

Registered number: CE011177
Charity number: 1173621

NORTH LONDON SAMARITANS

UNAUDITED

TRUSTEES' REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025

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

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

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

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

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

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

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

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 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:

N Floyde

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

.....
N Floyde

Director

Date: 13 November 2025

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

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.

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
		<u>119,739</u>	<u>125,117</u>
Current liabilities			
Creditors: amounts falling due within one year	11	(11,746)	(8,862)
Net current assets		<u>107,993</u>	116,255
Total net assets		<u><u>844,779</u></u>	<u><u>869,414</u></u>
Charity funds			
Restricted funds	12	769,102	781,521
Unrestricted funds	12	75,677	87,893
Total funds		<u><u>844,779</u></u>	<u><u>869,414</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 07 Nov 2025 09:55:06 GMT (UTC +0)

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A McCormack

Trustee

Date: 07 November 2025

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 2025

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

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 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.

NORTH LONDON SAMARITANS

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%
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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 2025

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
	<u>15,625</u>	<u>24,806</u>	<u>40,431</u>	<u>50,605</u>
Total 2024	<u>25,184</u>	<u>25,421</u>	<u>50,605</u>	

3. Investment income

	Unrestricted funds 2025 £	Total funds 2025 £	Total funds 2024 £
Interest income	<u>1,073</u>	<u>1,073</u>	<u>-</u>

NORTH LONDON SAMARITANS

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

NORTH LONDON SAMARITANS

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 No.	2024 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).

NORTH LONDON SAMARITANS

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

9. Tangible fixed assets

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

10. Debtors

	2025 £	2024 £
Due within one year		
Prepayments and accrued income	<u>1,091</u>	<u>1,241</u>

11. Creditors: Amounts falling due within one year

	2025 £	2024 £
Accruals	<u>11,746</u>	<u>8,862</u>

NORTH LONDON SAMARITANS

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)	-
	<u>781,521</u>	<u>24,806</u>	<u>(37,225)</u>	<u>769,102</u>
Total of funds	<u>869,414</u>	<u>41,504</u>	<u>(66,139)</u>	<u>844,779</u>

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)	-
	<u>790,877</u>	<u>25,421</u>	<u>(34,777)</u>	<u>781,521</u>
Total of funds	<u>880,238</u>	<u>50,605</u>	<u>(61,429)</u>	<u>869,414</u>

NORTH LONDON SAMARITANS

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
	<u>869,414</u>	<u>41,504</u>	<u>(66,139)</u>	<u>844,779</u>

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

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	<u>75,677</u>	<u>769,102</u>	<u>844,779</u>

NORTH LONDON SAMARITANS

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

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

NORTH LONDON SAMARITANS

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
	<u>123,876</u>	<u>(5,228)</u>	<u>118,648</u>