

# SAMARITANS OF SLOUGH, WINDSOR AND MAIDENHEAD

England & Wales · Charity number 1173807

## Details

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**Status** Registered

**Legal form** CIO

**Registered** 2017-07-13

**Register** [View on the Charity Commission register](#)

## Contact

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**Address** Katharine House  
17 Uxbridge Road  
Slough  
SL1 1SN

**Phone** 0330 094 5717

**Email** [slough@samaritans.org](mailto:slough@samaritans.org)

**Website** [www.samaritans.org/slough](http://www.samaritans.org/slough)

## Activities

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

**Activities:** TO ENABLE PERSONS IN SLOUGH, WINDSOR AND MAIDENHEAD AND THE SURROUNDING AREA AS WELL AS ELSEWHERE WHO ARE EXPERIENCING FEELINGS OF DISTRESS OR DESPAIR, INCLUDING THOSE WHO MAY BE AT RISK OF SUICIDE, TO RECEIVE CONFIDENTIAL EMOTIONAL SUPPORT AT ANY TIME OF THE DAY OR NIGHT IN ORDER TO IMPROVE THEIR EMOTIONAL HEALTH AND TO REDUCE THE INCIDENCE OF SUICIDE.

## Classification

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

## Geography

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- Slough
- Windsor And Maidenhead

## Finances

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Period end	Income	Expenditure	Assets	Employees
2025-03-31	£54,776	£44,434	-	-
2024-03-31	£102,958	£45,933	-	-
2023-03-31	£70,469	£64,887	-	-
2022-03-31	£49,582	£49,563	-	-
2021-03-31	£85,023	£49,765	-	-

## Trustees

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Name	Role	Appointed
Carol Williams		2021-07-21
Graeme Buck		2019-06-26
Janet Elizabeth Allen		2020-08-27
Judy Wright		2024-10-23
June Cook		2025-09-08
PETER ADRIAN LEACH		2017-10-10
Sara Caroline Hughes		2024-07-24

## Linked charities

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- THE SAMARITANS OF SLOUGH, WINDSOR AND MAIDENHEAD (1173807-1)

**SAMARITANS OF SLOUGH, WINDSOR AND MAIDENHEAD**

England & Wales - Charity number 1173807

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# Accounts

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Registered Charity CIO Number 1173807

**SAMARITANS OF SLOUGH, WINDSOR & MAIDENHEAD CIO**  
**ANNUAL REPORT AND FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31ST MARCH 2025**

**SAMARITANS OF SLOUGH, WINDSOR & MAIDENHEAD CIO**

**FINANCIAL STATEMENTS**

**FOR THE YEAR ENDED 31ST MARCH 2025**

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## **SAMARITANS OF SLOUGH, WINDSOR & MAIDENHEAD CIO**

### **LEGAL AND ADMINISTRATIVE INFORMATION AND TRUSTEE REPORT**

#### **STATUS**

Samaritans of Slough, Windsor & Maidenhead (the Charity) is a Charitable Incorporated Organisation (CIO) constituted by Deed of Trust dated 13 July 2017 and is a registered charity number 1173807. Its address is Katharine House, 17 Uxbridge Road, Slough, Berks SL1 1SN. It is a public benefit entity.

Under the constitution there shall be at least three members of the Organisation. The initial members of the charity are the first trustees. Additional members shall be such persons as are admitted to membership by the trustees in accordance with the constitution. Membership is terminated in accordance with clause 8.7 of the constitution.

#### **TRUSTEES**

The charity trustees during the period to 31st March 2025 were:

Director	Sue Yerburgh	Ex officio from 1 December 2021, retired 31 July 2024
Joint Director & Secretary	Carol Williams	Ex officio from 1 August 2024, retires 31 July 2027
Joint Director	Sara Hughes	Ex officio from 1 August 2024, retires 31 July 2027
Trustee & Secretary	June Cook	Retired 24 July 2024
Trustee & Treasurer	Peter Leach	Elected 24 July 2024, retires 23 July 2025
Trustee	Michael Cook	Retired 17 April 2024
Trustee	Graeme Buck	Elected 24 July 2024, retires 23 July 2025
Trustee	Janet Allen	Elected 24 July 2024, retires 23 July 2025
Trustee	Susan Chapman	Retired 24 July 2024
Trustee	Judy Wright	Co-opted 23 October 2024, retires 23 July 2025

All elected and co-opted trustees retire at the next AGM (23 July 2025) and may offer themselves for re-election, provided that the term for continuous office does not exceed the six year maximum stipulated in the charity's constitution. During the forthcoming year this period will be exceeded for the post of treasurer, a position that must be held by a trustee under the constitution of the charity. The treasurer has indicated that he will offer himself for re-election and accordingly the trustees have adopted clause 12.6 of the constitution which permits re-election due to exceptional circumstances.

#### **STRUCTURE, GOVERNANCE AND MANAGEMENT**

##### **Governing Document**

The Constitution created the CIO on 13 July 2017

##### **Recruitment and Appointment of Trustees**

The Branch Director(s) shall serve a term of 3 years. All other Trustees retire annually but may offer themselves for reappointment.

(continued)

## **SAMARITANS OF SLOUGH, WINDSOR & MAIDENHEAD CIO**

### **LEGAL AND ADMINISTRATIVE INFORMATION AND TRUSTEE REPORT**

#### Trustee Induction and Training

New Trustees are provided with a booklet entitled 'A Trustees Guide for Branch Committee Members'. This identifies five key principles that should underpin all actions taken as a trustee, namely Objectivity, Accountability, Openness, Integrity and Honesty. Trustees are required to undertake training provided on line by Samaritans Central Office.

#### Risk Management

The Charity carries out regular risk assessments and these are reviewed by the Trustees. The principle risks that have been identified and the steps taken to mitigate those risks are as follows:

- |  |                                 |
|--|---------------------------------|
| • Adverse publicity                                    | Regular training                |
| • Insufficient volunteers for other duties             | Trustees to 'sell' other roles  |
| • Trustees being unaware of statutory responsibilities | Training                        |
| • Personal injury to Volunteers                        | Maintain safe work space        |
| • Too few Volunteers                                   | Regular recruitment initiatives |

In addition, insurance policies are maintained where appropriate.

#### Organisational Structure

The Trustees meet quarterly to discuss matters relating to the operation of the Charity, each Trustee being entitled to a vote if necessary.

#### Related Parties

The Charity is affiliated to Samaritan Central Charity, fulfilling the criteria laid down by Samaritan Central Office.

### **OBJECTIVES, ACTIVITIES AND THE DELIVERY OF PUBLIC BENEFIT**

The objects of the Charity are:

(a) to enable people living in Slough, Windsor & Maidenhead and the surrounding area (but without specific limitations to the area) who are experiencing feelings of distress or despair, including those who may be at risk of suicide, to receive confidential emotional support in order to improve their emotional health and to reduce the incidence of suicide;

(b) to promote a better understanding in society of suicide, suicidal behaviour and the value of expressing feelings which may otherwise lead to suicide or impaired emotional health; and

(c) to collaborate with and support the Samaritans Central Charity and its affiliated branches in fulfilling these objects.

Samaritans' vision is that fewer people die by suicide. We work to achieve this by making it our mission to alleviate emotional distress and reduce the incidence of suicidal feelings and suicidal behaviour.

(continued)

# **SAMARITANS OF SLOUGH, WINDSOR & MAIDENHEAD CIO**

## **LEGAL AND ADMINISTRATIVE INFORMATION AND TRUSTEE REPORT**

### **Public Benefit**

The trustees confirm that they have referred to the Charity Commission's guidance on public benefit when reviewing the Branch's aims and objectives in planning future activities. The Branch furthers its charitable purposes for the public benefit by providing confidential emotional support to persons who are suicidal, despairing or in distress.

### **ACHIEVEMENTS AND PERFORMANCE**

An analysis of the branch service provisions, as compared to previous years, is detailed in the table below. It has maintained a satisfactory level of fully trained volunteers to deliver the listening service throughout the year. Outreach and other out of branch activities have continued to ensure a growing public awareness of our presence in our area.

### **Contacts**

The following table shows the number and type of contacts dealt with by the branch's volunteers over the last 3 years. Despite the branch closure for six weeks at the beginning of the year, whilst the refurbishment works were being completed, the number of telephone calls answered have held up remarkably well and hours engaged on the phone have actually increased. As reported last year, the branch no longer offers an email answering service. The number of webchat conversations undertaken has improved as the volunteers trained to provide this service and dedicated webchat duty slots on the rota have increased.

	<b><u>2024/25</u></b>	<b><u>2023/24</u></b>	<b><u>2022/23</u></b>
Telephone Calls	<b>14,802</b>	13,330	15,282
Hours on the phone	<b>3,995</b>	3,355	3,625
Emails (Service withdrawn in 2023)	<b>0</b>	0	590
Webchat	<b>685</b>	286	446

### **Prisons**

Through our dedicated prison team we were able to continue to support the listener scheme at HMP Bronzefield.

### **Outreach and Awareness Raising**

Our strong outreach team have continued to participate in projects either initiated by themselves or co-operating with other agencies and charities.

### **FINANCIAL REVIEW**

The refurbishment of Katharine House was completed during the first quarter of the financial year. Following completion of the refurbishment the designated premises fund increased to £341,940. At the year end the restricted and general funds stood at £19,880 and £34,785 respectively. Overall total funds increased during the year from £386,264 to £396,605.

(continued)

## **SAMARITANS OF SLOUGH, WINDSOR & MAIDENHEAD CIO**

### **LEGAL AND ADMINISTRATIVE INFORMATION AND TRUSTEE REPORT**

#### **FINANCIAL REVIEW (Continued)**

During the year the majority of our income has been derived from grants received from trust funds and donations received from industry, commerce and private individuals. In addition, we receive a contribution from the management of HMP Bronzefield in recognition of the work we do there. Expenditure is focused entirely on service provision, fundraising costs and premises running and upkeep.

Income (including a restricted training grant for £19,880) and expenditure were £54,776 and £44,437 respectively, resulting in a surplus of £10,339. The costs to complete the refurbishment contract works executed during the year amounted to £76,116. These costs were financed through the utilization of the balance of the designated fabric fund (£29,933) and the restricted refurbishment funds (£43,000). The balance of £3,183 was covered by the general fund.

#### **Principal risks**

The principal risks facing the branch are insufficient volunteers to keep the branch open, insufficient funds to run the branch and the possibility of breach of confidentiality.

- New volunteer recruitment is essential to ensure that we always have adequate cover. Through information sessions, and a careful selection process followed by a comprehensive training programme, we have managed to maintain our average number of volunteers at around 100.

- The branch has an experienced fundraising team so that it has the best possible chance of regularly covering its annual costs.

- A cornerstone of the Samaritans' service is that, subject to Samaritans safeguarding policies, all those who contact us are guaranteed absolute confidentiality. Policies and procedures, including DBS checks for volunteers, are in place to reduce the possibility of inadvertent breach of confidentiality.

#### **Reserves policy**

As branch income is heavily dependent on donations, either directly, or through our fundraising activities, it can not be guaranteed. The trustees consider that a range of 6 to 9 months of expenditure is an appropriate level at which to maintain the general fund, in order to meet working capital needs. The level at the year end would cover 9.4 months of expenditure which is slightly higher than that set by the trustees.

At the end of the year the branch was awarded a grant of £19,880 from Great Western Railways to fund training for the next 12 months. The trustees have created a restricted fund for this amount from which future training expenses will be drawn.

#### **PLANS FOR FUTURE PERIODS**

We are now able to accommodate up to 5 active volunteers in the duty room at the same time. In order to realise this potential we will need to increase our recruitment and training activities. To this end we shall be allocating resources received from training grants to create additional training space upstairs in Katharine House.

We will continue to follow initiatives instigated by Samaritans Central Office and to dedicate ourselves to maintaining the high standard of Samaritan response to all callers at any time of day or night, however they choose to contact us.

(continued)

## **SAMARITANS OF SLOUGH, WINDSOR & MAIDENHEAD CIO**

### **LEGAL AND ADMINISTRATIVE INFORMATION AND TRUSTEE REPORT**

#### **TRUSTEES' RESPONSIBILITIES IN RELATION TO THE FINANCIAL STATEMENTS**

Law applicable to charities in England & Wales requires the Trustees to prepare financial statements for each period which give a true and fair view of the charity's financial activities during the period and of its financial position at the end of the period. In preparing those financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards and statements of recommended practice have been followed subject to any departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to assume that the charity will continue in business.

The trustees are responsible for keeping accounting records which disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Charities Act 2011 and subsequent amendments. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention of fraud and other irregularities.

Carol Williams

Sara Hughes

Joint Directors

23 July 2025

**SAMARITANS OF SLOUGH, WINDSOR & MAIDENHEAD CIO**

**FINANCIAL STATEMENTS FOR THE PERIOD ENDED 31ST MARCH 2025**

***Independent examiner's report to the Trustees of Samaritans of Slough, Windsor & Maidenhead CIO***

I report on the accounts of the Charity for the period ended 31st March 2025, which are set out on the following pages.

***Respective responsibilities of trustees and examiner***

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

It is my responsibility to:

- examine the accounts under section 145 of the 2011 Act;
- to follow the procedures laid down in the General Directions given by the Charity Commissioner under section 145(5)(b) of the 2011 Act; and
- to 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 Commissioner. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and the seeking of 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 accounts 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 2011 Act; and
- to prepare accounts which accord with the accounting records and to comply with the accounting requirements of the 2011 Act

have 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.

**Roger Keys  
41 Walker Road  
Maidenhead  
Berkshire  
SL6 2QU**

**Date**

**SAMARITANS OF SLOUGH, WINDSOR & MAIDENHEAD CIO**

**STATEMENT OF FINANCIAL ACTIVITIES**

**FOR THE YEAR ENDED 31ST MARCH 2025**

	Year ended 31 March 2025				Year ended 31 March 2024			
	£ Restricted funds	£ Designated funds	£ General fund	£ TOTAL	£ Restricted funds	£ Designated funds	£ General fund	£ TOTAL
<b>INCOME FROM</b>								
<b>Commercial</b>								
Industry & Commerce	-	-	13,640	13,640	43,000	-	15,461	58,461
<b>Community</b>								
Branch Fundraising	-	-	1,105	1,105	-	-	3,085	3,085
Churches, Clubs etc.	-	-	-	-	-	-	11,300	11,300
Private & Related Gift Aid	-	-	12,927	12,927	-	-	14,904	14,904
	-	-	14,032	14,032	-	-	29,289	29,289
<b>Foundation</b>								
National Lottery	19,880	-	-	19,880	-	-	4,668	4,668
Trust Funds	-	-	1,400	1,400	-	-	3,082	3,082
	-	-	1,400	21,280	-	-	7,750	7,750
<b>Investment Income</b>								
Interest Earned	-	-	199	199	-	-	1,958	1,958
<b>Other Income</b>								
BronzeField Prison Service	-	-	5,625	5,625	-	-	5,500	5,500
<b>Public Sector</b>								
Local Authorities	-	-	-	-	-	-	-	-
<b>TOTAL</b>	<b>19,880</b>	<b>-</b>	<b>34,896</b>	<b>54,776</b>	<b>43,000</b>	<b>-</b>	<b>59,958</b>	<b>102,958</b>
<b>EXPENDITURE ON</b>								
<b>Raising Funds</b>								
Advertising & Publicity	-	-	544	544	-	-	857	857
<b>Charitable Activities</b>								
Telephone	-	-	1,113	1,113	-	-	1,393	1,393
HMP BronzeField	-	-	1,669	1,669	-	-	1,673	1,673
	-	-	2,782	2,782	-	-	3,066	3,066
<b>Other - governance costs</b>								
Water, light and heat	-	-	2,877	2,877	-	-	2,405	2,405
Repairs and cleaning	-	-	8,231	8,231	-	-	7,834	7,834
Insurance and rates	-	-	3,739	3,739	-	-	3,252	3,252
IT & Equipment purchases	-	-	2,819	2,819	-	-	1,216	1,216
Centre expenses	-	-	722	722	-	-	590	590
Print, postage and stationery	-	-	799	799	-	-	981	981
Conferences and training	-	-	2,163	2,163	-	-	2,203	2,203
Travelling	-	-	13,664	13,664	-	-	16,128	16,128
Recruitment advertising	-	-	-	-	-	-	-	-
Volunteer care	-	-	677	677	-	-	482	482
Depreciation	-	-	2,306	2,306	-	-	188	188
New branch contribution	-	-	1,130	1,130	-	-	3,000	3,000
Legal & professional	-	-	1,981	1,981	-	-	7,654	7,654
	-	-	41,108	41,108	-	-	45,933	45,933
<b>TOTAL</b>	<b>-</b>	<b>-</b>	<b>44,434</b>	<b>44,434</b>	<b>-</b>	<b>-</b>	<b>49,856</b>	<b>49,856</b>
<b>NET MOVEMENT IN FUNDS</b>	<b>19,880</b>	<b>-</b>	<b>- 9,538</b>	<b>10,342</b>	<b>43,000</b>	<b>-</b>	<b>10,102</b>	<b>53,102</b>
<b>Transfer between funds</b>	<b>- 43,000</b>	<b>46,183</b>	<b>- 3,183</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Reconciliation of funds:</b>								
Funds balance brought forward 1 April 2024	43,000	295,757	47,507	386,264	-	295,757	37,407	333,164
<b>Fund balance carried forward at 31st March 2025</b>	<b>19,880</b>	<b>341,940</b>	<b>34,786</b>	<b>396,606</b>	<b>43,000</b>	<b>295,757</b>	<b>47,509</b>	<b>386,266</b>

Movements in funds are disclosed in note 4 to the accounts.

**SAMARITANS OF SLOUGH, WINDSOR & MAIDENHEAD CIO**

**BALANCE SHEET AS AT 31ST MARCH 2025**

	<u>Notes</u>	2025		2024	
		£	£	£	£
<b><u>FIXED ASSETS</u></b>					
Tangible assets	2		352,295		267,892
<b><u>CURRENT ASSETS</u></b>					
Prepayments		1,718		2,336	
Cash at bank & building society		49,820		131,502	
		<u>51,538</u>		<u>133,838</u>	
<b><u>CREDITORS:</u></b> Amounts falling due within one year	3	7,227		15,466	
			<u>44,311</u>		<u>118,372</u>
<b><u>TOTAL ASSETS LESS CURRENT LIABILITIES</u></b>			<u><u>396,606</u></u>		<u><u>386,264</u></u>
 <b><u>FINANCED BY:</u></b>					
UNRESTRICTED FUNDS					
General Fund	4	34,786		47,507	
Designated Funds	4	341,940		295,757	
Restricted Funds	4	19,880		43,000	
		<u>396,606</u>		<u>386,264</u>	

Approved by the Trustees on 23 July 2025 and signed on their behalf by:

\_\_\_\_\_  
Trustee & Joint Director (Carol Williams)

\_\_\_\_\_  
Trustee & Treasurer (Peter Leach)

# **SAMARITANS OF SLOUGH, WINDSOR & MAIDENHEAD CIO**

## **NOTES TO THE ACCOUNTS**

### **FOR THE YEAR ENDED 31ST MARCH 2025**

#### **1 ACCOUNTING POLICIES**

The principal accounting policies which are adopted in the financial statements are set out below.

(a) **Basis of Accounting**

the historical cost convention, in accordance with the Charities Act 2011 and follow the recommendations in the Charities SORP (FRS 102): the Statement of Recommended Practice - Accounting & Reporting by Charities and with The Charities (Accounts and Reports) Regulations 2008.

(b) **Depreciation**

Fixed assets other than freehold property are depreciated over their expected useful life.

(c) **Gross fund-raising**

Income from events organised by the charity itself is accounted for when received.

(d) **Voluntary Income**

Income received by way of donations and gifts is accounted for when received.

(e) **Expenditure**

Expenditure is accounted for on the accrual basis.

(f) **Revenue Grants**

Grants for immediate financial support and assistance are accounted for on receipt; grants which are subject to conditions that the charity has yet to fulfil, or which are specifically for use in a future accounting period, are treated as deferred income.

(g) **Donated services**

The value of donated time provided by unpaid volunteers is recognised qualitatively in the Trustee Report but is not quantified in these accounts.

# SAMARITANS OF SLOUGH, WINDSOR & MAIDENHEAD CIO

## NOTES TO THE ACCOUNTS

### FOR THE YEAR ENDED 31ST MARCH 2025

#### **2 FIXED ASSETS**

	<b>Furniture &amp; Fixings</b>	<b>Solar Panels</b>	<b>Property</b>	<b>TOTAL</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
<b><u>COST</u></b>				
At 1 April 2024	-	3,760	265,824	269,584
Additions	10,593	-	76,116	86,709
At 31 March 2025	<u>10,593</u>	<u>3,760</u>	<u>341,940</u>	<u>356,293</u>
<b><u>DEPRECIATION</u></b>				
At 1 April 2024	-	1,692	-	1,692
Charge for the period	2,119	187	-	2,306
At 31 March 2025	<u>2,119</u>	<u>1,879</u>	<u>-</u>	<u>3,998</u>
Net book value 31 March 2024	<u>-</u>	<u>2,068</u>	<u>265,824</u>	<u>267,892</u>
Net book value 31 March 2025	<u>8,474</u>	<u>1,881</u>	<u>341,940</u>	<u>352,295</u>

The Charity's freehold premises are at 17 Uxbridge Road, Slough, SL1 1SN. On 17 November 2017 the previously unregistered property was registered at the Land Registry in the name of Samaritans of Slough, Windsor & Maidenhead Charitable Incorporated Organisation. The market value is likely to exceed the carrying value however it is not considered prudent use of charitable funds to obtain a professional valuation. The additions to the property in the year represent the cost of completing the refurbishment works in progress at the beginning of the year.

	<b><u>2025</u></b>	<b><u>2024</u></b>
<b>3 <u>CREDITORS</u></b>		
Accruals	5,809	6,501
Grants received awaiting satisfaction of precondition	1,418	8,965
	<u>7,227</u>	<u>15,466</u>



# SAMARITANS OF SLOUGH, WINDSOR & MAIDENHEAD CIO

## NOTES TO THE ACCOUNTS

### FOR THE YEAR ENDED 31ST MARCH 2025

#### 4 MOVEMENTS IN FUNDS

	Restricted Funds	Designated Fabric Fund	Designated Premises Fund	General Funds	Total
	£	£	£	£	£
At 1st April 2024	43,000	29,933	265,824	47,507	386,264
Incoming resources	19,880	-	-	-	19,880
Transfer between funds	(43,000)	(29,933)	76,116	(3,183)	-
Outgoing resources	-	-	-	(9,538)	(9,538)
At 31st March 2025	<u>19,880</u>	<u>-</u>	<u>341,940</u>	<u>34,786</u>	<u>396,606</u>
Represented by:					
Tangible Fixed Assets	-	-	341,940	10,355	352,295
Current Assets	19,880	-	-	31,658	51,538
Current Liabilities	-	-	-	(7,227)	(7,227)
	<u>19,880</u>	<u>-</u>	<u>341,940</u>	<u>34,786</u>	<u>396,606</u>

General Funds	Funds are available for the ordinary purpose of the charity.
Premises Fund	Funds are committed in support of the Charity's freehold, operational and administrative premises.
Fabric Fund	Funds are committed for the refurbishment & improvement of the building
Restricted Funds	Funds are restricted to the prescribed wishes of the donor(s).

#### 5 TRUSTEE REMUNERATION AND EXPENSES

The trustees did not receive any remuneration during the period. It is the policy of the Charity to reimburse in full all expenses properly incurred by its volunteers in connection with its charitable activities. During the period the total amount reimbursed to 10 trustee members in respect of mileage travel costs amounted to £1,890 (2024: eight trustees £3,594).

#### 6 STAFF COSTS & VOLUNTEERS

No employee received remuneration in excess of £60,000. The charity relies solely on the work of unpaid volunteers in the course of undertaking its charitable activities and these costs are not included in the SOFA.

#### 7 LEGAL FORM

The entity is a Charitable Incorporated Organisation, created on 13 July 2017.

**SAMARITANS OF SLOUGH, WINDSOR AND MAIDENHEAD**

England & Wales - Charity number 1173807

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# Accounts

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Registered Charity CIO Number 1173807

**SAMARITANS OF SLOUGH, WINDSOR & MAIDENHEAD CIO**  
**ANNUAL REPORT AND FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31ST MARCH 2024**

**SAMARITANS OF SLOUGH, WINDSOR & MAIDENHEAD CIO**

**FINANCIAL STATEMENTS**

**FOR THE YEAR ENDED 31ST MARCH 2024**

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# **SAMARITANS OF SLOUGH, WINDSOR & MAIDENHEAD CIO**

## **LEGAL AND ADMINISTRATIVE INFORMATION AND TRUSTEE REPORT**

### **STATUS**

Samaritans of Slough, Windsor & Maidenhead (the Charity) is a Charitable Incorporated Organisation (CIO) constituted by Deed of Trust dated 13 July 2017 and is a registered charity number 1173807. Its address is Katharine House, 17 Uxbridge Road, Slough, Berks SL1 1SN. It is a public benefit entity.

Under the constitution there shall be at least three members of the Organisation. The initial members of the charity are the first trustees. Additional members shall be such persons as are admitted to membership by the trustees in accordance with the constitution. Membership is terminated in accordance with clause 8.7 of the constitution.

### **TRUSTEES**

The charity trustees during the period to 31st March 2024 were:

Director	Sue Yerburgh	Ex officio from 1 December 2021, retires 31 July 2024
Trustee & Vice Director	Carol Williams	Elected 26 July 2023, retires 24 July 2024
Trustee & Secretary	June Cook	Elected 26 July 2023, retires 24 July 2024
Trustee & Treasurer	Peter Leach	Elected 26 July 2023, retires 24 July 2024
Trustee	Michael Cook	Elected 26 July 2023, retired 17 April 2024
Trustee	Graeme Buck	Elected 26 July 2023, retires 24 July 2024
Trustee	Janet Allen	Elected 26 July 2023, retires 24 July 2024
Trustee	Susan Chapman	Elected 26 July 2023, retires 24 July 2024

All elected and co-opted trustees retire at the next AGM (24 July 2024) and may offer themselves for re-election, provided that the term for continuous office does not exceed the six year maximum stipulated in the charity's constitution. During the forthcoming year this period will be exceeded for the posts of secretary and treasurer, positions that must be held by trustees under the constitution of the charity. The secretary has indicated that she will not be offering herself for re-election. The treasurer has indicated that he will offer himself for re-election and accordingly the trustees have adopted clause 12.6 of the constitution which permits re-election due to exceptional circumstances.

### **STRUCTURE, GOVERNANCE AND MANAGEMENT**

#### **Governing Document**

The Constitution created the CIO on 13 July 2017

#### **Recruitment and Appointment of Trustees**

The Branch Director shall serve a term of 3 years. All other Trustees retire annually but may offer themselves for reappointment.

#### **Trustee Induction and Training**

New Trustees are provided with a booklet entitled 'A Trustees Guide for Branch Committee Members'. This identifies five key principles that should underpin all actions taken as a trustee, namely Objectivity, Accountability, Openness, Integrity and Honesty. Trustees are required to undertake training provided on line by Samaritans Central Office.

(continued)

## **SAMARITANS OF SLOUGH, WINDSOR & MAIDENHEAD CIO**

### **LEGAL AND ADMINISTRATIVE INFORMATION AND TRUSTEE REPORT**

#### Risk Management

The Charity carries out regular risk assessments and these are reviewed by the Trustees. The principle risks that have been identified and the steps taken to mitigate those risks are as follows:

- |  |                                 |
|--|---------------------------------|
| • Adverse publicity                                    | Regular training                |
| • Insufficient volunteers for other duties             | Trustees to 'sell' other roles  |
| • Trustees being unaware of statutory responsibilities | Training                        |
| • Personal injury to Volunteers                        | Maintain safe work space        |
| • Too few Volunteers                                   | Regular recruitment initiatives |

In addition, insurance policies are maintained where appropriate.

#### Organisational Structure

The Trustees meet quarterly to discuss matters relating to the operation of the Charity, each Trustee being entitled to a vote if necessary.

#### Related Parties

The Charity is affiliated to Samaritan Central Charity, fulfilling the criteria laid down by Samaritan Central Office.

### **OBJECTIVES, ACTIVITIES AND THE DELIVERY OF PUBLIC BENEFIT**

The objects of the Charity are:

(a) to enable people living in Slough, Windsor & Maidenhead and the surrounding area (but without specific limitations to the area) who are experiencing feelings of distress or despair, including those who may be at risk of suicide, to receive confidential emotional support in order to improve their emotional health and to reduce the incidence of suicide;

(b) to promote a better understanding in society of suicide, suicidal behaviour and the value of expressing feelings which may otherwise lead to suicide or impaired emotional health; and

(c) to collaborate with and support the Samaritans Central Charity and its affiliated branches in fulfilling these objects.

Samaritans' vision is that fewer people die by suicide. We work to achieve this by making it our mission to alleviate emotional distress and reduce the incidence of suicidal feelings and suicidal behaviour.

#### **Public Benefit**

The trustees confirm that they have referred to the Charity Commission's guidance on public benefit when reviewing the Branch's aims and objectives in planning future activities. The Branch furthers its charitable purposes for the public benefit by providing confidential emotional support to persons who are suicidal, despairing or in distress.

(continued)

# **SAMARITANS OF SLOUGH, WINDSOR & MAIDENHEAD CIO**

## **LEGAL AND ADMINISTRATIVE INFORMATION AND TRUSTEE REPORT**

### **ACHIEVEMENTS AND PERFORMANCE**

The branch has continued to improve all areas of its service provision as detailed in the table below. It has adapted to new methods of delivering training and maintained a satisfactory level of fully trained volunteers to deliver the listening service. Outreach and other out of branch activities have been expanded to ensure a growing public awareness of our presence in our area,

#### **Contacts**

The following table shows the number and type of contacts dealt with by the branch's volunteers over the last 3 years. The decrease in the number of telephone calls answered, and hours spent on the phone supporting our callers, is attributable to the closure of the branch during the last two months of the financial year. As reported last year, the handling of emails at branch level was phased out in early 2023. Webchat has also been affected by the branch closure. We hope that our capacity to provide this service will increase as more volunteers undertake the necessary training.

	<b><u>2023/24</u></b>	<b><u>2022/23</u></b>	<b><u>2021/22</u></b>
Telephone Calls	<b>13,330</b> (1)	15,282	14,016
Hours on the phone	<b>3,355</b> (1)	3,625	3,463
Emails (Service withdrawn in 2023)	<b>0</b> (2)	590	1,799
Face-to-Face (service now withdrawn)	<b>0</b> (2)	0	1
Webchat	<b>286</b> (1)	446	446

Note (1) Totals reduced due to branch being closed for refurbishment works from 12/02/24 to 31/03/24

(2) Service withdrawn

#### **Prisons**

Through our dedicated prison team we were able to continue to support the listener scheme at HMP Bronzefield.

#### **Outreach and Awareness Raising**

Our strong outreach team have continued to participate in projects either initiated by themselves or co-operating with other agencies and charities.

### **FINANCIAL REVIEW**

The planned refurbishment works to the premises were partly completed at the year end. Full completion was achieved in May. Taking into account the work completed at the year end the total funds held by the branch were £386,264. This comprised designated premises funds of £295,757, restricted premises funds of £43,000 and general funds of £47,507.

During the year the majority of our income has been derived from grants received from trust funds and donations received from industry, commerce, clubs, charities and private individuals. In addition, we receive a contribution from the management of HMP Bronzefield in recognition of the work we do there. Expenditure is focused entirely on service provision, fundraising costs and premises running and upkeep.

Income (excluding restricted premises fund grants received of £43,000) and expenditure for the year were £59,958 and £49,856 respectively, resulting in a surplus of £10,102. At the year end the cost to date of the refurbishment works stood at £51,067. This was all drawn from the designated fabric fund and represents approximately 50% of the budgeted final cost. The costs to complete the project that were incurred after the year end have been drawn from the designated fabric fund, the restricted premises fund and the general fund.

(continued)

## **SAMARITANS OF SLOUGH, WINDSOR & MAIDENHEAD CIO**

### **LEGAL AND ADMINISTRATIVE INFORMATION AND TRUSTEE REPORT**

#### **Principal risks**

The principal risks facing the branch are insufficient volunteers to keep the branch open, insufficient funds to run the branch and the possibility of breach of confidentiality.

- New volunteer recruitment is essential to ensure that we always have adequate cover. Through information sessions, and a careful selection process followed by a comprehensive training programme, we have managed to slightly increase our number of volunteers that now stands at over 100.

- The branch has an experienced fundraising team so that it has the best possible chance of regularly covering its annual costs.

- A cornerstone of the Samaritans' service is that, subject to Samaritans safeguarding policies, all those who contact us are guaranteed absolute confidentiality. Policies and procedures, including DBS checks for volunteers, are in place to reduce the possibility of inadvertent breach of confidentiality.

#### **Reserves policy**

As branch income is heavily dependent on donations, either directly, or through our fundraising activities, it can not be guaranteed. The trustees consider that a range of 6 to 9 months of annual expenditure is an appropriate level at which to maintain the general fund, in order to meet working capital needs. The level at the year end would cover 11 months of expenditure which is above that set by the trustees. This has subsequently reduced to the prescribed level following the completion of the refurbishment works.

At the year end the designated fabric fund had reduced from £81,000 to £29,933 and the restricted refurbishment fund stood at £43,000. On the completion of the refurbishment works both of these funds were fully drawn down. In the future, the trustees will continue with their policy to transfer any surplus income retained, over and above the stated requirements of the general fund, to a designated fabric fund to provide finance for future capital projects.

#### **PLANS FOR FUTURE PERIODS**

Now that the refurbishment works have been completed we have the capacity to increase the number of volunteers on duty at any given time to answer the telephones and reply to WebChat messages. Our volunteer numbers have been increasing and will need to continue to increase to a level sufficient to maintain the higher staffing levels we desire. To achieve this we will need to also increase our recruitment and training activities.

We will continue to follow initiatives instigated by Samaritans Central Office and continue to dedicate ourselves to maintaining the high standard of Samaritan response to all callers at any time of day or night, however they choose to contact us.

(continued)

## **SAMARITANS OF SLOUGH, WINDSOR & MAIDENHEAD CIO**

### **LEGAL AND ADMINISTRATIVE INFORMATION AND TRUSTEE REPORT**

#### **TRUSTEES' RESPONSIBILITIES IN RELATION TO THE FINANCIAL STATEMENTS**

Law applicable to charities in England & Wales requires the Trustees to prepare financial statements for each period which give a true and fair view of the charity's financial activities during the period and of its financial position at the end of the period. In preparing those financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards and statements of recommended practice have been followed subject to any departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to assume that the charity will continue in business.

The trustees are responsible for keeping accounting records which disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Charities Act 2011. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention of fraud and other irregularities.

Sue Yerburgh  
Director

24 July 2024

**SAMARITANS OF SLOUGH, WINDSOR & MAIDENHEAD CIO**

**FINANCIAL STATEMENTS FOR THE PERIOD ENDED 31ST MARCH 2024**

***Independent examiner's report to the Trustees of Samaritans of Slough, Windsor & Maidenhead CIO***

I report on the accounts of the Charity for the period ended 31st March 2024, which are set out on the following pages.

***Respective responsibilities of trustees and examiner***

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

It is my responsibility to:

- examine the accounts under section 145 of the 2011 Act;
- to follow the procedures laid down in the General Directions given by the Charity Commissioner under section 145(5)(b) of the 2011 Act; and
- to 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 Commissioner. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and the seeking of 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 accounts 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 2011 Act; and
- to prepare accounts which accord with the accounting records and to comply with the accounting requirements of the 2011 Act

have 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.

**Roger Keys  
41 Walker Road  
Maidenhead  
Berkshire  
SL6 2QU**

**Date**

**SAMARITANS OF SLOUGH, WINDSOR & MAIDENHEAD CIO**

**STATEMENT OF FINANCIAL ACTIVITIES**

**FOR THE YEAR ENDED 31ST MARCH 2024**

	Year ended 31 March 2024				Year ended 31 March 2023		
	Restricted funds	Designated funds	General fund	TOTAL	Designated funds	General fund	TOTAL
<b><u>INCOME FROM</u></b>							
<b>Commercial</b>							
Industry & Commerce	43,000	-	15,461	58,461	-	12,447	12,447
<b>Community</b>							
Branch Fundraising	-	-	3,085	3,085	-	10,321	10,321
Churches, Clubs etc.	-	-	11,300	11,300	-	2,516	2,516
Private & Related Gift Aid	-	-	14,904	14,904	-	15,836	15,836
	-	-	29,289	29,289	-	28,673	28,673
<b>Foundation</b>							
National Lottery	-	-	4,668	4,668	-	5,300	5,300
Trust Funds	-	-	3,082	3,082	-	11,184	11,184
	-	-	7,750	7,750	-	16,484	16,484
<b>Investment Income</b>							
Interest Earned	-	-	1,958	1,958	-	1,002	1,002
<b>Other Income</b>							
Bronzefield Prison Service	-	-	5,500	5,500	-	5,500	5,500
<b>Public Sector</b>							
Local Authorities	-	-	-	-	-	6,363	6,363
<b>TOTAL</b>	<b>43,000</b>	<b>-</b>	<b>59,958</b>	<b>102,958</b>	<b>-</b>	<b>70,469</b>	<b>70,469</b>
<b><u>EXPENDITURE ON</u></b>							
<b>Raising Funds</b>							
Advertising & Publicity	-	-	857	857	-	2,655	2,655
<b>Charitable Activities</b>							
Telephone	-	-	1,393	1,393	-	1,233	1,233
HMP Bronzefield	-	-	1,673	1,673	-	1,676	1,676
	-	-	3,066	3,066	-	2,909	2,909
<b>Other - governance costs</b>							
Water, light and heat	-	-	2,405	2,405	-	1,671	1,671
Repairs and cleaning	-	-	7,834	7,834	-	16,214	16,214
Insurance and rates	-	-	3,252	3,252	-	2,800	2,800
IT & Equipment purchases	-	-	1,216	1,216	-	3,615	3,615
Centre expenses	-	-	590	590	-	828	828
Print, postage and stationery	-	-	981	981	-	904	904
Conferences and training	-	-	2,203	2,203	-	7,537	7,537
Travelling	-	-	16,128	16,128	-	17,029	17,029
Recruitment advertising	-	-	-	-	-	-	-
Volunteer care	-	-	482	482	-	779	779
Depreciation	-	-	188	188	-	188	188
New branch contribution	-	-	3,000	3,000	-	4,028	4,028
Legal & professional	-	-	7,654	7,654	-	3,730	3,730
	-	-	45,933	45,933	-	59,323	59,323
<b>TOTAL</b>	<b>-</b>	<b>-</b>	<b>49,856</b>	<b>49,856</b>	<b>-</b>	<b>64,887</b>	<b>64,887</b>
<b><u>NET MOVEMENT IN FUNDS</u></b>	<b>43,000</b>	<b>-</b>	<b>10,102</b>	<b>53,102</b>	<b>-</b>	<b>5,582</b>	<b>5,582</b>
<b>Transfer between funds</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>5,500</b>	<b>- 5,500</b>	<b>-</b>
<b><u>Reconciliation of funds:</u></b>							
Funds balance brought forward 1 April 2023	-	295,757	37,405	333,162	290,257	37,323	327,580
<b>Fund balance carried forward at 31st March 2024</b>	<b>43,000</b>	<b>295,757</b>	<b>47,507</b>	<b>386,264</b>	<b>295,757</b>	<b>37,405</b>	<b>333,162</b>

Movements in funds are disclosed in note 4 to the accounts.

**SAMARITANS OF SLOUGH, WINDSOR & MAIDENHEAD CIO**

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

	<u>Notes</u>	2024		2023	
		£	£	£	£
<b><u>FIXED ASSETS</u></b>					
Tangible assets	2		267,892		217,014
<b><u>CURRENT ASSETS</u></b>					
Prepayments		2,336		2,567	
Cash at bank & building society		131,502		131,689	
		<u>133,838</u>		<u>134,256</u>	
<b><u>CREDITORS:</u></b> Amounts falling due within one year	3	15,466		18,108	
		<u>118,372</u>		<u>116,148</u>	
<b><u>TOTAL ASSETS LESS CURRENT LIABILITIES</u></b>		<u><u>386,264</u></u>		<u><u>333,162</u></u>	
 <b><u>FINANCED BY:</u></b>					
<b>UNRESTRICTED FUNDS</b>					
General Fund	4	47,507		37,405	
Designated Funds	4	295,757		295,757	
Restricted Funds	4	43,000			
		<u><u>386,264</u></u>		<u><u>333,162</u></u>	

Approved by the Trustees on 24 July 2024 and signed on their behalf by:

\_\_\_\_\_  
Trustee & Director (Sue Yerburgh)

\_\_\_\_\_  
Trustee & Treasurer (Peter Leach)

# **SAMARITANS OF SLOUGH, WINDSOR & MAIDENHEAD CIO**

## **NOTES TO THE ACCOUNTS**

### **FOR THE YEAR ENDED 31ST MARCH 2024**

#### **1 ACCOUNTING POLICIES**

The principal accounting policies which are adopted in the financial statements are set out below.

(a) **Basis of Accounting**

the historical cost convention, in accordance with the Charities Act 2011 and follow the recommendations in the Charities SORP (FRS 102): the Statement of Recommended Practice - Accounting & Reporting by Charities and with The Charities (Accounts and Reports) Regulations 2008.

(b) **Depreciation**

Fixed assets other than freehold property are depreciated over their expected useful life.

(c) **Gross fund-raising**

Income from events organised by the charity itself is accounted for when received.

(d) **Voluntary Income**

Income received by way of donations and gifts is accounted for when received.

(e) **Expenditure**

Expenditure is accounted for on the accrual basis.

(f) **Revenue Grants**

Grants for immediate financial support and assistance are accounted for on receipt; grants which are subject to conditions that the charity has yet to fulfil, or which are specifically for use in a future accounting period, are treated as deferred income.

(g) **Donated services**

The value of donated time provided by unpaid volunteers is recognised qualitatively in the Trustee Report but is not quantified in these accounts.

**SAMARITANS OF SLOUGH, WINDSOR & MAIDENHEAD CIO**

**NOTES TO THE ACCOUNTS**

**FOR THE YEAR ENDED 31ST MARCH 2024**

**2 FIXED ASSETS**

	Solar Panels	Property £	TOTAL £
<b><u>COST</u></b>			
At 1 April 2023	3,760	214,757	218,517
Additions	-	51,067	51,067
At 31 March 24	<u>3,760</u>	<u>265,824</u>	<u>269,584</u>
<b><u>DEPRECIATION</u></b>			
At 1 April 2023	1,504	-	1,504
Charge for the period	188	-	188
At 31 March 2024	<u>1,692</u>	<u>-</u>	<u>1,692</u>
Net book value 31 March 2023	<u>2,256</u>	<u>214,757</u>	<u>217,013</u>
Net book value 31 March 2024	<u>2,068</u>	<u>265,824</u>	<u>267,892</u>

The Charity's freehold premises are at 17 Uxbridge Road, Slough, SL1 1SN. On 17 November 2017 the previously unregistered property was registered at the Land Registry in the name of Samaritans of Slough, Windsor & Maidenhead Charitable Incorporated Organisation. The market value is likely to exceed the carrying value however it is not considered prudent use of charitable funds to obtain a professional valuation. The additions to the property in the year represent the cost to date of the refurbishment works in progress at the year end.

	<b><u>2024</u></b>	<b><u>2023</u></b>
<b><u>3 CREDITORS</u></b>		
Accruals	6,501	9,083
Grants received awaiting satisfaction of precondition	8,965	9,025
	<u>15,466</u>	<u>18,108</u>



# SAMARITANS OF SLOUGH, WINDSOR & MAIDENHEAD CIO

## NOTES TO THE ACCOUNTS

### FOR THE YEAR ENDED 31ST MARCH 2024

#### 4 MOVEMENTS IN FUNDS

	Restricted Refurbishment Funds	Designated Fabric Fund	Designated Premises Fund	General Funds	Total
				£	£
At 1st April 2023	-	81,000	214,757	37,405	333,162
Incoming resources	43,000	-	-	59,958	102,958
Transfer between funds	-	(51,067)	51,067	-	-
Outgoing resources	-	-	-	(49,856)	(49,856)
At 31st March 2024	<u>43,000</u>	<u>29,933</u>	<u>265,824</u>	<u>47,507</u>	<u>386,264</u>
Represented by:					
Tangible Fixed Assets			265,824	2,068	267,892
Current Assets	43,000	29,933		60,905	133,838
Current Liabilities				(15,466)	(15,466)
	<u>43,000</u>	<u>29,933</u>	<u>265,824</u>	<u>47,507</u>	<u>386,264</u>

General Funds	Funds are available for the ordinary purpose of the charity.
Premises Fund	Funds are committed in support of the Charity's freehold, operational and administrative premises.
Fabric Fund	Funds are committed for the refurbishment & improvement of the building
Refurbishment Funds	Funds are restricted to the completion of the current refurbishment works.

#### 5 TRUSTEE REMUNERATION AND EXPENSES

The trustees did not receive any remuneration during the period. It is the policy of the Charity to reimburse in full all expenses properly incurred by its volunteers in connection with its charitable activities. During the period the total amount reimbursed to eight trustee members in respect of mileage travel costs amounted to £3,594 (2023: nine trustees £3,037).

#### 6 STAFF COSTS & VOLUNTEERS

No employee received remuneration in excess of £60,000. The charity relies solely on the work of unpaid volunteers in the course of undertaking its charitable activities and these costs are not included in the SOFA.

#### 7 LEGAL FORM

The entity is a Charitable Incorporated Organisation, created on 13 July 2017.

**SAMARITANS OF SLOUGH, WINDSOR AND MAIDENHEAD**

England & Wales - Charity number 1173807

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# Accounts

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Registered Charity CIO Number 1173807

**SAMARITANS OF SLOUGH, WINDSOR & MAIDENHEAD CIO**  
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**FINANCIAL STATEMENTS**

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Under the constitution there shall be at least three members of the Organisation. The initial members of the charity are the first trustees. Additional members shall be such persons as are admitted to membership by the trustees in accordance with the constitution. Membership is terminated in accordance with clause 8.7 of the constitution.

#### **TRUSTEES**

The charity trustees during the period to 31st March 2023 were:

Director	Sue Yerburgh	Ex officio from 1 December 2021, retires 30 November 2024
Trustee & Vice Director	Carol Williams	Elected 20 July 2022, retires 26 July 2023
Trustee & Secretary	June Cook	Elected 20 July 2022, retires 26 July 2023
Trustee & Treasurer	Peter Leach	Elected 20 July 2022, retires 26 July 2023
Trustee	Trevor Busby	Elected 20 July 2022, retires 26 July 2023
Trustee	Michael Cook	Elected 20 July 2022, retires 26 July 2023
Trustee	Graeme Buck	Elected 20 July 2022, retires 26 July 2023
Trustee	Janet Allen	Elected 20 July 2022, retires 26 July 2023
Trustee	Susan Chapman	Elected 20 July 2022, retires 26 July 2023

All elected and co-opted trustees retire at the next AGM (26 July 2023) and may offer themselves for re-election, provided that the term for continuous office does not exceed the six year maximum stipulated in the charity's constitution. During the forthcoming year this period will be exceeded for the posts of secretary and treasurer, positions that must be held by trustees under the constitution of the charity. Unless applications to fill these roles are received the trustees may have to implement clause 12.6 of the constitution to extend the office of the two sitting trustees fulfilling these roles. The trustees will issue a statement setting out the situation for resolution at the AGM.

#### **STRUCTURE, GOVERNANCE AND MANAGEMENT**

##### Governing Document

The Constitution created the CIO on 13 July 2017

##### Recruitment and Appointment of Trustees

The Branch Director shall serve a term of 3 years. All other Trustees retire annually but may offer themselves for reappointment.

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(continued)

# **SAMARITANS OF SLOUGH, WINDSOR & MAIDENHEAD CIO**

## **LEGAL AND ADMINISTRATIVE INFORMATION AND TRUSTEE REPORT**

### Risk Management

The Charity carries out regular risk assessments and these are reviewed by the Trustees. The principle risks that have been identified and the steps taken to mitigate those risks are as follows:

- |  |                                 |
|--|---------------------------------|
| • Adverse publicity                                    | Regular training                |
| • Insufficient volunteers for other duties             | Trustees to 'sell' other roles  |
| • Trustees being unaware of statutory responsibilities | Training                        |
| • Personal injury to Volunteers                        | Maintain safe work space        |
| • Too few Volunteers                                   | Regular recruitment initiatives |

In addition, insurance policies are maintained where appropriate.

### Organisational Structure

The Trustees meet quarterly to discuss matters relating to the operation of the Charity, each Trustee being entitled to a vote if necessary.

### Related Parties

The Charity is affiliated to Samaritan Central Charity, fulfilling the criteria laid down by Samaritan Central Office.

## **OBJECTIVES, ACTIVITIES AND THE DELIVERY OF PUBLIC BENEFIT**

The objects of the Charity are:

(a) to enable people living in Slough, Windsor & Maidenhead and the surrounding area (but without specific limitations to the area) who are experiencing feelings of distress or despair, including those who may be at risk of suicide, to receive confidential emotional support in order to improve their emotional health and to reduce the incidence of suicide;

(b) to promote a better understanding in society of suicide, suicidal behaviour and the value of expressing feelings which may otherwise lead to suicide or impaired emotional health; and

(c) to collaborate with and support the Samaritans Central Charity and its affiliated branches in fulfilling these objects.

Samaritans' vision is that fewer people die by suicide. We work to achieve this by making it our mission to alleviate emotional distress and reduce the incidence of suicidal feelings and suicidal behaviour.

### **Public Benefit**

The trustees confirm that they have referred to the Charity Commission's guidance on public benefit when reviewing the Branch's aims and objectives in planning future activities. The Branch furthers its charitable purposes for the public benefit by providing confidential emotional support to persons who are suicidal, despairing or in distress.

(continued)

# **SAMARITANS OF SLOUGH, WINDSOR & MAIDENHEAD CIO**

## **LEGAL AND ADMINISTRATIVE INFORMATION AND TRUSTEE REPORT**

### **ACHIEVEMENTS AND PERFORMANCE**

The branch has continued to improve all areas of its service provision as detailed in the table below. It has adapted to new methods of delivering training and maintained a satisfactory level of fully trained volunteers to deliver the listening service. Outreach and other out of branch activities have been expanded to ensure a growing public awareness of our presence in our area,

#### **Contacts**

The following table shows the number and type of contacts dealt with by the branch's volunteers over the last 3 years. It is pleasing to see the number of telephone calls answered, and hours spent on the phone supporting our callers, has increased and will, hopefully, soon recover to pre-pandemic levels. As reported last year, the handling of emails at branch level has been phased out in early 2023. Webchat has been maintained at (exactly) the same level as last year. We hope that our capacity to provide this service will increase as more volunteers undertake the necessary training.

	<u>2022/23</u>	<u>2021/22</u>	<u>2020/21</u>
Telephone Calls	<b>15,282</b>	14,016	15,842
Hours on the phone	<b>3,625</b>	3,463	3,799
Emails (Service withdrawn in 2023)	<b>590</b>	1,799	4,277
Face-to-Face (service now withdrawn)	<b>0</b>	1	0
Webchat	<b>446</b>	446	25

#### **Prisons**

Through our dedicated prison team we were able to continue to support the listener scheme at HMP Bronzefield.

#### **Outreach and Awareness Raising**

Through our strong team we have been able to continue to build on our outreach and awareness raising activities moving forward from the pandemic.

### **FINANCIAL REVIEW**

At the year end, the charity had unrestricted funds of £333,162; this comprised of designated funds related to our premises totalling £295,757 (which includes the asset value of the property Katharine House) and a general fund of £37,405. There were no restricted funds.

This year the majority of our income has been derived from grants received from trust funds and donations received from industry, commerce, clubs, charities and private individuals. In addition, we receive a contribution from the management of HMP Bronzefield in recognition of the work we do there. Expenditure is focused entirely on service provision, fundraising costs and premises running and upkeep.

Income and expenditure for the year were £70,469 and £64,887 respectively, resulting in a surplus of £5,582. The trustees had anticipated drawing funds from the designated property fund during the year but this has proved unnecessary due to the level of income received.

(continued)

## **SAMARITANS OF SLOUGH, WINDSOR & MAIDENHEAD CIO**

### **LEGAL AND ADMINISTRATIVE INFORMATION AND TRUSTEE REPORT**

#### **Principal risks**

The principal risks facing the branch are insufficient volunteers to keep the branch open, insufficient funds to run the branch and the possibility of breach of confidentiality.

- New volunteer recruitment is essential to ensure that we always have adequate cover. Through information sessions, and a careful selection process followed by a comprehensive training programme, we have continued to maintain our number of volunteers at around the 100 level for several years.

- The branch has an experienced fundraising team so that it has the best possible chance of regularly covering its annual costs.

- A cornerstone of the Samaritans' service is that, subject to Samaritans safeguarding policies, all those who contact us are guaranteed absolute confidentiality. Policies and procedures, including DBS checks for volunteers, are in place to reduce the possibility of inadvertent breach of confidentiality.

#### **Reserves policy**

As branch income is heavily dependent on donations, either directly, or through our fundraising activities, it can not be guaranteed. The trustees consider that a range of 6 to 9 months of annual expenditure is an appropriate level at which to maintain the general reserve, in order to meet working capital needs. The current level is approximately 7 months of expenditure.

Three years ago the trustees established a designated fabric fund to meet the costs of future, necessary maintenance and improvements to our branch premises. At the beginning of the financial year this fund stood at £75,500. Due to the better than expected financial result for the year the trustees have felt it appropriate to transfer a further £5,500 from the general fund to the fabric fund. This increases the total in the fabric fund to £81,000 and retains the general fund at a level within the stated policy of the trustees.

#### **PLANS FOR FUTURE PERIODS**

The trustees have appointed a working group to make proposals for the refurbishment of Katharine House. Architects have been appointed and plans submitted to Slough Council for building regulation approval. It is hoped that work can commence either towards the end of this year or early next year.

We will continue to follow initiatives instigated by Samaritans Central Office and continue to dedicate ourselves to maintaining the high standard of Samaritan response to all callers at any time of day or night, however they choose to contact us.

(continued)

## **SAMARITANS OF SLOUGH, WINDSOR & MAIDENHEAD CIO**

### **LEGAL AND ADMINISTRATIVE INFORMATION AND TRUSTEE REPORT**

#### **TRUSTEES' RESPONSIBILITIES IN RELATION TO THE FINANCIAL STATEMENTS**

Law applicable to charities in England & Wales requires the Trustees to prepare financial statements for each period which give a true and fair view of the charity's financial activities during the period and of its financial position at the end of the period. In preparing those financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards and statements of recommended practice have been followed subject to any departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to assume that the charity will continue in business.

The trustees are responsible for keeping accounting records which disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Charities Act 2011. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention of fraud and other irregularities.

Sue Yerburgh  
Director

26 July 2023

**SAMARITANS OF SLOUGH, WINDSOR & MAIDENHEAD CIO**

**FINANCIAL STATEMENTS FOR THE PERIOD ENDED 31ST MARCH 2023**

***Independent examiner's report to the Trustees of Samaritans of Slough, Windsor & Maidenhead CIO***

I report on the accounts of the Charity for the period ended 31st March 2023, which are set out on the following pages.

***Respective responsibilities of trustees and examiner***

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

It is my responsibility to:

- examine the accounts under section 145 of the 2011 Act;
- to follow the procedures laid down in the General Directions given by the Charity Commissioner under section 145(5)(b) of the 2011 Act; and
- to 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 Commissioner. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and the seeking of 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 accounts 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 2011 Act; and
- to prepare accounts which accord with the accounting records and to comply with the accounting requirements of the 2011 Act

have 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.

**Roger Keys  
41 Walker Road  
Maidenhead  
Berkshire  
SL6 2QU**

**Date**

**SAMARITANS OF SLOUGH, WINDSOR & MAIDENHEAD CIO**

**STATEMENT OF FINANCIAL ACTIVITIES**  
**(including income and expenditure account)**  
**FOR THE YEAR ENDED 31ST MARCH 2023**

	Year ended 31 March 2023			Year ended 31 March 2022		
	Designated funds	£ General fund	£ TOTAL	Designated funds	£ General fund	£ TOTAL
<b><u>INCOME FROM</u></b>						
<b>Commercial</b>						
Industry & Commerce	-	12,447	12,447	-	5,862	5,862
<b>Community</b>						
Branch Fundraising	-	10,321	10,321	-	1,319	1,319
Churches, Clubs etc.	-	2,516	2,516	-	4,514	4,514
Private & Related Gift Aid	-	15,836	15,836	-	19,568	19,568
	-	28,673	28,673	-	25,401	25,401
<b>Foundation</b>						
National Lottery	-	5,300	5,300	-	-	-
Trust Funds	-	11,184	11,184	-	10,871	10,871
	-	16,484	16,484	-	10,871	10,871
<b>Investment Income</b>						
Interest Earned	-	1,002	1,002	-	448	448
<b>Other Income</b>						
Bronzefield Prison Service	-	5,500	5,500	-	5,500	5,500
<b>Public Sector</b>						
Local Authorities	-	6,363	6,363	-	1,500	1,500
<b>TOTAL</b>	-	70,469	70,469	-	49,582	49,582
<b><u>EXPENDITURE ON</u></b>						
<b>Raising Funds</b>						
Advertising & Publicity	-	2,655	2,655	-	498	498
<b>Charitable Activities</b>						
Telephone	-	1,233	1,233	-	1,422	1,422
HMP Bronzefield	-	1,676	1,676	-	1,451	1,451
	-	2,909	2,909	-	2,873	2,873
<b>Other - governance costs</b>						
Water, light and heat	-	1,671	1,671	-	1,999	1,999
Repairs and cleaning	-	16,214	16,214	-	10,452	10,452
Insurance and rates	-	2,800	2,800	-	2,593	2,593
IT & Equipment purchases	-	3,615	3,615	-	5,869	5,869
Centre expenses	-	828	828	-	419	419
Print, postage and stationery	-	904	904	-	317	317
Conferences and training	-	7,537	7,537	-	154	154
Travelling	-	17,029	17,029	-	18,007	18,007
Recruitment advertising	-	-	-	-	-	-
Volunteer care	-	779	779	-	626	626
Depreciation	-	188	188	-	188	188
New branch contribution	-	4,028	4,028	-	5,466	5,466
Legal & professional	-	3,730	3,730	-	102	102
	-	59,323	59,323	-	46,192	46,192
<b>TOTAL</b>	-	64,887	64,887	-	49,563	49,563
<b><u>NET MOVEMENT IN FUNDS</u></b>	-	5,582	5,582	-	19	19
<b>Transfer between funds</b>	5,500	-	5,500	-	-	-
<b>Reconciliation of funds:</b>						
Funds balance brought forward 1 April 2022	290,257	37,323	327,580	290,257	37,304	327,561

<b>Fund balance carried forward at 31st March 2023</b>	<u><u>295,757</u></u>	<u><u>37,405</u></u>	<u><u>333,162</u></u>	<u><u>290,257</u></u>	<u><u>37,323</u></u>	<u><u>327,580</u></u>
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Movements in funds are disclosed in note 4 to the accounts.  
All funds are unrestricted and continuing.

**SAMARITANS OF SLOUGH, WINDSOR & MAIDENHEAD CIO**

**BALANCE SHEET AS AT 31ST MARCH 2023**

	<u>Notes</u>	2023		2022	
		£	£	£	£
<b><u>FIXED ASSETS</u></b>					
Tangible assets	2	217,014		217,202	
<b><u>CURRENT ASSETS</u></b>					
Prepayments		2,567		1,885	
Cash at bank & building society		131,689		129,124	
		<u>134,256</u>		<u>131,009</u>	
<b><u>CREDITORS:</u></b> Amounts falling due within one year	3	18,108		20,631	
		<u>116,148</u>		<u>110,378</u>	
<b><u>TOTAL ASSETS LESS CURRENT LIABILITIES</u></b>		<u><u>333,162</u></u>		<u><u>327,580</u></u>	
 <b><u>FINANCED BY:</u></b>					
UNRESTRICTED FUNDS					
General Fund	4	37,405		37,323	
Designated Funds	4	295,757		290,257	
		<u><u>333,162</u></u>		<u><u>327,580</u></u>	

Approved by the Trustees on 20 July 2022 and signed on their behalf by:

\_\_\_\_\_  
Trustee & Director (Sue Yerburgh)

\_\_\_\_\_  
Trustee & Treasurer (Peter Leach)

# **SAMARITANS OF SLOUGH, WINDSOR & MAIDENHEAD CIO**

## **NOTES TO THE ACCOUNTS**

### **FOR THE YEAR ENDED 31ST MARCH 2023**

#### **1 ACCOUNTING POLICIES**

The principal accounting policies which are adopted in the financial statements are set out below.

(a) **Basis of Accounting**

the historical cost convention, in accordance with the Charities Act 2011 and follow the recommendations in the Charities SORP (FRS 102): the Statement of Recommended Practice - Accounting & Reporting by Charities and with The Charities (Accounts and Reports) Regulations 2008.

(b) **Depreciation**

Fixed assets other than freehold property are depreciated over their expected useful life.

(c) **Gross fund-raising**

Income from events organised by the charity itself is accounted for when received.

(d) **Voluntary Income**

Income received by way of donations and gifts is accounted for when received.

(e) **Expenditure**

Expenditure is accounted for on the accrual basis.

(f) **Revenue Grants**

Grants for immediate financial support and assistance are accounted for on receipt or on satisfaction of any precondition.

(g) **Donated services**

The value of donated time provided by unpaid volunteers is recognised qualitatively in the Trustee Report but is not quantified in these accounts.

**SAMARITANS OF SLOUGH, WINDSOR & MAIDENHEAD CIO**

**NOTES TO THE ACCOUNTS**

**FOR THE YEAR ENDED 31ST MARCH 2023**

**2 FIXED ASSETS**

	Solar Panels	Property £	TOTAL £
<u>COST</u>			
At 1 April 2022	3,760	214,757	218,517
Additions	-	-	-
At 31 March 23	<u>3,760</u>	<u>214,757</u>	<u>218,517</u>
 <u>DEPRECIATION</u>			
At 1 April 2022	1,315	-	1,315
Charge for the period	188	-	188
At 31 March 2023	<u>1,503</u>	<u>-</u>	<u>1,503</u>
 Net book value 31 March 2022	<u>2,445</u>	<u>214,757</u>	<u>217,202</u>
 Net book value 31 March 2023	<u>2,257</u>	<u>214,757</u>	<u>217,014</u>

The Charity's freehold premises are at 17 Uxbridge Road, Slough, SL1 1SN. On 17 November 2017 the previously unregistered property was registered at the Land Registry in the name of Samaritans of Slough, Windsor & Maidenhead Charitable Incorporated Organisation. The market value is likely to exceed the carrying value however it is not considered prudent use of charitable funds to obtain a professional valuation.

**3 CREDITORS**

	<u>2023</u>	<u>2022</u>
Accruals	9,083	9,407
Grants received awaiting satisfaction of precondition	9,025	11,224
	<u>18,108</u>	<u>20,631</u>

# SAMARITANS OF SLOUGH, WINDSOR & MAIDENHEAD CIO

## NOTES TO THE ACCOUNTS

### FOR THE YEAR ENDED 31ST MARCH 2023

#### 4 MOVEMENTS IN FUNDS

	Designated Fabric Fund	Designated Premises Fund	General Funds	Total
			£	£
At 1st April 2022	75,500	214,757	37,323	327,580
Incoming resources	-	-	70,469	70,469
Transfer between funds	5,500	-	(5,500)	-
Outgoing resources	-	-	(64,887)	(64,887)
At 31st March 2023	<u>81,000</u>	<u>214,757</u>	<u>37,405</u>	<u>333,162</u>
Represented by:				
Tangible Fixed Assets	-	214,757	2,257	217,014
Current Assets	81,000	-	53,256	134,256
Current Liabilities	-	-	(18,108)	(18,108)
	<u>81,000</u>	<u>214,757</u>	<u>37,405</u>	<u>333,162</u>

General Funds	Funds are available for the ordinary purpose of the charity.
Premises Fund	Funds are committed in support of the Charity's freehold, operational and administrative premises.
Fabric Fund	Funds are committed for the refurbishment & improvement of the building

#### 5 TRUSTEE REMUNERATION AND EXPENSES

The trustees did not receive any remuneration during the period. It is the policy of the Charity to reimburse in full all expenses properly incurred by its volunteers in connection with its charitable activities. During the period the total amount reimbursed to nine trustee members in respect of mileage travel costs amounted to £3,037 (2022: eleven trustees £3,416).

#### 6 STAFF COSTS & VOLUNTEERS

No employee received remuneration in excess of £60,000. The charity relies solely on the work of unpaid volunteers in the course of undertaking its charitable activities and these costs are not included in the SOFA.

#### 7 LEGAL FORM

The entity is a Charitable Incorporated Organisation, created on 13 July 2017.

**SAMARITANS OF SLOUGH, WINDSOR AND MAIDENHEAD**

England & Wales - Charity number 1173807

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# Accounts

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Registered Charity CIO Number 1173807

**SAMARITANS OF SLOUGH, WINDSOR & MAIDENHEAD CIO**  
**ANNUAL REPORT AND FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31ST MARCH 2022**

**SAMARITANS OF SLOUGH, WINDSOR & MAIDENHEAD CIO**

**FINANCIAL STATEMENTS**

**FOR THE YEAR ENDED 31ST MARCH 2022**

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8	Independent Examiner's Report
9	Statement of Financial Activities
10	Balance Sheet
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# **SAMARITANS OF SLOUGH, WINDSOR & MAIDENHEAD CIO**

## **LEGAL AND ADMINISTRATIVE INFORMATION AND TRUSTEE REPORT**

### **STATUS**

Samaritans of Slough, Windsor & Maidenhead (the Charity) is a Charitable Incorporated Organisation (CIO) constituted by Deed of Trust dated 13 July 2017 and is a registered charity number 1173807. Its address is Katharine House, 17 Uxbridge Road, Slough, Berks SL1 1SN. It is a public benefit entity.

Under the constitution there shall be at least three members of the Organisation. The initial members of the charity are the first trustees. Additional members shall be such persons as are admitted to membership by the trustees in accordance with the constitution. Membership is terminated in accordance with clause 8.7 of the constitution.

### **TRUSTEES**

The charity trustees during the period to 31st March 2022 were:

Director	Kathy Fabry	Ex officio from 1 November 2020, retired 30 November 2021
	Sue Yerburgh	Ex officio from 1 December 2021, retires 30 November 2024
Vice Director	Susan Chapman	Co-opted 1 November 2020, retired 21 July 2021
Trustee & Vice Director	Carol Williams	Elected 21 July 2021, retires 2022 AGM
Trustee & Secretary	June Cook	Elected 21 July 2021, retires 2022 AGM
Trustee & Treasurer	Peter Leach	Elected 21 July 2021, retires 2022 AGM
Trustee	Sheena Potter	Elected 21 July 2021, retired 31 December 2021
Trustee	Trevor Busby	Elected 21 July 2021, retires 2022 AGM
Trustee	Michael Cook	Elected 21 July 2021, retires 2022 AGM
Trustee	Graeme Buck	Elected 21 July 2021, retires 2022 AGM
Trustee	Janet Allen	Elected 21 July 2021, retires 2022 AGM
Trustee	Susan Chapman	Co-opted 21 July 2021, retires 2022 AGM

All elected and co-opted trustees retire at the next AGM (20 July 2022) and may offer themselves for re-election. The maximum continuous term of a trustee is six years.

### **STRUCTURE, GOVERNANCE AND MANAGEMENT**

#### **Governing Document**

The Constitution created the CIO on 13 July 2017

#### **Recruitment and Appointment of Trustees**

The Branch Director shall serve a term of 3 years. All other Trustees retire annually but may offer themselves for reappointment.

#### **Trustee Induction and Training**

New Trustees are provided with a booklet entitled 'A Trustees Guide for Branch Committee Members'. This identifies five key principles that should underpin all actions taken as a trustee, namely Objectivity, Accountability, Openness, Integrity and Honesty. All trustees are encouraged to attend courses run at both a regional and national level.

(continued)

## **SAMARITANS OF SLOUGH, WINDSOR & MAIDENHEAD CIO**

### **LEGAL AND ADMINISTRATIVE INFORMATION AND TRUSTEE REPORT**

#### Risk Management

The Charity carries out regular risk assessments and these are reviewed by the Trustees. The principle risks that have been identified and the steps taken to mitigate those risks are as follows:

- |  |                                 |
|--|---------------------------------|
| • Adverse publicity                                    | Regular training                |
| • Insufficient volunteers for other duties             | Trustees to 'sell' other roles  |
| • Trustees being unaware of statutory responsibilities | Training                        |
| • Personal injury to Volunteers                        | Maintain safe work space        |
| • Too few Volunteers                                   | Regular recruitment initiatives |

In addition, insurance policies are maintained where appropriate.

#### Organisational Structure

The Trustees meet quarterly to discuss matters relating to the operation of the Charity, each Trustee being entitled to a vote if necessary.

#### Related Parties

The Charity is affiliated to Samaritan Central Charity, fulfilling the criteria laid down by Samaritan Central Office.

### **OBJECTIVES, ACTIVITIES AND THE DELIVERY OF PUBLIC BENEFIT**

The objects of the Charity are:

(a) to enable people living in Slough, Windsor & Maidenhead and the surrounding area (but without specific limitations to the area) who are experiencing feelings of distress or despair, including those who may be at risk of suicide, to receive confidential emotional support in order to improve their emotional health and to reduce the incidence of suicide;

(b) to promote a better understanding in society of suicide, suicidal behaviour and the value of expressing feelings which may otherwise lead to suicide or impaired emotional health; and

(c) to collaborate with and support the Samaritans Central Charity and its affiliated branches in fulfilling these objects.

Samaritans' vision is that fewer people die by suicide. We work to achieve this by making it our mission to alleviate emotional distress and reduce the incidence of suicidal feelings and suicidal behaviour.

#### **Public Benefit**

The trustees confirm that they have referred to the Charity Commission's guidance on public benefit when reviewing the Branch's aims and objectives in planning future activities. The Branch furthers its charitable purposes for the public benefit by providing confidential emotional support to persons who are suicidal, despairing or in distress.

(continued)

# **SAMARITANS OF SLOUGH, WINDSOR & MAIDENHEAD CIO**

## **LEGAL AND ADMINISTRATIVE INFORMATION AND TRUSTEE REPORT**

### **ACHIEVEMENTS AND PERFORMANCE**

It has been pleasing to see the branch gradually returning to something like pre-COVID normality over the past year. We are proud to reflect that during this incredibly stressful period we have managed to keep the branch running by continuing to provide a high quality service to our many callers. This has been achieved by maintaining a stable number of volunteers by adapting to new ways of delivering training and recruitment.

#### **Contacts**

The following table shows the number and type of contacts dealt with by the branch's volunteers over the last 3 years. The continuing reduction in telephone calls handled is as a result of volunteers having to isolate due to the pandemic. The decrease in emails is due to a change in policy from central office regarding the handling of these contacts. We were pleased that so many of our volunteers took on the additional training required to enable them to become involved in the new online chat service.

	<u>2021/22</u>	<u>2020/21</u>	<u>2019/20</u>
Telephone Calls	<b>14,016</b>	15,842	20,559
Hours on the phone	<b>3,463</b>	3,799	4,039
Emails	<b>1,799</b>	4,277	3,364
SMS (this service has now been withdrawn)	<b>0</b>	0	2,727
Face-to-Face	<b>1</b>	0	48
Online Chat (Service introduced in 2021)	<b>446</b>	25	0

#### **Prisons**

Through our dedicated prison team we were able to continue to support the listener scheme at HMP Bronzefield.

#### **Outreach and Awareness Raising**

As for the previous year our outreach and awareness raising activities have had to be necessarily curtailed. We are pleased to report that during the current year many activities are planned, some made possible by generous donations from our supporters.

### **FINANCIAL REVIEW**

At the year end, the charity had unrestricted funds of £327,580; this comprised of designated funds related to our premises totalling £290,257 (which includes the asset value of the property Katharine House) and a general fund of £37,323. There were no restricted funds.

This year the majority of our income has been derived from grants received from trust funds and donations received from industry, commerce, clubs, charities and private individuals. In addition, we receive a contribution from the management of HMP Bronzefield in recognition of the work we do there. Expenditure is focused entirely on service provision, fundraising costs and premises running and upkeep.

Income and expenditure for the year were £49,582 and £49,563 respectively, resulting in a surplus of £19. Although this surplus is far below that achieved last year it is in line with the trustees' forecast and previous reserves have been preserved for future premises improvement works..

(continued)

## **SAMARITANS OF SLOUGH, WINDSOR & MAIDENHEAD CIO**

### **LEGAL AND ADMINISTRATIVE INFORMATION AND TRUSTEE REPORT**

#### **Principal risks**

The principal risks facing the branch are insufficient volunteers to keep the branch open, insufficient funds to run the branch and the possibility of breach of confidentiality.

- New volunteer recruitment is essential to ensure that we always have adequate cover. Through information sessions, and a careful selection process followed by a comprehensive training programme, we have continued to maintain our number of volunteers at around the 100 level for several years.

- The branch has an experienced fundraising team so that it has the best possible chance of regularly covering its annual costs.

- A cornerstone of the Samaritans' service is that, subject to Samaritans safeguarding policies, all those who contact us are guaranteed absolute confidentiality. Policies and procedures, including DBS checks for volunteers, are in place to reduce the possibility of inadvertent breach of confidentiality.

#### **Reserves policy**

As branch income is heavily dependent on donations, either directly, or through our fundraising activities, it can not be guaranteed. The trustees consider that about 9 months of annual expenditure which equates to £37,000 is an appropriate level at which to maintain the general reserve, in order to meet working capital needs.

Two years ago the trustees established a designated fabric fund to meet the costs of future, necessary maintenance and improvements to our branch premises. At the beginning of the financial year this fund stood at £75,500. In order to retain the general fund at the level required to meet working capital needs the trustees do not feel it would be prudent to transfer further funds into the fabric fund at this time. Both the general fund and the designated fabric fund are retained in cash or near cash assets.

#### **PLANS FOR FUTURE PERIODS**

It is the aim of the Trustees to promote diversity among our listening volunteers. In particular we are focussing on making our building accessible to wheelchair users. This will benefit both our service provision and offer support for people who may suffer isolation and loneliness because of their disabilities. Currently the premises at Katharine House are not suitable for all wheelchair access. The Trustees are continuing to explore the best way to adapt our premises accordingly.

We will continue to follow initiatives instigated by Samaritans Central Office and continue to dedicate ourselves to maintaining the high standard of Samaritan response to all callers at any time of day or night, however they choose to contact us.

(continued)

## **SAMARITANS OF SLOUGH, WINDSOR & MAIDENHEAD CIO**

### **LEGAL AND ADMINISTRATIVE INFORMATION AND TRUSTEE REPORT**

#### **TRUSTEES' RESPONSIBILITIES IN RELATION TO THE FINANCIAL STATEMENTS**

Law applicable to charities in England & Wales requires the Trustees to prepare financial statements for each period which give a true and fair view of the charity's financial activities during the period and of its financial position at the end of the period. In preparing those financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards and statements of recommended practice have been followed subject to any departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to assume that the charity will continue in business.

The trustees are responsible for keeping accounting records which disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Charities Act 2011. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention of fraud and other irregularities.

Sue Yerbergh  
Director

20 July 2022

**SAMARITANS OF SLOUGH, WINDSOR & MAIDENHEAD CIO**

**FINANCIAL STATEMENTS FOR THE PERIOD ENDED 31ST MARCH 2022**

***Independent examiner's report to the Trustees of Samaritans of Slough, Windsor & Maidenhead CIO***

I report on the accounts of the Charity for the period ended 31st March 2022, which are set out on the following pages.

***Respective responsibilities of trustees and examiner***

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

It is my responsibility to:

- examine the accounts under section 145 of the 2011 Act;
- to follow the procedures laid down in the General Directions given by the Charity Commissioner under section 145(5)(b) of the 2011 Act; and
- to 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 Commissioner. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and the seeking of 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 accounts 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 2011 Act; and
  - to prepare accounts which accord with the accounting records and to comply with the accounting requirements of the 2011 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.

**Roger Keys  
41 Walker Road  
Maidenhead  
Berkshire  
SL6 2QU**

**Date**

**SAMARITANS OF SLOUGH, WINDSOR & MAIDENHEAD CIO**

**STATEMENT OF FINANCIAL ACTIVITIES**  
*(including income and expenditure account)*  
**FOR THE YEAR ENDED 31ST MARCH 2022**

	Year ended 31 March 2022			Year ended 31 March 2021		
	Designated funds	£ General fund	£ TOTAL	Designated funds	£ General fund	£ TOTAL
<b>INCOME FROM</b>						
<b>Commercial</b>						
Industry & Commerce	-	5,862	5,862	-	3,459	3,459
<b>Community</b>						
Branch Fundraising	-	1,319	1,319	-	4,536	4,536
Churches, Clubs etc.	-	4,514	4,514	-	3,605	3,605
Private & Related Gift Aid	-	19,568	19,568	-	19,439	19,439
	-	25,401	25,401	-	27,580	27,580
<b>Foundation</b>						
National Lottery	-	-	-	-	12,850	12,850
Trust Funds	-	10,871	10,871	-	36,471	36,471
	-	10,871	10,871	-	49,321	49,321
<b>Investment Income</b>						
Interest Earned	-	448	448	-	80	80
<b>Other Income</b>						
Bronzefield Prison Service	-	5,500	5,500	-	4,583	4,583
<b>Public Sector</b>						
Local Authorities	-	1,500	1,500	-	-	-
<b>TOTAL</b>	-	49,582	49,582	-	85,023	85,023
<b>EXPENDITURE ON</b>						
<b>Raising Funds</b>						
Advertising & Publicity	-	498	498	-	885	885
<b>Charitable Activities</b>						
Telephone	-	1,422	1,422	-	1,400	1,400
HMP Bronzefield	-	1,451	1,451	-	1,395	1,395
	-	2,873	2,873	-	2,795	2,795
<b>Other - governance costs</b>						
Water, light and heat	-	1,999	1,999	-	2,013	2,013
Repairs and cleaning	-	10,452	10,452	-	8,434	8,434
Insurance and rates	-	2,593	2,593	-	2,527	2,527
IT & Equipment purchases	-	5,869	5,869	-	4,722	4,722
Centre expenses	-	419	419	-	399	399
Print, postage and stationery	-	317	317	-	317	317
Conferences and training	-	154	154	-	124	124
Travelling	-	18,007	18,007	-	22,059	22,059
Recruitment advertising	-	-	-	-	68	68
Volunteer care	-	626	626	-	263	263
Depreciation	-	188	188	-	188	188
New branch contribution	-	5,466	5,466	-	4,971	4,971
Legal & professional	-	102	102	-	-	-
	-	46,192	46,192	-	46,085	46,085
<b>TOTAL</b>	-	49,563	49,563	-	49,765	49,765
<b>NET MOVEMENT IN FUNDS</b>	-	19	19	-	35,258	35,258
<b>Transfer between funds</b>	-	-	-	26,000	(26,000)	-
<b>Reconciliation of funds:</b>						
Funds balance brought forward 1 April 2021	290,257	37,304	327,561	264,257	28,046	292,303
<b>Fund balance carried forward at 31st March 2022</b>	<b>290,257</b>	<b>37,323</b>	<b>327,580</b>	<b>290,257</b>	<b>37,304</b>	<b>327,561</b>

Movements in funds are disclosed in note 4 to the accounts.  
All funds are unrestricted and continuing.

**SAMARITANS OF SLOUGH, WINDSOR & MAIDENHEAD CIO**

**BALANCE SHEET AS AT 31ST MARCH 2022**

	<u>Notes</u>	2022		2021	
		£	£	£	£
<b><u>FIXED ASSETS</u></b>					
Tangible assets	2		217,202		217,390
<b><u>CURRENT ASSETS</u></b>					
Prepayments		1,885		1,204	
Cash at bank & building society		129,124		118,239	
		<u>131,009</u>		<u>119,443</u>	
<b><u>CREDITORS:</u></b> Amounts falling due within one year	3	20,631		9,272	
			<u>110,378</u>		<u>110,171</u>
<b><u>TOTAL ASSETS LESS CURRENT LIABILITIES</u></b>			<u><u>327,580</u></u>		<u><u>327,561</u></u>
 <b><u>FINANCED BY:</u></b>					
UNRESTRICTED FUNDS					
General Fund	4		37,323		37,304
Designated Funds	4		290,257		290,257
			<u><u>327,580</u></u>		<u><u>327,561</u></u>

Approved by the Trustees on 20 July 2022 and signed on their behalf by:

\_\_\_\_\_  
Trustee & Director (Sue Yerburgh)

\_\_\_\_\_  
Trustee & Treasurer (Peter Leach)

# **SAMARITANS OF SLOUGH, WINDSOR & MAIDENHEAD CIO**

## **NOTES TO THE ACCOUNTS**

### **FOR THE YEAR ENDED 31ST MARCH 2022**

#### **1 ACCOUNTING POLICIES**

The principal accounting policies which are adopted in the financial statements are set out below.

(a) **Basis of Accounting**

the historical cost convention, in accordance with the Charities Act 2011 and follow the recommendations in the Charities SORP (FRS 102): the Statement of Recommended Practice - Accounting & Reporting by Charities and with The Charities (Accounts and Reports) Regulations 2008.

(b) **Depreciation**

Fixed assets other than freehold property are depreciated over their expected useful life.

(c) **Gross fund-raising**

Income from events organised by the charity itself is accounted for when received.

(d) **Voluntary Income**

Income received by way of donations and gifts is accounted for when received.

(e) **Expenditure**

Expenditure is accounted for on the accrual basis.

(f) **Revenue Grants**

Grants for immediate financial support and assistance are accounted for on receipt or on satisfaction of any precondition.

(g) **Donated services**

The value of donated time provided by unpaid volunteers is recognised qualitatively in the Trustee Report but is not quantified in these accounts.

**SAMARITANS OF SLOUGH, WINDSOR & MAIDENHEAD CIO**

**NOTES TO THE ACCOUNTS**

**FOR THE YEAR ENDED 31ST MARCH 2022**

**2 FIXED ASSETS**

	Solar Panels	Property £	TOTAL £
<u>COST</u>			
At 1 April 2021	3,760	214,757	218,517
Additions	-	-	-
At 31 March 22	<u>3,760</u>	<u>214,757</u>	<u>218,517</u>
 <u>DEPRECIATION</u>			
At 1 April 2021	1,127	-	1,127
Charge for the period	188	-	188
At 31 March 2022	<u>1,315</u>	<u>-</u>	<u>1,315</u>
 Net book value 31 March 2021	<u>2,633</u>	<u>214,757</u>	<u>217,390</u>
 Net book value 31 March 2022	<u>2,445</u>	<u>214,757</u>	<u>217,202</u>

The Charity's freehold premises are at 17 Uxbridge Road, Slough, SL1 1SN. On 17 November 2017 the previously unregistered property was registered at the Land Registry in the name of Samaritans of Slough, Windsor & Maidenhead Charitable Incorporated Organisation. The market value is likely to exceed the carrying value however it is not considered prudent use of charitable funds to obtain a professional valuation.

	<u>2022</u>	<u>2021</u>
<b>3 <u>CREDITORS</u></b>		
Accruals	9,407	9,272
Grants received awaiting satisfaction of precondition	<u>11,224</u>	<u>-</u>
	<u>20,631</u>	<u>9,272</u>

Accruals includes £2,000 in respect of the estimated balance owing for the refurbishment of the Charity's premises.

# SAMARITANS OF SLOUGH, WINDSOR & MAIDENHEAD CIO

## NOTES TO THE ACCOUNTS

### FOR THE YEAR ENDED 31ST MARCH 2022

#### 4 MOVEMENTS IN FUNDS

	Designated Fabric Fund	Designated Premises Fund	General Funds £	Total £
At 1st April 2021	75,500	214,757	37,304	327,561
Incoming resources	-	-	49,582	49,582
Transfer between funds	-	-	-	-
Outgoing resources	-	-	(49,563)	(49,563)
At 31st March 2022	<u>75,500</u>	<u>214,757</u>	<u>37,323</u>	<u>327,580</u>
Represented by:				
Tangible Fixed Assets	-	214,757	2,445	217,202
Current Assets	75,500	-	55,509	131,009
Current Liabilities	-	-	(20,631)	(20,631)
	<u>75,500</u>	<u>214,757</u>	<u>37,323</u>	<u>327,580</u>

General Funds	Funds are available for the ordinary purpose of the charity.
Premises Fund	Funds are committed in support of the Charity's freehold, operational and administrative premises.
Fabric Fund	Funds are committed for the refurbishment & improvement of the building

#### 5 TRUSTEE REMUNERATION AND EXPENSES

The trustees did not receive any remuneration during the period. It is the policy of the Charity to reimburse in full all expenses properly incurred by its volunteers in connection with its charitable activities. During the period the total amount reimbursed to eleven trustee members in respect of mileage travel costs amounted to £3,416 (2021: nine trustees £2,777).

#### 6 STAFF COSTS & VOLUNTEERS

No employee received remuneration in excess of £60,000. The charity relies solely on the work of unpaid volunteers in the course of undertaking its charitable activities and these costs are not included in the SOFA.

#### 7 LEGAL FORM

The entity is a Charitable Incorporated Organisation, created on 13 July 2017.

**SAMARITANS OF SLOUGH, WINDSOR AND MAIDENHEAD**

England & Wales - Charity number 1173807

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# Accounts

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**Registered Charity CIO Number 1173807**

**SAMARITANS OF SLOUGH, WINDSOR & MAIDENHEAD CIO**

**ANNUAL REPORT AND FINANCIAL STATEMENTS**

**FOR THE YEAR ENDED 31ST MARCH 2021**

**SAMARITANS OF SLOUGH, WINDSOR & MAIDENHEAD CIO**

**FINANCIAL STATEMENTS**

**FOR THE YEAR ENDED 31ST MARCH 2021**

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8	Independent Examiner's Report
9	Statement of Financial Activities
10	Balance Sheet
11 - 13	Notes

# **SAMARITANS OF SLOUGH, WINDSOR & MAIDENHEAD CIO**

## **LEGAL AND ADMINISTRATIVE INFORMATION AND TRUSTEE REPORT**

### **STATUS**

Samaritans of Slough, Windsor & Maidenhead (the Charity) is a Charitable Incorporated Organisation (CIO) constituted by Deed of Trust dated 13 July 2017 and is a registered charity number 1173807. Its address is Katharine House, 17 Uxbridge Road, Slough, Berks SL1 1SN. It is a public benefit entity.

Under the constitution there shall be at least three members of the Organisation. The initial members of the charity are the first trustees. Additional members shall be such persons as are admitted to membership by the trustees in accordance with the constitution. Membership is terminated in accordance with clause 8.7 of the constitution.

### **TRUSTEES**

The charity trustees during the period to 31st March 2021 were:

Director	Susan Chapman	Ex officio from September 2017, retired 31 October 2020
	Kathy Fabry	Ex officio from 1 November 2020, retires 31 October 2021
Vice Director	Susan Chapman	Co-opted 1 November 2020, retires 2021 AGM
Trustee & Treasurer	Peter Leach	Elected 27 August 2020, retires 2021 AGM
Trustee & Secretary	June Cook	Elected 27 August 2020, retires 2021 AGM
Trustee	Sheena Potter	Elected 27 August 2020, retires 2021 AGM
Trustee	Trevor Busby	Elected 27 August 2020, retires 2021 AGM
Trustee	Michael Cook	Elected 27 August 2020, retires 2021 AGM
Trustee	Graeme Buck	Elected 27 August 2020, retires 2021 AGM
Trustee	Janet Allen	Elected 27 August 2020, retires 2021 AGM

All elected and co-opted trustees retire at the next AGM (21 July 2021) and may offer themselves for re-election. The maximum continuous term of a trustee is six years.

### **STRUCTURE, GOVERNANCE AND MANAGEMENT**

#### **Governing Document**

The Constitution created the CIO on 13 July 2017

#### **Recruitment and Appointment of Trustees**

The Branch Director shall serve a term of 3 years. All other Trustees retire annually but may offer themselves for reappointment.

#### **Trustee Induction and Training**

New Trustees are provided with a booklet entitled 'A Trustees Guide for Branch Committee Members'. This identifies five key principles that should underpin all actions taken as a trustee, namely Objectivity, Accountability, Openness, Integrity and Honesty. All trustees are encouraged to attend courses run at both a regional and national level.

(continued)

# **SAMARITANS OF SLOUGH, WINDSOR & MAIDENHEAD CIO**

## **LEGAL AND ADMINISTRATIVE INFORMATION AND TRUSTEE REPORT**

### **Risk Management**

The Charity carries out regular risk assessments and these are reviewed by the Trustees. The principle risks that have been identified and the steps taken to mitigate those risks are as follows:

- |  |                                 |
|--|---------------------------------|
| • Adverse publicity                                    | Regular training                |
| • Insufficient volunteers for other duties             | Trustees to 'sell' other roles  |
| • Trustees being unaware of statutory responsibilities | Training                        |
| • Personal injury to Volunteers                        | Maintain safe work space        |
| • Too few Volunteers                                   | Regular recruitment initiatives |

In addition, insurance policies are maintained where appropriate.

### **Organisational Structure**

The Trustees meet quarterly to discuss matters relating to the operation of the Charity, each elected member of the Committee being entitled to a vote if necessary.

### **Related Parties**

The Charity is affiliated to Samaritan Central Charity, fulfilling the criteria laid down by Samaritan Central Office.

## **OBJECTIVES, ACTIVITIES AND THE DELIVERY OF PUBLIC BENEFIT**

The objects of the Charity are:

(a) to enable people living in Slough, Windsor & Maidenhead and the surrounding area (but without specific limitations to the area) who are experiencing feelings of distress or despair, including those who may be at risk of suicide, to receive confidential emotional support in order to improve their emotional health and to reduce the incidence of suicide;

(b) to promote a better understanding in society of suicide, suicidal behaviour and the value of expressing feelings which may otherwise lead to suicide or impaired emotional health; and

(c) to collaborate with and support the Samaritans Central Charity and its affiliated branches in fulfilling these objects.

Samaritans' vision is that fewer people die by suicide. We work to achieve this by making it our mission to alleviate emotional distress and reduce the incidence of suicidal feelings and suicidal behaviour.

### **Public Benefit**

The trustees confirm that they have referred to the Charity Commission's guidance on public benefit when reviewing the Branch's aims and objectives in planning future activities. The Branch furthers its charitable purposes for the public benefit by providing confidential emotional support to persons who are suicidal, despairing or in distress.

(continued)

# **SAMARITANS OF SLOUGH, WINDSOR & MAIDENHEAD CIO**

## **LEGAL AND ADMINISTRATIVE INFORMATION AND TRUSTEE REPORT**

### **ACHIEVEMENTS AND PERFORMANCE**

Due to the coronavirus pandemic the last year has been unlike any other and our main achievement has been to keep the branch open throughout the year. Many volunteers have been unavailable because of health concerns. The branch is indebted to those volunteers who have been prepared to work additional shifts to cover for those who have been unavailable. In addition, the branch directorate have needed to spend many extra hours implementing the required health and safety measures to provide a safe and virus free place of work.

#### **Contacts**

The following table shows the number and type of contacts dealt with by the branch's volunteers over the last 3 years. The reduction in telephone calls handled is as a result of the pandemic. The increase in emails is due to volunteers unable to work at the branch being able to answer emails from home. Please note that the total number of telephone contacts in 2018/19 and 2019/20 were exactly the same, this is not a typing error!

	<u>2020/21</u>	<u>2019/20</u>	<u>2018/19</u>
Telephone Calls	<b>15,842</b>	20,559	20,559
Hours on the phone	<b>3,799</b>	4,039	4,032
Emails	<b>4,277</b>	3,364	2,844
SMS (this service has now been withdrawn)	<b>0</b>	2,727	3,748
Face-to-Face	<b>0</b>	48	38
Online Chat (Service introduced in 2021)	<b>25</b>	0	0

#### **Prisons**

Through our dedicated prison team we were able to continue to support the listener scheme at HMP Bronzefield. This year, due to the pandemic, all listener training sessions have been provided remotely.

#### **Outreach and Awareness Raising**

Sadly, due to the pandemic, our outreach and awareness activities have been heavily curtailed during the year.

### **FINANCIAL REVIEW**

At the year end, the charity had unrestricted funds of £327,562; this comprised of designated funds related to our premises totalling £290,257 (which includes the asset value of the property Katharine House) and a general fund of £37,305. There were no restricted funds.

During the year the branch has successfully applied for grants made available from various institutions to provide financial support during the pandemic. As a consequence of the pandemic, branch fundraising opportunities have been limited. Expenditure is focused entirely on service provision, fundraising costs and premises running and upkeep.

Income and expenditure for the year were £85,023 and £49,765 respectively, resulting in a surplus of £35,258. The trustees consider these additional funds are necessary to provide future financial stability due to continuing pandemic related uncertainty and planned property improvements.

(continued)

# **SAMARITANS OF SLOUGH, WINDSOR & MAIDENHEAD CIO**

## **LEGAL AND ADMINISTRATIVE INFORMATION AND TRUSTEE REPORT**

### **Principal risks**

The principal risks facing the branch are insufficient volunteers to keep the branch open, insufficient funds to run the branch and the possibility of breach of confidentiality.

- New volunteer recruitment is essential to ensure that we always have adequate cover. Through information sessions, and a careful selection process followed by a comprehensive training programme, we have continued to maintain our number of volunteers in excess of 100 for several years.

- The branch has an experienced fundraising team so that it has the best possible chance of regularly covering its annual costs.

- A cornerstone of the Samaritans' service is that, subject to Samaritans safeguarding policies, all those who contact us are guaranteed absolute confidentiality. Policies and procedures, including DBS checks for volunteers, are in place to reduce the possibility of inadvertent breach of confidentiality.

### **Reserves policy**

As branch income is heavily dependent on donations, either directly, or through our fundraising activities, it can not be guaranteed. The trustees consider that about 9 months of annual expenditure which equates to £37,000 is an appropriate level at which to maintain the general reserve, in order to meet working capital needs.

Last year the trustees established a designated fabric fund to provide for the future expense of a major modernisation or refurbishment of our premises. Largely due to the financial success of this year they have felt able to transfer a further £26,000 into the fabric fund whilst maintaining the general fund at a level that is in line with their reserves policy. Both the general fund and the designated fabric fund are retained in cash or near cash assets.

### **PLANS FOR FUTURE PERIODS**

It is the aim of the Trustees to promote diversity among our listening volunteers. In particular we are focussing on making our building accessible to wheelchair users. This will benefit both our service provision and offer support for people who may suffer isolation and loneliness because of their disabilities. Currently the premises at Katharine House are not suitable for all wheelchair access. A recent review of the premises has shown that to guarantee access for all, door widths need to be increased and a hydraulic lift fitted to allow access to the upper floor. These works are budgeted at around £60,000.

We will continue to follow initiatives instigated by Samaritans Central Office and continue to dedicate ourselves to maintaining the high standard of Samaritan response to all callers at any time of day or night, however they choose to contact us.

(continued)

## SAMARITANS OF SLOUGH, WINDSOR & MAIDENHEAD CIO

### LEGAL AND ADMINISTRATIVE INFORMATION AND TRUSTEE REPORT

#### TRUSTEES' RESPONSIBILITIES IN RELATION TO THE FINANCIAL STATEMENTS

Law applicable to charities in England & Wales requires the Trustees to prepare financial statements for each period which give a true and fair view of the charity's financial activities during the period and of its financial position at the end of the period. In preparing those financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards and statements of recommended practice have been followed subject to any departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to assume that the charity will continue in business.

The trustees are responsible for keeping accounting records which disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Charities Act 2011. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention of fraud and other irregularities.



K Fabry  
Director

21 July 2021

## **SAMARITANS OF SLOUGH, WINDSOR & MAIDENHEAD CIO**

### **FINANCIAL STATEMENTS FOR THE PERIOD ENDED 31ST MARCH 2021**

#### ***Independent examiner's report to the Trustees of Samaritans of Slough, Windsor & Maidenhead CIO***

I report on the accounts of the Charity for the period ended 31st March 2021, which are set out on the following pages.

#### ***Respective responsibilities of trustees and examiner***

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

It is my responsibility to:

- examine the accounts under section 145 of the 2011 Act;
- to follow the procedures laid down in the General Directions given by the Charity Commissioner under section 145(5)(b) of the 2011 Act; and
- to 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 Commissioner. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and the seeking of 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 accounts 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 2011 Act; and
  - to prepare accounts which accord with the accounting records and to comply with the accounting requirements of the 2011 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.

**Roger Keys**  
41 Walker Road  
Maidenhead  
Berkshire  
SL6 2QU



Date 07.07.2021

**SAMARITANS OF SLOUGH, WINDSOR & MAIDENHEAD CIO**

**STATEMENT OF FINANCIAL ACTIVITIES**  
*(including income and expenditure account)*  
**FOR THE YEAR ENDED 31ST MARCH 2021**

	Year ended 31 March 2021			Year ended 31 March 2020		
	Designated funds	£ General fund	£ TOTAL	Designated funds	£ General fund	£ TOTAL
<b><u>INCOME FROM</u></b>						
<b>Commercial</b>						
Industry & Commerce	-	3,459	3,459	-	1,450	1,450
<b>Community</b>						
Branch Fundraising	-	4,536	4,536	-	13,297	13,297
Churches, Clubs etc.	-	3,605	3,605	-	4,437	4,437
Private & Related Gift Aid	-	19,439	19,439	-	14,666	14,666
	-	27,580	27,580	-	32,400	32,400
<b>Foundation</b>						
National Lottery	-	12,850	12,850	-	7,500	7,500
Trust Funds	-	36,471	36,471	-	6,000	6,000
	-	49,321	49,321	-	13,500	13,500
<b>Investment Income</b>						
Interest Earned	-	80	80	-	297	297
<b>Other Income</b>						
Bronzefield Prison Service	-	4,583	4,583	-	5,125	5,125
<b>TOTAL</b>	-	85,023	85,023	-	52,772	52,772
<b><u>EXPENDITURE ON</u></b>						
<b>Raising Funds</b>						
Advertising & Publicity	-	885	885	-	2,715	2,715
<b>Charitable Activities</b>						
Telephone	-	1,400	1,400	-	1,191	1,191
HMP Bronzefield	-	1,395	1,395	-	674	674
	-	2,795	2,795	-	1,865	1,865
<b>Other - governance costs</b>						
Water, light and heat	-	2,013	2,013	-	2,434	2,434
Repairs and cleaning	-	8,434	8,434	-	4,624	4,624
Insurance and rates	-	2,527	2,527	-	2,491	2,491
IT & Equipment purchases	-	4,722	4,722	-	1,255	1,255
Centre expenses	-	399	399	-	318	318
Print, postage and stationery	-	317	317	-	179	179
Conferences and training	-	124	124	-	1,970	1,970
Travelling	-	22,059	22,059	-	15,218	15,218
Recruitment advertising	-	68	68	-	-	-
Provisions	-	263	263	-	410	410
Depreciation	-	188	188	-	188	188
New branch contribution	-	4,971	4,971	-	3,815	3,815
50th Anniversary expenses	-	-	-	-	385	385
	-	46,085	46,085	-	33,287	33,287
<b>TOTAL</b>	-	49,765	49,765	-	37,867	37,867
<b><u>NET MOVEMENT IN FUNDS</u></b>	-	35,258	35,258	-	14,905	14,905
<b>Transfer between funds</b>	26,000	(26,000)	-	29,500	(29,500)	-
<b><u>Reconciliation of funds:</u></b>						
Funds balance brought forward 1 April 2020	264,257	28,046	292,303	234,757	42,641	277,398
<b>Fund balance carried forward at 31st March 2021</b>	<u>290,257</u>	<u>37,304</u>	<u>327,561</u>	<u>264,257</u>	<u>28,046</u>	<u>292,303</u>

Movements in funds are disclosed in note 4 to the accounts.  
 All funds are unrestricted and continuing.

**SAMARITANS OF SLOUGH, WINDSOR & MAIDENHEAD CIO**

**BALANCE SHEET AS AT 31ST MARCH 2021**

	<u>Notes</u>	2021		2020	
		£	£	£	£
<b><u>FIXED ASSETS</u></b>					
Tangible assets	2		217,390		217,578
<b><u>CURRENT ASSETS</u></b>					
Prepayments		1,204		5,520	
Cash at bank		118,239		75,517	
		<u>119,443</u>		<u>81,037</u>	
<b><u>CREDITORS:</u></b> Amounts falling due within one year	3	9,272		6,312	
		<u>110,171</u>		<u>74,725</u>	
<b><u>TOTAL ASSETS LESS CURRENT LIABILITIES</u></b>		<u><u>327,561</u></u>		<u><u>292,303</u></u>	
 <b><u>FINANCED BY:</u></b>					
<b>UNRESTRICTED FUNDS</b>					
General Fund	4	37,304		28,046	
Designated Funds	4	290,257		264,257	
		<u><u>327,561</u></u>		<u><u>292,303</u></u>	

Approved by the Trustees on 20 July 2021 and signed on their behalf by:

  
Trustee & Vice Director (S Chapman)

  
Trustee & Treasurer (P A Leach)

## **SAMARITANS OF SLOUGH, WINDSOR & MAIDENHEAD CIO**

### **NOTES TO THE ACCOUNTS**

#### **FOR THE YEAR ENDED 31ST MARCH 2021**

##### **1 ACCOUNTING POLICIES**

The principal accounting policies which are adopted in the financial statements are set out below.

- (a) **Basis of Accounting**  
the historical cost convention, in accordance with the Charities Act 2011 and follow the recommendations in the Charities SORP (FRS 102): the Statement of Recommended Practice - Accounting & Reporting by Charities and with The Charities (Accounts and Reports) Regulations 2008.
- (b) **Depreciation**  
Fixed assets other than freehold property are depreciated over their expected useful life.
- (c) **Gross fund-raising**  
Income from events organised by the charity itself is accounted for when received.
- (d) **Voluntary Income**  
Income received by way of donations and gifts is accounted for when received.
- (e) **Expenditure**  
Expenditure is accounted for on the accrual basis.
- (f) **Revenue Grants**  
Grants for immediate financial support and assistance are accounted for on receipt and on satisfaction of any precondition.
- (g) **Donated services**  
The value of donated time provided by unpaid volunteers is recognised qualitatively in the Trustee Report but is not quantified in these accounts.

**SAMARITANS OF SLOUGH, WINDSOR & MAIDENHEAD CIO**

**NOTES TO THE ACCOUNTS**

**FOR THE YEAR ENDED 31ST MARCH 2021**

**2 FIXED ASSETS**

	Solar Panels	Property £	TOTAL £
<b><u>COST</u></b>			
At 1 April 2020	3,760	214,757	218,517
Additions	-	-	-
At 31 March 21	<u>3,760</u>	<u>214,757</u>	<u>218,517</u>
<b><u>DEPRECIATION</u></b>			
At 1 April 2020	939	-	939
Charge for the period	188	-	188
At 31 March 2021	<u>1,127</u>	<u>-</u>	<u>1,127</u>
Net book value 31 March 2020	<u>2,821</u>	<u>214,757</u>	<u>217,578</u>
Net book value 31 March 2021	<u>2,633</u>	<u>214,757</u>	<u>217,390</u>

The Charity's freehold premises are at 17 Uxbridge Road, Slough, SL1 1SN. On 17 November 2017 the previously unregistered property was registered at the Land Registry in the name of Samaritans of Slough, Windsor & Maidenhead Charitable Incorporated Organisation. The market value is likely to exceed the carrying value however it is not considered prudent use of charitable funds to obtain a professional valuation.

	<b><u>2021</u></b>	<b><u>2020</u></b>
<b><u>3 CREDITORS</u></b>		
Accruals	<u>9,272</u>	<u>6,312</u>

Current liabilities includes £2,000 in respect of the estimated balance owing for the refurbishment of the Charity's premises.

**SAMARITANS OF SLOUGH, WINDSOR & MAIDENHEAD CIO**

**NOTES TO THE ACCOUNTS**

**FOR THE YEAR ENDED 31ST MARCH 2021**

**4 MOVEMENTS IN FUNDS**

	Designated Fabric Fund	Designated Premises Fund	General Funds £	Total £
At 1st April 2020	49,500	214,757	28,046	292,303
Incoming resources	-	-	85,023	85,023
Transfer between funds	26,000	-	(26,000)	-
Outgoing resources	-	-	(49,765)	(49,765)
At 31st March 2021	<u>75,500</u>	<u>214,757</u>	<u>37,304</u>	<u>327,561</u>
Represented by:				
Tangible Fixed Assets	-	214,757	2,633	217,390
Current Assets	75,500	-	43,943	119,443
Current Liabilities	-	-	(9,272)	(9,272)
	<u>75,500</u>	<u>214,757</u>	<u>37,304</u>	<u>327,561</u>

General Funds	Funds are available for the ordinary purpose of the charity.
Premises Fund	Funds are committed in support of the Charity's freehold, operational and administrative premises.
Fabric Fund	Funds are committed for the refurbishment & improvement of the building

**5 TRUSTEE REMUNERATION AND EXPENSES**

The trustees did not receive any remuneration during the period. It is the policy of the Charity to reimburse in full all expenses properly incurred by its volunteers in connection with its charitable activities. During the period the total amount reimbursed to nine trustee members in respect of mileage travel costs amounted to £2,777 (2020: seven trustees £1,161).

**6 STAFF COSTS & VOLUNTEERS**

No employee received remuneration in excess of £60,000. The charity relies solely on the work of unpaid volunteers in the course of undertaking its charitable activities and these costs are not included in the SOFA.

**7 LEGAL FORM**

The entity is a Charitable Incorporated Organisation, created on 13 July 2017.