

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.

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Emails (Service withdrawn in 2023)	0 (2)	590	1,799
Face-to-Face (service now withdrawn)	0 (2)	0	1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

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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
<u>INCOME FROM</u>							
Commercial							
Industry & Commerce	43,000	-	15,461	58,461	-	12,447	12,447
Community							
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
Foundation							
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
Investment Income							
Interest Earned	-	-	1,958	1,958	-	1,002	1,002
Other Income							
Bronzefield Prison Service	-	-	5,500	5,500	-	5,500	5,500
Public Sector							
Local Authorities	-	-	-	-	-	6,363	6,363
TOTAL	43,000	-	59,958	102,958	-	70,469	70,469
<u>EXPENDITURE ON</u>							
Raising Funds							
Advertising & Publicity	-	-	857	857	-	2,655	2,655
Charitable Activities							
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
Other - governance costs							
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
TOTAL	-	-	49,856	49,856	-	64,887	64,887
<u>NET MOVEMENT IN FUNDS</u>	43,000	-	10,102	53,102	-	5,582	5,582
Transfer between funds	-	-	-	-	5,500	-	-
<u>Reconciliation of funds:</u>							
Funds balance brought forward 1 April 2023	-	295,757	37,405	333,162	290,257	37,323	327,580
Fund balance carried forward at 31st March 2024	43,000	295,757	47,507	386,264	295,757	37,405	333,162

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 £	£
<u>FIXED ASSETS</u>					
Tangible assets	2	267,892		217,014	
<u>CURRENT ASSETS</u>					
Prepayments		2,336		2,567	
Cash at bank & building society		131,502		131,689	
		<u>133,838</u>		<u>134,256</u>	
<u>CREDITORS:</u> Amounts falling due within one year	3	15,466		18,108	
		<u>118,372</u>		<u>116,148</u>	
<u>TOTAL ASSETS LESS CURRENT LIABILITIES</u>		<u><u>386,264</u></u>		<u><u>333,162</u></u>	
<u>FINANCED BY:</u>					
UNRESTRICTED FUNDS					
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 £
<u>COST</u>			
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>
<u>DEPRECIATION</u>			
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.

	<u>2024</u>	<u>2023</u>
<u>3 CREDITORS</u>		
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	43,000	29,933	265,824	47,507	386,264
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)
	43,000	29,933	265,824	47,507	386,264

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.