

Samaritans of Lancaster & District

Registered Charity No. 1173652
21 Sun Street, Lancaster LA1 1EW

Annual Report for the year ended 31st March 2022

The incorporated charity number 1173652 was started in October 2017 under the constitution dated July 2017. The Trustees of the charity are elected at the Annual General Meeting. Those who have acted during the year are as follows:

Name	Office held	Dates acted if not whole year
Tracey Duffy	Director	Until 4/10/21 Re-appointed 1/7/22
Liz Hartley	Deputy Director & Trustee	Until 4/10/21
Liz Hartley	Director	4/10/21 to 31/5/22
June Ellis	Treasurer	From 4/10/21
Michael Spencer	Treasurer	Until 4/10/21
Carol Brearley	Secretary	
Pam Waddington	Vice Director. Vol. Support DD	Until 4/10/21
Linda Smallman	Trustee	Until 4/10/21
Jenny Dighton	Trustee	From 4/10/21
Val Willett	Deputy Director	
Jude Whitwood	Trustee	From 4/10/21
Michael Brogan	Trustee	Until 4/10/21
Pete Hope	Trustee	4/10/22 to 17/8/22
Chris Hough	Trustee	
Helen Murfin	Trustee	
Jane Clarke	Trustee	

The organisation and financial affairs of the charity are managed by the BLT. The BLT comprising of Deputy Directors and Trustees. The BLT determines policy for and receives reports from teams and individuals who work for the charity. The major risk to which the charity is exposed, as identified by the trustees, have been reviewed and systems or procedures are established to manage those risks.

The charity's bankers are National Westminster PLC, 68 Church Street, Lancaster LA1 1LN and its Independent Examiner is N Slater of Taylor Robertson and Willett, 95 King Street, Lancaster LA1 1RH. A COIF Deposit Fund Account is held with CCLA Investment Management Ltd, One Angel Lane, London EC4R 3AB.

This Trustees Annual Report forms an integral part of the full annual accounts of the Charity for the year ended 31st March 2022

Aims and Organisation

Samaritans of Lancaster & District have worked for 50 years with the main aim of being there at all times for the assistance of any person who is experiencing feelings of suicide, despair or distress by providing confidential emotional support by telephone, email, or webchat. Our charitable purpose is all focussed on Public Benefit. We are based at 21, Sun Street, Lancaster and we are primarily there to assist those in a geographical area which includes Lancaster, Morecambe, Lunesdale, Kendal and South Lakeland, however through our Link telephone system we now answer calls nationwide.

We are one of the 19 branches in the North West Region of Samaritans and have just over 100 volunteers. Lancaster Branch is one of over 201 branches linked in a nationwide organisation to Samaritans Central Charity. (Registered Charity no.219432) The Central Office supports the Branches, sets and monitors standards of service and care by means of its regional structure.

Review of Progress and Achievements

The quality and extent of the service we can provide to needy and vulnerable people is dependent on having a sufficient number of trained Samaritans. During the COVID-19 pandemic we managed to continue with our programme of recruiting, training and mentoring suitable volunteers.

Samaritans continue to provide a "listening ear" to vulnerable, distressed and suicidal callers, however they choose to contact us, whether by telephone, email, or webchat. Our callers come from a wide range of society, young and old, unemployed and over employed, men, women and children, and over the last few years a rising number of people with mental health problems.

We remain involved in prison outreach, and continue our relationship with HMP Lancaster Farms, a category C adult male prison, where we recruit, train and support a team of Listeners. Our Outreach team have been hampered by the COVID-19 situation but are now once again able to hold public events in the area we cover as well as presentations and information sessions to various local groups to increase the awareness of the service we offer.

At Lancaster & District our calls are routed via the new National Freecall number 116 123. This facility has produced a large increase in the number of calls we receive, as now we are available to those who need us whether they have funds or not, 24 hours a day, 365 days of the year.

Review of Financial Position and Affairs

Income for the year was £46,323, a reduction from the 2021 accounts, as we received less COVID grant support, but still a pleasing result,. We again benefitted from a generous annual grant of £3,500 from the Frieda Scott Trust, and further support from the Westminster Foundation, although this came to an end in 2022. We received many donations from individuals and other organisations, and were grateful to receive a substantial legacy of £12922. It is a great encouragement to know that our efforts are so widely appreciated.

We received continuing support from Lancaster City Council, with a grant and with discretionary rates relief on 21, Sun Street and on our shop at 12, Damside Street. Agreements with the local prison also provide significant income. . We thank all our donors, particularly those who use Gift Aid. We have also worked hard to bring in funds for multiple income streams such as fundraising events and applying for funds from local companies, and charitable trusts. Our Charity shop raised £9,619, again a pleasing result, especially as this year there was only one smaller COVID restart grant. The shop plays an important role in providing funds for our work at the Centre and in raising public awareness of Samaritans. We are very grateful for the hard work of our shop volunteers and the supporters who have helped in all our fundraising efforts.

Expenditure was £31,808, slightly less than the previous year, giving us a surplus of Income over expenditure of £14,515 for the year. We have continued to save money this year with no face to face training and meetings being possible, these are slowly resuming, but we have found the switch to Zoom beneficial for allowing volunteers to attend meetings, so will probably continue with a mix of both.

Our Reserves stand at £96,044. This provides us with approximately 25 months running expenses, more than the 18 months expenses we would normally seek to hold. However these reserves, while healthy at present, will only be sustained by legacies, grants and donations in 2022-23 . We plan to use some of the reserves to catch up on outstanding essential repairs and replacements, whilst funds are available.



Annual Report 2022

*50 years of supporting the people of
Lancaster & District*

**21 Sun Street, Lancaster LA1 1EW
Registered Charity No. 1173652**

Phone Freecall 116 123

Email: jo@samaritans.org

Write to: Samaritans Letters

website: www.samaritans.org/lancaster

Samaritans of Lancaster and District
Registered Charity No 1173652

Accounts for the year ended 31 March 2022

**Independent Examiner's Report to the Trustees of
Samaritans of Lancaster and District**

I report on the accounts of the charity for the year ended 31st March 2022, which are set out on pages 2 to 7 following.

This report is made solely to the charity's Trustees, as a body, in accordance with section 145 of the Charities Act 2011 and regulations made under section 154 of that Act. 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.

Respective responsibilities of trustees and examiner

The charity's Trustees are responsible for the preparation of the financial statements and they consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the Act) and that an independent examination is needed.

It is my responsibility to:

- examine the accounts under section 145 of the Act;
- to follow the procedures laid down in the general Directions given by the Charity Commission under section 145(5)(b) of the Act; and
- state whether particular matters have come to my attention.

Basis of independent examiner's report

My examination was carried out in accordance with the general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the financial statements presented with those records. It also includes consideration of any unusual items or disclosures in the financial statements, and seeking explanations from you as Trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the financial statements present a 'true and fair view' and the report is limited to those matters set out in the statement below.

Independent examiner's statement

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

- (1) which gives me reasonable cause to believe that, in any material respect, the requirements:
 - to keep accounting records in accordance with section 130 of the Act; and
 - to prepare accounts which accord with the accounting records and to comply with the accounting requirements of the Acthave not been met; or
- (2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Neil Martin Slater F.C.C.A.
Taylor, Robertson and Willett Ltd
Chartered Certified Accountants
95 King Street Lancaster

1st August 2022

The Samaritans of Lancaster and District

Registered Charity No. 1173652

Statement of Financial Activities For the period ended 31 March 2022

	Note	Year to 31.3.22	Year to 31.3.22	Year to 31.3.22	Year to 31.3.21
		Restricted	Unrestricted	Total	Total
Incoming Resources					
Donations, Grants and Gift Aid	2	£1,029	£19,437	£20,467	£37,374
Fundraising Events	3	£0	£3,280	£3,280	£279
Surplus from Shop	4	£0	£9,619	£9,619	£13,662
Legacies	2	£0	£12,922	£12,922	£3,310
Deposit Interest		£0	£36	£36	£62
TOTAL Incoming Resources		£1,029	£45,294	£46,323	£54,687
Resources Expended					
Direct Charitable Expenditure	5, 6	£907	£22,998	£23,905	£21,765
Publicity costs		£122	£609	£731	£9,497
Management and Administration Costs	5, 7	£0	£7,172	£7,172	£3,804
TOTAL Resources Expended		£1,029	£30,779	£31,808	£35,066
NET Incoming Resources for the period		£0	£14,515	£14,515	£19,621
Unrealised Gains and Losses					
Gain on Revaluation of Tangible Fixed Assets		£0	£0	£0	£0
Net Movement in Funds		£0	£14,515	£14,515	£19,621
Fund Balances brought forward		£0	£249,824	£249,824	£230,203
Transfer between funds	9			£0	£0
Fund Balances carried forward	8, 9	£0	£264,338	£264,338	£249,824

The following notes (notes 1 to 10 on pages 3 to 7) form part of these accounts.

J. Ellis

..... (Hon. Treasurer)

TJ Duffy

..... (Director)

Samaritans of Lancaster and District
Balance Sheet
as at 31 March 2022

	Note	Year to 31.3.22 Restricted	Year to 31.3.22 Unrestricted	Year to 31.3.22 Total	Year to 31.3.21
Tangible Fixed Assets	8	£0	£168,295	£168,295	£168,873
Current Assets					
COIF Deposit Account		£0	£89,964	£89,964	£75,928
NatWest Current account (ending '172)		£0	£4,852	£4,852	£5,697
NatWest Current account (ending '180)		£0	£822	£822	£794
Cash in hand		£0	£40	£40	£40
Debtors (NOMS)		£0	£799	£799	£0
Total Current Assets		£0	£96,447	£96,447	£82,459
Current Liabilities					
Creditors and Accruals		£0	£404	£404	£1,509
Deferred Income		£0	£0	£0	£0
Total Current Liabilities		£0	£404	£404	£1,509
Current Assets less Current Liabilities		£0	£96,044	£96,044	£80,951
Total Assets less Current Liabilities		£0	£264,338	£264,338	£249,824
Represented by	9	£0	£264,338	£264,338	£249,824
TOTAL		£0	£264,338	£264,338	£249,824

Notes to the Accounts for the year ended 31 March 2022

Note 1. Accounting policies.

(i) These accounts have been prepared under the historical cost convention and in accordance with applicable accounting standards and the Statement of Recommended Practice (SORP) on Accounting by Charities.

(ii) All income is included in the Statement of Financial Activities (SOFA) when received, unless the Trustees deem that income receivable from recovered tax or from legacies would alter the SOFA materially.

(iii) Net fundraising income raised by the Friends of Samaritans and by our Charity shop is included when received, and any associated costs are separately disclosed in a note.

(iv) Premises overheads are aggregated and allocated to the various functional activities on a percentage basis determined by the Trustees and disclosed in a note.

(v) Any costs which cannot be specifically identified otherwise are included in the management and administration function.

(vi) Depreciation on equipment and furniture is written off on a straight line basis over 5 years. Freehold property is revalued at 5 year intervals with no depreciation allowance.

Note 2. Donations and grants			
Funds received from organisations during the year include:			
	Restricted	Unrestricted	Total
Frieda Scott Charitable Trust		£3,500	£3,500
Lancaster City Council (discretionary rates relief)		£645	£645
NOMS (unrestricted)		£2,426	£2,426
NOMS (restricted)	£1,029	£0	£1,029
CAF		£150	£150
Pears Foundation grant		£489	£489
CBRE Ltd		£1,000	£1,000
Glasdon		£200	£200
Primark		£750	£750
Westminster Foundation		£2,854	£2,854
Standfast		£300	£300
Clarence Court Charity Fund		£140	£140
Share from Samaritans CO		£712	£712
Other donations, including those from individuals, (including several funeral donations of supporters)		£5,996	£5,996
Tax recovered through Gift Aid		£275	£275
Total donations and grants	£1,029	£19,437	£20,467
Legacies (Unrestricted)			£12,922
Total legacies			£12,922

Note 3. Fundraising Events (Unrestricted)			
Lancaster and Kendal Friends groups and/or Samaritan volunteers			
Donna bucket collection			£652
T Williamson			£1,375
Trinity URC coffee morning			£165
Brew Monday			£275
Sarah Millican bucket collection			£211
W Townley Christmas pudding fundraising			£386
Kendal Christmas Tree Festival			£152
Christmas cards			£64
Total fundraising			£3,280

Note 4. Samaritans shop
12 Damside Street, Lancaster
Summary for the year ended 31 March 2022

Income (Unrestricted)		
Sales		£21,015
Lancaster City Council (government grants)		£2,100
Lancaster City Council (discretionary rates relief)		£829
total income		£23,945
Expenditure (Unrestricted)		
Rent	£10,800	
Insurance	£202	
Rates	£829	
Water, Light and Heat	£578	
Wages and Travel	£0	
Repairs & Renewals	£486	
Telephone & Broadband	£511	
Streamline & Worldpay Charges	£482	
Sundry Expenses	£277	
Cleaning and Housekeeping	£161	
total expenditure		£14,325
Surplus for the period		£9,619

Note 5. Premises Overheads	Year to 31.3.22 Restricted	Year to 31.3.22 Unrestricted	Year to 31.3.22	Year to 31.3.21 Total
Water, Light and Heat	£0	£1,790	£1,790	£2,069
Repairs and Renewals	£0	£2,304	£2,304	£3,338
Cleaning and Housekeeping	£0	£2,387	£2,387	£2,978
Office telephone	£0	£1,641	£1,641	£1,211
Insurance	£0	£1,329	£1,329	£1,034
Discretionary Rates relief (Lancaster City Council)	£0	£645	£645	£645
Depreciation	£0	£2,687	£2,687	£1,988
Total	£0	£12,784	£12,784	£13,263
Allocated to:				
Direct charitable expenditure (85%)	£0	£10,866	£10,866	£11,274
Management and Administration costs (15%)	£0	£1,918	£1,918	£1,989
Total	£0	£12,784	£12,784	£13,263

Note 6. Direct Charitable expenditure	Year to 31.3.22 Restricted	Year to 31.3.22 Unrestricted	Year to 31.3.22	Year to 31.3.21 Total
Emergency telephone and email	£0	£950	£950	£411
Volunteer training and support	£0	£702	£702	£1,679
Volunteer travel expenses - local	£907	£7,833	£8,740	£8,324
Director's expenses	£0	£135	£135	£36
National/Regional meetings and travel	£0	£2,353	£2,353	£40
Fundraising – Christmas cards	£0	£158	£158	£0
Share of premises overheads (note 5)	£0	£10,866	£10,866	£11,274
Total	£907	£22,998	£23,905	£21,765

Note 7. Management and Administration costs	Year to 31.3.22 Restricted	Year to 31.3.22 Unrestricted	Year to 31.3.22	Year to 31.3.21 Total
Postage, printing, photocopier and stationery	£0	£397	£397	£284
Affiliation fee to Samaritans	£0	£2,533	£2,533	£906
Sundry expenses	£0	£2,084	£2,084	£625
Accountancy	£0	£240	£240	£0
Share of Premises Overheads (note 5)	£0	£1,918	£1,918	£1,989
Total	£0	£7,172	£7,172	£3,804

Note 8. Tangible Fixed Assets (Unrestricted)	Freehold Property	Equipment & Furniture	Total
Cost or Valuation at 31 March 2020	£165,000	£3,873	£168,873
Additions at cost	£0	£2,109	£2,109
Depreciation	£0	-£2,687	-£2,687
Cost or Valuation at 31 March 2021	£165,000	£3,295	£168,295

The Charity's freehold premises at 21 Sun Street, Lancaster were valued by Eckersley on an Open Market basis at £165,000 as at 14 June 2017.

The title to the freehold premises is held by Samaritans as custodian trustee.

Note 9. Reconciliation of Funds	Restricted	Unrestricted	Total
Funds balance brought forward	£0	£249,824	£249,824
Incoming resources	£1,029	£45,294	£46,323
Total resources expended	-£1,029	-£30,779	-£31,808
Transfer between funds (purchase of photocopier)	£0	£0	£0
Funds balance carried forward	£0	£264,338	£264,338

Note 10. Indemnity Insurance. Samaritans has centrally-effected professional indemnity insurance to protect trustees, directors and other volunteer members of all Samaritans branches.

Samaritans of Lancaster and District
Registered Charity No 1173652

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Respective responsibilities of trustees and examiner

The charity's Trustees are responsible for the preparation of the financial statements and they consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the Act) and that an independent examination is needed.

It is my responsibility to:

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Basis of independent examiner's report

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Independent examiner's statement

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Taylor, Robertson and Willett Ltd
Chartered Certified Accountants
95 King Street Lancaster

1st August 2022

The Samaritans of Lancaster and District

Registered Charity No. 1173652

Statement of Financial Activities For the period ended 31 March 2022

	Note	Year to 31.3.22	Year to 31.3.22	Year to 31.3.22	Year to 31.3.21
		Restricted	Unrestricted	Total	Total
Incoming Resources					
Donations, Grants and Gift Aid	2	£1,029	£19,437	£20,467	£37,374
Fundraising Events	3	£0	£3,280	£3,280	£279
Surplus from Shop	4	£0	£9,619	£9,619	£13,662
Legacies	2	£0	£12,922	£12,922	£3,310
Deposit Interest		£0	£36	£36	£62
TOTAL Incoming Resources		£1,029	£45,294	£46,323	£54,687
Resources Expended					
Direct Charitable Expenditure	5, 6	£907	£22,998	£23,905	£21,765
Publicity costs		£122	£609	£731	£9,497
Management and Administration Costs	5, 7	£0	£7,172	£7,172	£3,804
TOTAL Resources Expended		£1,029	£30,779	£31,808	£35,066
NET Incoming Resources for the period		£0	£14,515	£14,515	£19,621
Unrealised Gains and Losses					
Gain on Revaluation of Tangible Fixed Assets		£0	£0	£0	£0
Net Movement in Funds		£0	£14,515	£14,515	£19,621
Fund Balances brought forward		£0	£249,824	£249,824	£230,203
Transfer between funds	9			£0	£0
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J. Ellis

..... (Hon. Treasurer)

TJ Duffy

..... (Director)

Samaritans of Lancaster and District
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as at 31 March 2022

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Current Assets					
COIF Deposit Account		£0	£89,964	£89,964	£75,928
NatWest Current account (ending '172)		£0	£4,852	£4,852	£5,697
NatWest Current account (ending '180)		£0	£822	£822	£794
Cash in hand		£0	£40	£40	£40
Debtors (NOMS)		£0	£799	£799	£0
Total Current Assets		£0	£96,447	£96,447	£82,459
Current Liabilities					
Creditors and Accruals		£0	£404	£404	£1,509
Deferred Income		£0	£0	£0	£0
Total Current Liabilities		£0	£404	£404	£1,509
Current Assets less Current Liabilities		£0	£96,044	£96,044	£80,951
Total Assets less Current Liabilities		£0	£264,338	£264,338	£249,824
Represented by	9	£0	£264,338	£264,338	£249,824
TOTAL		£0	£264,338	£264,338	£249,824

Notes to the Accounts for the year ended 31 March 2022

Note 1. Accounting policies.

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(iii) Net fundraising income raised by the Friends of Samaritans and by our Charity shop is included when received, and any associated costs are separately disclosed in a note.

(iv) Premises overheads are aggregated and allocated to the various functional activities on a percentage basis determined by the Trustees and disclosed in a note.

(v) Any costs which cannot be specifically identified otherwise are included in the management and administration function.

(vi) Depreciation on equipment and furniture is written off on a straight line basis over 5 years. Freehold property is revalued at 5 year intervals with no depreciation allowance.

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NOMS (unrestricted)		£2,426	£2,426
NOMS (restricted)	£1,029	£0	£1,029
CAF		£150	£150
Pears Foundation grant		£489	£489
CBRE Ltd		£1,000	£1,000
Glasdon		£200	£200
Primark		£750	£750
Westminster Foundation		£2,854	£2,854
Standfast		£300	£300
Clarence Court Charity Fund		£140	£140
Share from Samaritans CO		£712	£712
Other donations, including those from individuals, (including several funeral donations of supporters)		£5,996	£5,996
Tax recovered through Gift Aid		£275	£275
Total donations and grants	£1,029	£19,437	£20,467
Legacies (Unrestricted)			£12,922
Total legacies			£12,922

Note 3. Fundraising Events (Unrestricted)			
Lancaster and Kendal Friends groups and/or Samaritan volunteers			
Donna bucket collection			£652
T Williamson			£1,375
Trinity URC coffee morning			£165
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W Townley Christmas pudding fundraising			£386
Kendal Christmas Tree Festival			£152
Christmas cards			£64
Total fundraising			£3,280

Note 4. Samaritans shop
12 Damside Street, Lancaster
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Lancaster City Council (discretionary rates relief)		£829
total income		£23,945
Expenditure (Unrestricted)		
Rent	£10,800	
Insurance	£202	
Rates	£829	
Water, Light and Heat	£578	
Wages and Travel	£0	
Repairs & Renewals	£486	
Telephone & Broadband	£511	
Streamline & Worldpay Charges	£482	
Sundry Expenses	£277	
Cleaning and Housekeeping	£161	
total expenditure		£14,325
Surplus for the period		£9,619

Note 5. Premises Overheads	Year to 31.3.22 Restricted	Year to 31.3.22 Unrestricted	Year to 31.3.22	Year to 31.3.21 Total
Water, Light and Heat	£0	£1,790	£1,790	£2,069
Repairs and Renewals	£0	£2,304	£2,304	£3,338
Cleaning and Housekeeping	£0	£2,387	£2,387	£2,978
Office telephone	£0	£1,641	£1,641	£1,211
Insurance	£0	£1,329	£1,329	£1,034
Discretionary Rates relief (Lancaster City Council)	£0	£645	£645	£645
Depreciation	£0	£2,687	£2,687	£1,988
Total	£0	£12,784	£12,784	£13,263
Allocated to:				
Direct charitable expenditure (85%)	£0	£10,866	£10,866	£11,274
Management and Administration costs (15%)	£0	£1,918	£1,918	£1,989
Total	£0	£12,784	£12,784	£13,263

Note 6. Direct Charitable expenditure	Year to 31.3.22 Restricted	Year to 31.3.22 Unrestricted	Year to 31.3.22	Year to 31.3.21 Total
Emergency telephone and email	£0	£950	£950	£411
Volunteer training and support	£0	£702	£702	£1,679
Volunteer travel expenses - local	£907	£7,833	£8,740	£8,324
Director's expenses	£0	£135	£135	£36
National/Regional meetings and travel	£0	£2,353	£2,353	£40
Fundraising – Christmas cards	£0	£158	£158	£0
Share of premises overheads (note 5)	£0	£10,866	£10,866	£11,274
Total	£907	£22,998	£23,905	£21,765

Note 7. Management and Administration costs	Year to 31.3.22 Restricted	Year to 31.3.22 Unrestricted	Year to 31.3.22	Year to 31.3.21 Total
Postage, printing, photocopier and stationery	£0	£397	£397	£284
Affiliation fee to Samaritans	£0	£2,533	£2,533	£906
Sundry expenses	£0	£2,084	£2,084	£625
Accountancy	£0	£240	£240	£0
Share of Premises Overheads (note 5)	£0	£1,918	£1,918	£1,989
Total	£0	£7,172	£7,172	£3,804

Note 8. Tangible Fixed Assets (Unrestricted)	Freehold Property	Equipment & Furniture	Total
Cost or Valuation at 31 March 2020	£165,000	£3,873	£168,873
Additions at cost	£0	£2,109	£2,109
Depreciation	£0	-£2,687	-£2,687
Cost or Valuation at 31 March 2021	£165,000	£3,295	£168,295

The Charity's freehold premises at 21 Sun Street, Lancaster were valued by Eckersley on an Open Market basis at £165,000 as at 14 June 2017.

The title to the freehold premises is held by Samaritans as custodian trustee.

Note 9. Reconciliation of Funds	Restricted	Unrestricted	Total
Funds balance brought forward	£0	£249,824	£249,824
Incoming resources	£1,029	£45,294	£46,323
Total resources expended	-£1,029	-£30,779	-£31,808
Transfer between funds (purchase of photocopier)	£0	£0	£0
Funds balance carried forward	£0	£264,338	£264,338

Note 10. Indemnity Insurance. Samaritans has centrally-effected professional indemnity insurance to protect trustees, directors and other volunteer members of all Samaritans branches.