

**Registered number: CE011177**  
**Charity number: 1173621**

# **NORTH LONDON SAMARITANS**

**UNAUDITED**

**TRUSTEES' REPORT AND FINANCIAL STATEMENTS**

**FOR THE YEAR ENDED 31 MARCH 2024**

## **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

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

## **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

## **NORTH LONDON SAMARITANS**

### **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**

## **NORTH LONDON SAMARITANS**

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

#### **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.

## **NORTH LONDON SAMARITANS**

### **TRUSTEES' REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 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 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 14<sup>th</sup> June 2018 and the terms of HMRC VAT clearance letter dated 11<sup>th</sup> 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***

## NORTH LONDON SAMARITANS

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

#### 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,



## **NORTH LONDON SAMARITANS**

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

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***

## **NORTH LONDON SAMARITANS**

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

#### **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.

## **NORTH LONDON SAMARITANS**

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

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.

## NORTH LONDON SAMARITANS

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

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.

## **NORTH LONDON SAMARITANS**

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

#### **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.

## NORTH LONDON SAMARITANS

### 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 inappropriate 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)

.....  
**N Floyde**

Director

Date: 06 December 2024

## **NORTH LONDON SAMARITANS**

### **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:

Alexander Peal

Dated:

BSc (Hons) FCA DChA

**James Cowper Kreston**

Chartered Accountants and Statutory Auditor

Reading Bridge House

George Street

Reading

Berkshire

RG1 8LS

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

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.



**NORTH LONDON SAMARITANS**  
**REGISTERED NUMBER: CE011177**

**BALANCE SHEET**  
**AS AT 31 MARCH 2024**

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

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.

## NORTH LONDON SAMARITANS

STATEMENT OF CASH FLOWS  
FOR THE YEAR ENDED 31 MARCH 2024

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

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

## NORTH LONDON SAMARITANS

### 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.

## NORTH LONDON SAMARITANS

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

#### 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%
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##### 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.

## NORTH LONDON SAMARITANS

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

#### 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
	<u>25,421</u>	<u>25,184</u>	<u>50,605</u>	<u>45,605</u>
Total 2023	<u>26,790</u>	<u>18,815</u>	<u>45,605</u>	

#### 3. Investment income

	Unrestricted funds 2024 £	Total funds 2024 £	Total funds 2023 £
Interest income	<u>-</u>	<u>-</u>	<u>1</u>
Total 2023	<u>1</u>	<u>1</u>	

## NORTH LONDON SAMARITANS

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

## NORTH LONDON SAMARITANS

NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2024**6. Independent examiner's remuneration**

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

**7. Staff costs**

	<b>2024</b> £	2023 £
Wages and salaries	<b>13,885</b>	13,090

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

	<b>2024</b> No.	2023 No.
Employee	<b>1</b>	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).

## NORTH LONDON SAMARITANS

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

## 9. Tangible fixed assets

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

## 10. Debtors

	2024 £	2023 £
<b>Due within one year</b>		
Prepayments and accrued income	<u>1,241</u>	<u>4,336</u>

## 11. Creditors: Amounts falling due within one year

	2024 £	2023 £
Accruals	<u>8,862</u>	<u>6,480</u>



## NORTH LONDON SAMARITANS

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

## 12. Statement of funds

## Statement of funds - current year

	Balance at 1 April 2023 £	Income £	Expenditure £	Balance at 31 March 2024 £
<b>Unrestricted funds</b>				
General Funds - all funds	89,361	25,184	(26,652)	87,893
<b>Restricted funds</b>				
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
<b>Total of funds</b>	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 £
<b>Unrestricted funds</b>				
General Funds - all funds	96,618	18,816	(26,073)	89,361
<b>Restricted funds</b>				
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
<b>Total of funds</b>	894,343	45,606	(59,711)	880,238

## NORTH LONDON SAMARITANS

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
	<u>880,238</u>	<u>50,605</u>	<u>(61,429)</u>	<u>869,414</u>

## 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
	<u>894,343</u>	<u>45,606</u>	<u>(59,711)</u>	<u>880,238</u>

## 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)
<b>Total</b>	<u>781,521</u>	<u>87,893</u>	<u>869,414</u>

## NORTH LONDON SAMARITANS

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

## 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)
<b>Total</b>	<b>790,877</b>	<b>89,361</b>	<b>880,238</b>

## 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)	<b>(10,824)</b>	(14,105)
<b>Adjustments for:</b>		
Depreciation charges	<b>16,373</b>	16,373
Interest received	-	(1)
Decrease/(increase) in debtors	<b>3,095</b>	(3,257)
Increase in creditors	<b>2,382</b>	952
<b>Net cash provided by/(used in) operating activities</b>	<b>11,026</b>	(38)

## 16. Analysis of cash and cash equivalents

	2024 £	2023 £
Cash in hand	<b>123,876</b>	112,850
<b>Total cash and cash equivalents</b>	<b>123,876</b>	112,850

**NORTH LONDON SAMARITANS**

**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
	<u>112,850</u>	<u>11,026</u>	<u>123,876</u>