £60,000 in either year.

8. Trustees' remuneration and expenses

During the year, no Trustees received any remuneration or other benefits (2021 - £NIL).

During the year ended 31 March 2022, no Trustee expenses have been incurred (2021 - £NIL).

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NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

9. Tangible fixed assets

	Freehold property £
Cost or valuation	
At 1 April 2021	**818,651**
At 31 March 2022	**818,651**
Depreciation	
At 1 April 2021	**16,373**
Charge for the year	**16,373**
At 31 March 2022	**32,746**
Net book value	
At 31 March 2022	**785,905**
At 31 March 2021	802,278

10. Debtors

	2022 £	2021 £
Due within one year		
Prepayments and accrued income	**1,079**	9,128

11. Creditors: Amounts falling due within one year

	2022 £	2021 £
Accruals	**5,528**	5,070

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NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

12. Statement of funds

Statement of funds - current year

	Balance at 1 April 2021 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2022 £
Unrestricted funds					
General Funds - all funds	**102,019**	**11,822**	**(19,711)**	**2,488**	**96,618**
Restricted funds					
Hall development fund	**807,524**	**25,217**	**(35,016)**	**-**	**797,725**
Prison fund	**2,488**	**888**	**(888)**	**(2,488)**	**-**
Pears Foundation fund	**39**	**2,997**	**(3,036)**	**-**	**-**
	810,051	**29,102**	**(38,940)**	**(2,488)**	**797,725**
Total of funds	**912,070**	**40,924**	**(58,651)**	**-**	**894,343**

The Hall development fund is restricted for the development and maintenance of the hall.

Statement of funds - prior year

	Balance at 1 April 2020 £	Income £	As restated Expenditure £	Balance at 31 March 2021 £
Unrestricted funds				
General Funds - all funds	75,329	47,312	(20,622)	102,019
Restricted funds				
Hall development fund	822,677	12,713	(27,866)	807,524
Prison fund	2,488	4,012	(4,012)	2,488
Pears Foundation fund	-	7,000	(6,961)	39
	825,165	23,725	(38,839)	810,051
Total of funds	900,494	71,037	(59,461)	912,070

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NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

13. Summary of funds

Summary of funds - current year

	Balance at 1 April 2021 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2022 £
General funds	**102,019**	**11,822**	**(19,711)**	**2,488**	**96,618**
Restricted funds	**810,051**	**29,102**	**(38,940)**	**(2,488)**	**797,725**
	912,070	**40,924**	**(58,651)**	**-**	**894,343**

Summary of funds - prior year

	Balance at 1 April 2020 £	Income £	As restated Expenditure £	Balance at 31 March 2021 £
General funds	75,329	47,312	(20,622)	102,019
Restricted funds	825,165	23,725	(38,839)	810,051
	900,494	71,037	(59,461)	912,070

14. Analysis of net assets between funds

Analysis of net assets between funds - current year

	Restricted funds 2022 £	Unrestricted funds 2022 £	Total funds 2022 £
Tangible fixed assets	785,905	-	**785,905**
Current assets	11,820	102,146	**113,966**
Creditors due within one year	-	(5,528)	**(5,528)**
Total	797,725	96,618	**894,343**

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NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

14. Analysis of net assets between funds (continued)

Analysis of net assets between funds - prior year

	Restricted funds 2021 £	Unrestricted funds 2021 £	Total funds 2021 £
Tangible fixed assets	802,278	-	802,278
Current assets	18,688	96,174	114,862
Creditors due within one year	-	(5,070)	(5,070)
Total	820,966	91,104	912,070

15. Reconciliation of net movement in funds to net cash flow from operating activities

	2022 £	2021 £
Net income/expenditure for the year (as per Statement of Financial Activities)	**(17,727)**	11,576
Adjustments for:		
Depreciation charges	**16,373**	16,373
Interest received	**(2)**	(26)
Decrease/(increase) in debtors	**8,049**	(8,200)
Increase/(decrease) in creditors	**458**	(1,842)
Net cash provided by operating activities	**7,151**	17,881

16. Analysis of cash and cash equivalents

	2022 £	2021 £
Cash in hand	**112,887**	105,734
Total cash and cash equivalents	**112,887**	105,734

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NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

17. Analysis of changes in net debt

	At 1 April 2021	Cash flows	At 31 March 2022
	£	£	£
Cash at bank and in hand	105,734	7,153	112,887
	105,734	7,153	112,887

NORTH LONDON SAMARITANS (INCORPORATING ENFIELD, HARINGEY AND BARNET SAMARITANS)

England & Wales - Charity number 1173621

Accounts

Transaction Ref. U4CQ-URGN-77ZS 18 Jan 2022 22:17:26 GMT (UTC +0) D 1/1 P 1/27

Registered number: CE011177
Charity number: 1173621

NORTH LONDON SAMARITANS (INCORPORATING ENFIELD, HARINGEY AND BARNET SAMARITANS)

(A company limited by guarantee)

UNAUDITED

TRUSTEES' REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

Transaction Ref. U4CQ-URGN-77ZS 18 Jan 2022 22:17:27 GMT (UTC +0) D 1/1 P 2/27

NORTH LONDON SAMARITANS (INCORPORATING ENFIELD, HARINGEY AND BARNET SAMARITANS)
(A company limited by guarantee)

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NORTH LONDON SAMARITANS (INCORPORATING ENFIELD, HARINGEY AND BARNET SAMARITANS)

(A company limited by guarantee)

REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY, ITS TRUSTEES AND ADVISERS FOR THE YEAR ENDED 31 MARCH 2021

Trustees	A McCormack J H Pyatt (appointed 24 November 2020) S Blankfield N Webster K J Shadbolt N Floyde (appointed 21 September 2020) S Free (appointed 4 July 2020) L A Ryder-Davies (appointed 4 July 2020) A Scoltock (resigned 18 January 2021) T Marshall (resigned 31 December 2020) K M Hartmann (resigned 8 December 2020)
Company registered number	CE011177
Charity registered number	1173621
Registered office	Shaftesbury Hall Herbert Road London N11 2QN
Company secretary	N Webster
Director	L A Ryder-Davies
Accountants	James Cowper Kreston Chartered Accountants and Statutory Auditor Reading Bridge House George Street Reading Berkshire RG1 8LS
Bankers	Barclays Bank plc 20 The Town Enfield EN2 6LS Barclays Bank plc 3 Walthamstow Leicestershire, LE87 2BB CAF Bank Ltd 25 Kings Avenue Kings Hill West Malling Kent ME19 4JQ

Transaction Ref. U4CQ-URGN-77ZS 18 Jan 2022 22:17:29 GMT (UTC +0) D 1/1 P 4/27

NORTH LONDON SAMARITANS (INCORPORATING ENFIELD, HARINGEY AND BARNET SAMARITANS)
(A company limited by guarantee)

TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2021

MISSION, VISION AND VALUES

THE VISION

Samaritans **Vision** is that fewer people die by suicide.

THE MISSION

We work to achieve this Vision by making it our **Mission** to alleviate emotional distress and reduce the incidence of suicide feelings and suicidal behavior.
We do this by:

- **Being available 24 hours a day 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 to achieve our Vision;
- **Influencing public policy and raising awareness** of the challenges of reducing suicide

THE VALUES

We 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 we 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 we want people to be able to talk to us without fear of prejudice or rejection;
- **Human contact**, because giving people time, undivided attention and empathy meets a fundamental emotional need and reduces distress and despair

MESSAGE FROM THE DIRECTOR

2020 - 2021 has been a testing year. We have successfully kept the branch operating for callers throughout the pandemic. Our volunteers were deemed to be Key Workers by the Government and had permission to travel during lockdown. We put in place a variety of measures to keep our volunteers safe and we have avoided having to close the branch. In addition to a rigorous cleaning protocol, we added fully glazed partitions between the workstations and provided supplementary heating so that the windows can be kept open on shift. Although we have 3 workstations, we have only staffed 2 stations per shift to allow for social distancing; this does mean a reduction in calls answered but it helps to keep volunteers safe and thereby keep the branch open. All Committee, Leadership Team and other team meetings have taken place via zoom.

Although we have continued to provide our phone call and email service, we have not been able to see face to face callers throughout the pandemic. Before the pandemic struck, we had a steady number of visitors who preferred to come in and talk to a volunteer.

The Hall was closed for a great deal of 2020 and the Hall Manager was furloughed. The loss of income caused by closing the hall was offset by hiring it to the Bounds Green Food bank who provided much needed help to a very large number of people for 8 weeks during the summer of 2020.

We have continued to recruit and train volunteers throughout the pandemic. The Training Team quickly learnt how to deliver training via Zoom and this has proved to be very successful. Members of the Training Team put in a lot of extra hours doing practice calls and emails with the group of trainees who had just finished training when lockdown happened and who weren't able to start their mentored shifts. We introduced specific mentoring shifts onto the rota to facilitate their entry into the branch.

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We now have 129 listening volunteers and 13 support volunteers who are important in assisting the various branch teams in performing their roles and responsibilities. We have had some volunteers leave us to relocate around the country but have had others transferring to us which has helped maintain the status quo. 22 new volunteers completed training and joined the branch between March 2020 and 2021, and 8 volunteers transferred from other branches. We are constantly looking at flexible ways to accommodate volunteers and we now share a number of volunteers with other branches which is proving very successful.

Retention of existing volunteers is as important as recruiting new ones and to this end we have tried to improve the surroundings, planting a garden with a seat where volunteers can go for a break whilst on shift. We have provided the Covid secure measures already mentioned and have added soundproofing panels to the duty room to improve the acoustics. The windows now have vertical blinds so that volunteers are no longer blinded by the sun whilst on shift. We have had new Chrome Box computers installed at each workstation. Sadly, we were not able to carry out any social activities during 2020, not even to say goodbye to John and Jacky at the end of their term as Director and Deputy.

The Rota Team has done a fantastic job in keeping shifts open, contacting every volunteer before their shift to check they are well enough to attend and facilitating finding replacements for those who had to self-isolate. We have an increased Shift Support Team which also has a major role in keeping shifts open.

The Branch continued to participate in the national initiative handling emails from prisoners at Wayland Prison in Norfolk which was extended.

We were not able to carry out any Outreach or Schools activities in 2020/21.

The Prison Team were not able to attend Pentonville Prison during lockdown and so supported the Listeners by phone during this period. When lockdown lifted the Prison Team went back into Pentonville as soon as it was deemed safe to do so. Special working arrangements were put in place for a reduced Prison Team to attend the prison.

The Branch Director and Team Leader for Outreach continued to attend Haringey Suicide Prevention Group meetings which took place via zoom.

Fundraising took on a different aspect during the pandemic and consisted of making bids for grants. We were successful in gaining a number of Covid specific grants which have enabled us to keep running in a year where we could not go out and fundraise in the traditional manner.

We had a Quality Review in December 2020 which happens within six months of a new Director coming into post. This took place over Zoom without the usual in person visit from the Quality Assessors. The report was very positive; here are a couple of excerpts:

North London volunteers are outward looking and innovative. They have taken part in organisation wide initiatives and are receptive to new ideas. Both listening and support volunteers feel secure and valued. They are well supported both practically through well-developed systems (as documented in the excellent Branch Handbook) and emotionally. The culture is one of openness, good communication and friendliness. A large number are involved in teams. Fundraising has been very successful despite the restrictions of the pandemic.

And:

Thank you to the Branch Leadership Team for engaging with us in such a positive way. One of the strengths that is not included above is the quality of the Branch Leadership Team. They clearly demonstrated during the Review that they are forward thinking, mutually supportive and enthusiastic. We have every confidence that the Branch will continue to thrive under their guidance.

I would like to take this opportunity to thank the Branch Committee, the Branch Leadership team, members of all of our branch teams and all our Support and Listening volunteers who have all put in an extra effort to support me and the branch during what has been a different and challenging year.

Lesley 805

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COMMITTEE REPORT

The branch has performed amazingly well during the pandemic. We have had a very successful year and everyone stepped up to avoid cancelling shifts. Committee meetings moved to Zoom and have been well attended and productive.

There was quite a lot of movement among the Trustees during the year.

Outgoing
John 1219
Jacky 1104
Tracey 1288
Kristen 1354

Incoming
Lesley 805
Sarah 1298
Nazneen 1110
John 1219
Nat 1330

At the end of the year, the Trustees were
Lesley 805
Sarah 1298
Alison 1031
Nazneen 1110
Adam 1352S
Keith 1269
Sheila 1226
Nat 1330
John 1219

Alison1031

BRANCH MATTERS

EMOTIONAL SUPPORT

For the year to 31st March 2021 we responded to:

Phone Calls: 7,659
Emails: 5,720
Face to Face: 0
Total Contact: 13,379

As anticipated there has been a decrease in activity. The cessation of the SM Service coupled with the impact of the pandemic – reducing volunteers on shift from 3 to 2 and not being open to visitors has reduced the total number of contacts by 4,456 compared with last year. We are eagerly awaiting the roll out of Online Chat to all branches and are looking forward to welcoming visitors to the branch again.

Lesley 805

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SHAFTESBURY HALL

Shaftesbury Hall had a disappointing and difficult year due to the Covid Pandemic and the Government's rules on lockdown. As a result, the Hall remained closed to all usual classes and activities from the 20th March 2020 until the 14th September 2020 and from November 2020 until well into 2021. During these periods the only use was by BPCA as a food bank for a 12-week period June 2020 to September 2020.

When the Hall was allowed to operate from September to November 2020 new Health and Safety assessments were carried out and a new cleaning regime was implemented. At all times the relevant government guidance for use of communal spaces was followed. This restricted the use of the Hall to a few children's activities only, where they were classed as early years support groups and wrap around childcare. There were no adult classes, social activities or Samaritan bookings (usually 15% of all bookings).

Our Hall Manager Nadia Youssof was furloughed on a full or flexible basis for the whole of the year.

Despite the limited use during the year the Hall Committee continued to closely monitor the situation. The operation of the Hall facility has been structured in a manner similar to that of a village hall, ensuring that it benefits the local community, by being available to a wide range of activities which are social, recreational or community-oriented in nature and complies with the advice of Bates Wells Braithwaite LLP provided on the 14th June 2018 and the terms of the HMRC VAT clearance letter dated the 11th August 2017. The Hall Committee is satisfied that the Hall operation has been consistent with that advice and clearance.

The Hall Committee consists of representatives of North London Samaritans (as the recipient of the Big Lottery Fund and other grants to enable the establishment of a hall facility available for hire for community activities) and members of the local community and hall users. The Committee monitors the type of activities carried on in the Hall and oversees the Hall Manager in the performance of her duties with regard to the day to day letting of Hall space and the maintenance and general upkeep of the building and ensuring that the Hall operated, when open, in compliance with the terms of the grants and in a manner consistent with the village hall principle.

We trust the Shaftesbury Hall Report for 2021/2022 will be more positive.

John 1219

FUNDRAISING

Considering our normal revenues were shut down due to Covid we managed to fundraise and apply for grants which would not have been available to us. The following figures do not include our regular donations from volunteers and smaller individual one-off donations.

Through the Bag for Life campaign which we applied to Tesco we managed to get a grant £500. The Co-op through their Community Matters raised £874. With the help of Julie1323 and Ben1408 we raised just over £6k on the Just Giving page. Local businesses raised £341 and our own Jack1355 who works for Bloomberg qualified for £4,074 from their charity grant. We further received £10k from Haringey council from applying to their business grant.

Through the generosity of our volunteers and grants we pulled through.

Let me take this opportunity to thank everyone who have helped me with fundraising in the last 5 years and in particular over the last 2 years. I am now stepping down from fundraising and Nat1330 has kindly agreed to take over.

Yasmine 1313

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CALLER SUPPORT

Between April 2020 and March 2021, caller support continued to monitor and manage good practice by flagging poor email responses from Samaritans and making note of potential caller support plans to put in place. NLS had no active caller support plans given by the London Region. We continued to flag callers of concern to the regional branch as well as internally in our own branch.

Maya 1405

INFORMATION

The Information team comprised Brian 1359 during the year and was admirably supported by Arancha 1432 (S) - thank you.

Due to the looming impact of the Covid-19 pandemic and following the UK Government's decision to introduce 'lockdown' on 23rd March 2020, all Information events during the year were delivered on-line via Zoom.

Brian1359 presented a total of six on-line Information events as follows:

- 26th June 2020
- 3rd July 2020
- 20th August 2020
- 25th November 2020
- 9th February 2021
- 23rd March 2021

Many thanks to Barbara 1309 who contributed to the events delivered on 9th February 2021 and 23rd March 2021.

Potential volunteer enquiries to the branch during the 12 months were 868, and a total of 87 potential volunteers attended the above Information events.

We regularly have a significant number of potential volunteers waiting to attend Information events (the number of potential volunteers waiting has exceeded 100 on several occasions). As such, we will continue to need to find innovative and practical ways to accommodate those waiting. In the meantime, we will continue to manage potential volunteer expectations as regards the estimated wait times to attend an Information event, and then potentially move forward to Selection and Core Development Training

Brian 1359

SELECTION

April 19 – March 20

Katy 1277 continued to lead Selection for NLS branch until February 2021 when she handed over to Barbara 1309. Barbara will now carry the torch for Selection supported by Arancha 1432 (S) and will work with regional selection team to oversee the transition to the Branch Management Tool which is now being rolled out nationally.

Numbers of Potential Volunteers that were interviewed between 1st April 2020 - 31st March 2021 = **36** (including 2 support volunteers)

Number of Potential Volunteers put forward for training during 1st April 2020 - 31st March 2021 = **24** (for training courses starting in September 2020 and January 2021).

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During this period the Selection team was underpinned by our dedicated core interviewers. Thank you to Brian 1359, Jane 1225, Lou 1337 and Sheila 1226.

Throughout this period, we continued to recruit and train new listening volunteers to become interviewers on our wider Selection team so that we can keep managing the steady pipeline of potential volunteers which grew exponentially during lockdown as people wanted to support North London Samaritans.

Covid-19 saw us pivot to Zoom interviews and we continue to deliver interviews regularly on this platform.

Barbara 1309

TRAINING

The Core Training spring April 2020 intake was not able to be mentored in the branch because of the pandemic so Sally 1074 and I continued to support them with a weekly session on Zoom and their course mentor continued to give them a weekly call practice.

The long and unavoidable wait for mentoring meant it wasn't practical to start offering Core Training to another group of trainees in the Summer.

In Autumn 2020 we began Core Training on Zoom. This seemed at first like an insurmountable challenge but the team were so well supported by Brian who managed the technical side that training ran smoothly. Out of 12 trainees 11 went into the branch.

In January 2021 we started our second Core Training on Zoom with 12 trainees. During the course 3 withdrew but we were able to put 9 New Samaritans into the branch.

The team has worked magnificently together. Sally 1074 continued to be the central figure in the complex organisation of Zoom breakout rooms and organising mentors while Brian 1359 looked after the technological aspect of the evening. Both Christian 1404 (who has now completed Training for Trainers, or rather its equivalent) and Deborah 1380 have now taken on a direct teaching role. We have continued to give each trainee a weekly practice call at home with their own mentor.

Our Training team over this period has been myself, Sally 1074, Christian 1404, Deborah 1380, Eliza 898, Keith 1269, Kirsty 1371, Hugh 1391, Joanne 1383, and Ruby 1339. Without the unstinting support and enthusiasm of the team we would not have been able to give our New Samaritans the personal mentoring, practice calls and encouragement that they need to become empathetic listeners.

Liz 939

EMBEDDING

This year we have transitioned from SIT2 to Embedding which follows the introduction of Samaritans Core Devolvement as opposed to SIT1.

The new course is over four evenings and is supported by online training.

We have run the course once which was a particular challenge due to Covid restrictions meaning the sessions were over Zoom; however, the feedback was largely positive with some learning for us to incorporate into future sessions. In particular we received a lot of positive comments about Active Learning Sets in which new Samaritans are asked to discuss an issue or call they have faced and open it up to their peers for discussion.

We would like to thank all the trainees who have attended SIT2 and Embedding this year. It's been massively rewarding to meet you all and to play a part of your journey to being full volunteers.

Andrew 1105, Jane 1225 and Sophie 1267

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PRISON SUPPORT

The pandemic has had a huge impact on the jail and on our Listener scheme. There were lots of staff shortages. The jail worked on a very strict regime and was on 23.5 hour lockdown, showers every other day and yard time every other day. To start off with, the yard time was only 20 minutes.

During the pandemic remote meetings took place each Saturday between 1.30pm and 4.30pm. If the Listeners were unlocked when they were due to call us, they had to take the unlock as they wouldn't have been out of their cell for many hours and it could be the only opportunity to shower.

Two members of the branch Prison Team staffed the remote sessions to receive calls from Listeners for a 'how are you' and a full debrief of their contacts and calls.

The shift was supported by a shift supporter on the Prison Team. Listeners have in-cell phones and contacted us on the office phone number. This is so that the Listeners could debrief and be fully supported in the way they would normally be (from the branch as opposed to face-to-face in the jail). The Safer Custody department met with the Listeners weekly so they could voice anything that was going wrong within the Scheme.

A Listener Remote Rota was sent to the jail each week so that Listeners knew when to call. Sometimes it was difficult for the Listeners to remember when to call on the remote rota, because it was hard for them to know what time of day it is or even what day it is. The Safer Custody Department gave the rota to each Listener. We also sent in a jollier document (such as a crossword, wordsearch, origami, poem, etc.) so that the Listeners had something to do and felt more cared for.

It was required during the lockdown that we sent some Ongoing Training materials every now and again to support the Listener Remote Rota.

We provided continued support for the staff/jail. Procedures were in place for postvention to continue while we were working remotely. Any serious harm situation, self-inflicted death in custody (SIDIC) or death in custody (DIC) has the best postvention response possible remotely. During that time, the 116 123 Samaritans number was listed on the daily briefing so that each staff member could reach out to Samaritans in an easy way - by seeing the number and being reminded that support was there for them too. Also during that time, we requested that 116 123 contact cards were left in wing offices.

Emma 1315

PUBLICITY

The publicity team have continued to keep the branch Twitter page updated regularly. This has been spearheaded by Katy 1459, who has joined the team as a support volunteer, bringing expertise from her job in marketing.

We are also working with other teams in the branch to launch the night owl shift. The role of publicity here is to publicise the opportunity to people who are not currently Samaritans volunteers. So far this has only been a "soft launch", on social media, but we will work with selection and training to understand how many more cold recruits we need.

Beyond this, we continue to publicise ad hoc events and fundraising but these have been limited due to Covid restrictions.

Jess 6246

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OUTREACH & SCHOOLS

All Outreach activity was suspended during the Pandemic; no face-to-face activities took place.

We continue to work with Network Rail and we aim to work much closer with them and have a presence at stations especially post traumatic events when we are able to resume face-to-face Outreach.

We attend Haringey Suicide Prevention Group (HSPG) meetings via Zoom. This was a great opportunity to network and learn more about the various organisations with whom we aim to work more closely.

We continue to grow and expand with energy and enthusiasm. Thank you to the Director and Branch volunteers for their continued support.

Cathy 1356 & Keith 1269

INCOME AND EXPENDITURE ACCOUNT

This year's income totalled £71,037, which was largely due to donations and grants, given that Shaftesbury Hall was closed for much of the period due to the Covid-19 pandemic.

Total expenditure, including the costs of operating the hall, was £59,461, leaving a surplus for the year of £11,575. To achieve a surplus in such a difficult year, with the Hall closed for most of the period and hence unable to generate any income, is reassuring.

This achievement would not have been possible without the support of some generous donations, notably from Haringey Council and the Pears Foundation, with the latter providing a grant for some welcome additional equipment for the call centre. As last year, we were able to offset some of the costs of running the Hall using the government's furlough scheme. Nevertheless, we will need to ensure that we continue to closely monitor our expenditure and fundraise to cover our costs.

In the financial year ended 31 March 2021, the trustees reiterated their decision to restrict the income from the Hall for the development and maintenance of the Hall. The Trustees will monitor the spending of these funds to ensure that the surplus is used to sustain the Hall so that it does not become a burden on the charity.

RESERVES POLICY

The policy of the Trustees is to maintain free unrestricted reserves equivalent to 18 months of charitable expenditure; this will ensure that the charity can continue to provide its services in the event of any disruption. At the balance sheet date the unrestricted reserves amounted to £91,104, which is a little above target on an historic basis. At the balance sheet date restricted funds, net of fixed assets, totalled £18,688. Unrestricted funds are held for the continuance of the Charity's objectives and activities. Restricted funds are held to cover expenditure that will be incurred in relation to specific projects, in particular the hall.

Adam 1352

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ADMINISTRATIVE DETAILS

LEGAL STATUS

North London Samaritans (incorporating Enfield, Haringey and Barnet Samaritans) was a registered charity, with charity registration number 270761. In November 2017 we successfully became a CIO and have a new Charity number 1173621.

We are now governed by a constitution, adopted on 27 November 2017. We have retained the name North London Samaritans (incorporating Enfield, Haringey and Barnet Samaritans), although we intend to amend this to North London Samaritans in due course. At the same time we affiliated to the new central Samaritans charity.

North London Samaritans (incorporating Enfield, Haringey and Barnet Samaritans) is one of 201 charities within the Samaritans movement. Samaritans is a company limited by guarantee, governed by its memorandum and articles of association, and a registered charity. It was incorporated as a company on 11 April 1963 having been founded by Dr Chad Varah on 2 November 1953.

Legal ownership of Shaftesbury Hall is held by North London Samaritans (incorporating Enfield, Haringey and Barnet Samaritans) and a legal charge has been given to big Lottery Fund for 20 years.

GOVERNANCE

North London Samaritans (incorporating Enfield, Haringey and Barnet Samaritans) is, like all Samaritans branches, independently operated and funded, within the guidelines of the constitution. A directorate and a committee manage the branch.

The Branch Director heads the directorate and it is she or he who is ultimately responsible for all branch operations. The Director appoints co-directors who oversee all aspects of the branch involving callers, visitors and volunteers (this includes caller support, volunteer recruitment, selection and training, and volunteer mentoring). The Director is also an ex-officio member of the committee. She or he is chosen by a process of consultation with volunteers carried out by a working group, to serve for three years.

The Committee is responsible for fundraising and facilities, including the maintenance and administration of the branch premises. The Committee members are elected at Annual General Meetings and can serve for up to three years. The Committee can also co-opt members within the limits set by the Constitution. By the terms of the Constitution each member of the Committee is a trustee of the charity.

We moved to the new Branch Leadership Team at the First AGM of the CIO on 14th January 2019. The Branch Director took on the single leadership role and is chair of the Trustee Board and chair of the Leadership Team.

The trustees believe that they have complied with their duty to have due regard to the commission’s public benefit guidance when exercising any powers or duties to which the guidance is relevant.

This relates to Section 4 of the 2006 Act to have due regard to guidance on public benefit published by the Charity Commission.

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

Statement of trustees' responsibilities

The trustees (who are also the directors of the company for the purposes of company law) are responsible for preparing the trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the company and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP (FRS 102);
- make judgements and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is unappropriate to presume that the company will continue in business.

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the company's transactions and disclose with reasonable accuracy at any time the financial position of the company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Approved by order of the members of the board of Trustees and signed on their behalf by:



Lesley Ryder-Davies 18 Jan 2022 16:18:07 GMT (UTC +0)

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L A Ryder-Davies
Director
Date: 18 January 2022

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NORTH LONDON SAMARITANS (INCORPORATING ENFIELD, HARINGEY AND BARNET SAMARITANS)
(A company limited by guarantee)

INDEPENDENT EXAMINER'S REPORT FOR THE YEAR ENDED 31 MARCH 2021

Independent Examiner's Report to the Trustees of North London Samaritans (Incorporating Enfield, Haringey and Barnet Samaritans) ('the Charity')

I report to the charity Trustees on my examination of the accounts of the Charity for the year ended 31 March 2021.

Responsibilities and Basis of Report

As the Trustees of the Charity (and its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Charity are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of the Charity's accounts carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent Examiner's Statement

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Charity as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act 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; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

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.

This report is made solely to the Charity's Trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. My work has been undertaken so that I might state to the Charity's Trustees those matters I am required to state to them in an Independent examiner's report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the Charity and the Charity's Trustees as a body, for my work or for this report.

Signed: Alex Peal Dated: 19 January 2022

Alexander Peal BSc (Hons) FCA DChA

James Cowper Kreston
Chartered Accountants and Statutory Auditor
Reading Bridge House
George Street
Reading
Berkshire
RG1 8LS

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NORTH LONDON SAMARITANS (INCORPORATING ENFIELD, HARINGEY AND BARNET SAMARITANS)
(A company limited by guarantee)

STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2021

	Note	Restricted funds 2021 £	Unrestricted funds 2021 £	Total funds 2021 £	Total funds 2020 £
Income from:					
Donations and legacies	2	**23,725**	**47,286**	**71,011**	64,856
Investments	3	**-**	**26**	**26**	104
Total income		**23,725**	**47,312**	**71,037**	64,960
Expenditure on:					
Charitable activities	4	**27,924**	**31,537**	**59,461**	40,120
Total expenditure		**27,924**	**31,537**	**59,461**	40,120
Net movement in funds		**(4,199)**	**15,775**	**11,576**	24,840
Reconciliation of funds:					
Total funds brought forward		**825,165**	**75,329**	**900,494**	875,654
Net movement in funds		**(4,199)**	**15,775**	**11,576**	24,840
Total funds carried forward		**820,966**	**91,104**	**912,070**	900,494

The Statement of Financial Activities includes all gains and losses recognised in the year.

The notes on pages 16 to 25 form part of these financial statements.

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NORTH LONDON SAMARITANS (INCORPORATING ENFIELD, HARINGEY AND BARNET SAMARITANS)
(A company limited by guarantee)
REGISTERED NUMBER: CE011177

BALANCE SHEET
AS AT 31 MARCH 2021

	Note		2021 £		2020 £
Fixed assets					
Tangible assets	9		**802,278**		818,651
Current assets					
Debtors	10	**9,128**		928	
Cash at bank and in hand		**105,734**		87,827	
		114,862		88,755	
Creditors: amounts falling due within one year	11	**(5,070)**		(6,912)	
Net current assets			**109,792**		81,843
Total net assets			**912,070**		900,494
Charity funds					
Restricted funds	12		**820,966**		825,165
Unrestricted funds	12		**91,104**		75,329
Total funds			**912,070**		900,494

The Charity was entitled to exemption from audit under section 477 of the Companies Act 2006.

The members have not required the company to obtain an audit for the year in question in accordance with section 476 of Companies Act 2006.

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

The financial statements have been prepared in accordance with the provisions applicable to entities subject to the small companies regime.

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:

Adam Mccormack 18 Jan 2022 22:17:23 GMT (UTC +0)

A McCormack
Trustee
Date: 18 January 2022

The notes on pages 16 to 25 form part of these financial statements.

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NORTH LONDON SAMARITANS (INCORPORATING ENFIELD, HARINGEY AND BARNET SAMARITANS)
(A company limited by guarantee)

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2021

	Note	2021 £	2020 £
Cash flows from operating activities			
Net cash used in operating activities	15	**17,881**	(13,246)
Cash flows from investing activities			
Purchase of tangible fixed assets		**-**	(12,896)
Interest received		**26**	104
Net cash provided by/(used in) investing activities		**26**	**(12,792)**
Net cash inflow/(outflow) brought forward		**17,907**	**(26,038)**
Cash flows from financing activities			
Change in cash and cash equivalents in the year		**17,907**	**(26,038)**
Cash and cash equivalents at the beginning of the year		**87,827**	113,865
Cash and cash equivalents at the end of the year	16	**105,734**	87,827

The notes on pages 16 to 25 form part of these financial statements

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NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

1. Accounting policies

1.1 Basis of preparation of financial statements

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

North London Samaritans (Incorporating Enfield, Haringey and Barnet Samaritans) meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

1.2 Income

All income is recognised once the Charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

The recognition of income from legacies is dependent on establishing entitlement, the probability of receipt and the ability to estimate with sufficient accuracy the amount receivable. Evidence of entitlement to a legacy exists when the Charity has sufficient evidence that a gift has been left to them (through knowledge of the existence of a valid will and the death of the benefactor) and the executor is satisfied that the property in question will not be required to satisfy claims in the estate. Receipt of a legacy must be recognised when it is probable that it will be received and the fair value of the amount receivable, which will generally be the expected cash amount to be distributed to the Charity, can be reliably measured.

Grants are included in the Statement of financial activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the Balance sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

Income tax recoverable in relation to investment income is recognised at the time the investment income is receivable.

1.3 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset’s use.

Expenditure on charitable activities is incurred on directly undertaking the activities which further the Charity's objectives, as well as any associated support costs.

All expenditure is inclusive of irrecoverable VAT.

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1. Accounting policies (continued)

1.4 Government grants

Government grants, including Covid-19 related grants, are credited to the Statement of financial activities as the related expenditure is incurred.

1.5 Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the Charity; this is normally upon notification of the interest paid or payable by the institution with whom the funds are deposited.

1.6 Tangible fixed assets and depreciation

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition should be included in the measurement of cost.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives, using the straight-line method.

Depreciation is provided on the following basis:

Freehold property	-	2%

1.7 Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

1.8 Cash at bank and in hand

Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

1.9 Liabilities and provisions

Liabilities are recognised when there is an obligation at the Balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the Charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised in the Statement of financial activities as a finance cost.

1.10 Financial instruments

The Charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

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1. Accounting policies (continued)

1.11 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Charity and which have not been designated for other purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Charity for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Investment income, gains and losses are allocated to the appropriate fund.

2. Income from donations and legacies

	Restricted funds 2021 £	Unrestricted funds 2021 £	**Total funds 2021 £**	Total funds 2020 £
Donations	7,000	37,286	**44,286**	40,205
Prison funding	4,012	-	**4,012**	3,214
Grants	-	10,000	**10,000**	500
Government grants	7,428	-	**7,428**	-
Hall income	5,285	-	**5,285**	20,937
	23,725	47,286	**71,011**	64,856
Total 2020	24,151	40,705	64,856	

3. Investment income

	Restricted funds 2021 £	Unrestricted funds 2021 £	**Total funds 2021 £**	Total funds 2020 £
Interest income	-	26	**26**	104
Total 2020	16	88	104	

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NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

4. Analysis of expenditure on charitable activities

Summary by fund type

	Restricted funds 2021 £	Unrestricted funds 2021 £	Total funds 2021 £	Total funds 2020 £
Expenditure on charitable activities	27,924	31,537	**59,461**	40,120
Total 2020	12,227	27,893	40,120	

5. Analysis of expenditure by activities

	Activities undertaken directly 2021 £	Support costs 2021 £	Total funds 2021 £	Total funds 2020 £
Expenditure on charitable activities	27,841	31,620	**59,461**	40,120
Total 2020	25,031	15,089	40,120	

Analysis of support costs

	Total funds 2021 £	Total funds 2020 £
Staff costs	**12,717**	12,227
Depreciation	**16,373**	-
Bank charges	**266**	410
Contribution to Head Office	**2,264**	2,452
	31,620	15,089

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

6. Independent examiner's remuneration

	2021 £	2020 £
Fees payable to the Charity's independent examiner for the independent examination of the Charity's annual accounts	**3,300**	3,000

7. Staff costs

	2021 £	2020 £
Wages and salaries	**12,717**	12,227

The average number of persons employed by the Charity during the year was as follows:

	2021 No.	2020 No.
Employee	**1**	1

No employee received remuneration amounting to more than £60,000 in either year.

8. Trustees' remuneration and expenses

During the year, no Trustees received any remuneration or other benefits (2020 - £NIL).

During the year ended 31 March 2021, no Trustee expenses have been incurred (2020 - £736).

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NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

9. Tangible fixed assets

	Freehold property £
Cost or valuation	
At 1 April 2020	**818,651**
At 31 March 2021	**818,651**
Depreciation	
At 1 April 2020	**-**
Charge for the year	**16,373**
At 31 March 2021	**16,373**
Net book value	
At 31 March 2021	**802,278**
At 31 March 2020	818,651

10. Debtors

	2021 £	2020 £
Due within one year		
Trade debtors	**-**	240
Other debtors	**-**	449
Prepayments and accrued income	**9,128**	239
	9,128	928

11. Creditors: Amounts falling due within one year

	2021 £	2020 £
Accruals	**5,070**	6,912

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12. Statement of funds

Statement of funds - current year

	Balance at 1 April 2020 £	Income £	Expenditure £	Balance at 31 March 2021 £
Unrestricted funds				
General Funds - all funds	**75,329**	**47,312**	**(31,537)**	**91,104**
Restricted funds				
Hall development fund	**822,677**	**12,713**	**(16,951)**	**818,439**
Prison fund	**2,488**	**4,012**	**(4,012)**	**2,488**
Pears Foundation fund	**-**	**7,000**	**(6,961)**	**39**
	825,165	**23,725**	**(27,924)**	**820,966**
Total of funds	**900,494**	**71,037**	**(59,461)**	**912,070**

Statement of funds - prior year

	Balance at 1 April 2019 £	Income £	Expenditure £	Balance at 31 March 2020 £
Unrestricted funds				
General Funds - all funds	45,698	40,623	(10,992)	75,329
Restricted funds				
Hall development fund	829,956	20,953	(28,232)	822,677
Prison fund	-	3,384	(896)	2,488
	829,956	24,337	(29,128)	825,165
Total of funds	875,654	64,960	(40,120)	900,494

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NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

13. Summary of funds

Summary of funds - current year

	Balance at 1 April 2020 £	Income £	Expenditure £	Balance at 31 March 2021 £
General funds	**75,329**	**47,312**	**(31,537)**	**91,104**
Restricted funds	**825,165**	**23,725**	**(27,924)**	**820,966**
	900,494	**71,037**	**(59,461)**	**912,070**

Summary of funds - prior year

	Balance at 1 April 2019 £	Income £	Expenditure £	Balance at 31 March 2020 £
General funds	45,698	40,623	(10,992)	75,329
Restricted funds	829,956	24,337	(29,128)	825,165
	875,654	64,960	(40,120)	900,494

14. Analysis of net assets between funds

Analysis of net assets between funds - current year

	Restricted funds 2021 £	Unrestricted funds 2021 £	Total funds 2021 £
Tangible fixed assets	802,278	-	**802,278**
Current assets	18,688	96,174	**114,862**
Creditors due within one year	-	(5,070)	**(5,070)**
Total	820,966	91,104	**912,070**

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14. Analysis of net assets between funds (continued)

Analysis of net assets between funds - prior year

	Restricted funds 2020 £	Unrestricted funds 2020 £	Total funds 2020 £
Tangible fixed assets	818,650	1	818,651
Current assets	8,529	80,226	88,755
Creditors due within one year	(2,014)	(4,898)	(6,912)
Total	825,165	75,329	900,494

15. Reconciliation of net movement in funds to net cash flow from operating activities

	2021 £	2020 £
Net income for the year (as per Statement of Financial Activities)	**11,576**	24,840
Adjustments for:		
Depreciation charges	**16,373**	**-**
Interest received	**(26)**	(104)
Increase in debtors	**(8,200)**	(928)
Decrease in creditors	**(1,842)**	(37,054)
Net cash provided by/(used in) operating activities	**17,881**	(13,246)

16. Analysis of cash and cash equivalents

	2021 £	2020 £
Cash in hand	**105,734**	87,827
Total cash and cash equivalents	**105,734**	87,827

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NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

17. Analysis of changes in net debt

	At 1 April 2020	Cash flows	At 31 March 2021
	£	£	£
Cash at bank and in hand	87,827	17,907	105,734
	87,827	17,907	105,734