

## KINGSTON SAMARITANS

### **Elspeth House, 2 Wheatfield Way, Kingston Upon Thames KT1 2QS**

Kingston Samaritans is a Charitable Incorporated Organisation registered in England and Wales (1168320). Our registered office is located at Elspeth House, 2 Wheatfield Way, Kingston Upon Thames KT1 2QS.

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[kingston@samaritans.org](mailto:kingston@samaritans.org)



[samaritans.org/kingston](https://samaritans.org/kingston)

## **Principal activities and achievements**

### **Purpose:**

- To enable persons in Kingston 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.

Our main service is provided by at least two listening volunteers in our branch taking phone calls, answering emails and meeting callers in person. This service is undertaken 7 days a week, 365 days a year, day and night. In the calendar year 2019, we took 37,588 calls: 27,398 by telephone; 4582 by email; 5386 by SMS; and 240 face-to-face meetings. We also undertake our work outside the branch. This can include event at local universities and colleges, supporting prisoner listening schemes, work at festivals or providing support after public transport incidents in our local area.

The trustees have paid due regard to the public benefit guidance published by the Charity Commission in planning our activities.

It is worth noting that the unique nature of our service and the confidential and anonymous support we offer to all our callers mean we are not able to document the individual impacts of our calls. However, the national charity continues to seek ways to capture those impacts and we hope to be able to share more insights in 2020-2021 nationally.

Our branch volunteers' numbers fluctuate but we have well over 140 volunteers actively involved in or supporting our work. We are aware that Kingston Samaritan volunteers give several tens of thousands of hours of total time in service of our callers each year free of charge. The trustees wish to thank the phenomenal efforts of our hard working volunteers, leadership team and generous supporter and donors that have enabled us to be there in the important work of supporting our callers.

Listening to our callers and providing this emotional support can be challenging. We have a structure to support our volunteers in this work. Our specially trained leaders, volunteer support and caller support teams have worked hard to enable our trained volunteers to support our callers while maintaining personal well-being.


2019-2020 was a busy year for our volunteer recruitment and training teams. Our new volunteers undertake over six months of training before becoming listening volunteers and our active volunteers also undertake mandatory ongoing training each year.


Externally, we engage with Kingston and the wider community. These outreach activities have continued – with a focus on both Kingston and Surbiton stations, Kingston College and Kingston University amongst others. We also attend boroughwide meetings with local council and health care professionals. We have a presence on the Suicide Prevention Strategy Group and Health Watch:-Mental Health Implementation Group. We continue to maintain an up to date website and active Twitter presence.

We are funded by voluntary donations. The trustees continue to be very appreciative of the continued financial support from individuals and local organisations that allow us to provide our public benefit.

**Elsbeth House, 2 Wheatfield Way, Kingston Upon Thames KT1 2QS**

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Our registered office is located at Elsbeth House, 2 Wheatfield Way, Kingston Upon Thames KT1 2QS.

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The Treasurer, Nicky Constandinis, is stepping down at the 2020 AGM. The trustees wish to thank Nicky for all her work as Treasurer. Marcus Pakenham was co-opted as trustee and Treasurer-Elect in February 2020 due to stand for election as Treasurer at the 2020 AGM.

We ended this financial year on 31<sup>st</sup> March in the midst of the global pandemic. In March 2020, The Secretary of State acknowledged the critical nature of our volunteer-led service and volunteers had permission to continue travel to the branch to undertake our listening shifts. We are very proud of our volunteers for keeping the shifts running in such uncertain times and for navigating the considerable challenges as we have had to adapt to a socially-distanced way of doing things observing necessary branch hygiene protocols.

### **Risk management**

The trustees have considered the principal risks to which the organisation is exposed and have developed strategies to mitigate the effects of these where possible.

### **Reserves Policy**

The charity holds designated funds for expenditure which can be foreseen by the trustees. This might include a designated fund for the repairs, redecoration and general refurbishment of the charity's premises, Elspeth House, or a more specific designated reserve for events such as computer system upgrades. The trustees will also determine, from time to time, whether there are other foreseeable expenditures or loss of income and will establish designated funds to cover these.

Over and above these designated funds, the charity will hold a general reserve to cover unforeseen items of expenditure or shortfalls in income. The level of reserves is intended to ensure that contractual obligations for contract payments and direct debits can be met. This general reserve will be maintained within the range of a year's operating costs. For this purpose, the level of operating cost will be the highest annual figure over the previous three year of operation.

### **Premises**

The freehold property allows the charity to operate without having to pay commercial rents as well as representing a possible source of income in the future. This property is held in the name of the charity.

## Structure, governance and management

- Kingston Samaritans is an affiliated branch of the Samaritans. The charity is constituted as a Charitable incorporated Organisation (CIO), registered charity number 1168320 and is governed by its constitution dated 15 December 2015. The trustees of the charity are responsible for its general management. In addition, a team of deputy directors support the Branch Director in the day-to-day operational management of the caller listening service and volunteer support services.
- The branch trustees and a representative of the Samaritans Central Charity consult with all branch members as to who should be appointed as Branch Director for a period of three years. The Branch Director represents the branch at the Samaritans Council of Management meeting and at regional councils and oversees all aspects of branch work in relation to the service it provides to callers and management of volunteers. The nature of service delivery is governed by an Operating Agreement.
- At the beginning of each directorate, Samaritans Central Charity conduct a branch review process. The branch underwent such a review in January 2020 known internally as a “Visit”. This branch visit was deemed successful.
- The trustees are elected by the members, the serving Samaritans in the branch, at the Annual General Meeting. Up to two trustees may be appointed by the existing trustees in order to identify gaps in expertise on the Charity’s Board of Trustees, although such trustees are required to retire and seek re-election at the next AGM.

### List of Trustees:

Name	Role	Term of office
Mona Saha	Chair of Trustees	Appointed 1 May 2019
Jo Nicholds	Branch Secretary	Re-elected 15 May 2019
Nicky Constantinidis	Treasurer	Elected 15 May 2019
Marcus Pakenham	Treasurer Elect for 2020-2021	Co-opted 13 February 2020
Angus Deuchar	Trustee - Buildings	Elected 15 May 2019
Sabina Gerrard	Trustee	Re-elected 15 May 2019
Ash Haji	Trustee - IT	Elected 15 May 2019
Erol Hassan	Trustee	Re-elected 15 May 2019
Dougie Neill	Trustee – Health & Safety	Elected 15 May 2019
Helen Murphy	Trustee	Re-elected 15 May 2019

**KINGSTON SAMARITANS**

**FINANCIAL STATEMENTS FOR THE YEAR ENDED 31<sup>ST</sup> MARCH 2020**

**Independent Examiner's Report to the Trustees of Kingston Samaritans**

I report on the financial statements for the year ended 31<sup>st</sup> March 2020, which are set out on the accompanying pages.

**Respective responsibilities of the trustees and the independent examiner**

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

It is my responsibility:

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

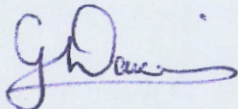
**Basis of independent examiner's statement**

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

**Independent examiner's statement**

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

- (1) which gives me reasonable cause to believe that in , any material respect, the requirements
  - a. to keep accounting records in accordance with section 130 of the Charities Act;
  - or
  - b. to prepare financial statements which accord with these accounting records and comply with the accounting requirements of the Charities 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 financial statements to be reached.



Glenn Davies  
Independent Examiner

86 Penlon Place  
Abingdon  
Oxfordshire  
OX14 3QQ

KINGSTON SAMARITANS

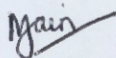
REGISTERED CHARITY NUMBER: 1168320

BALANCE SHEET FOR THE YEAR TO 31 MARCH 2020

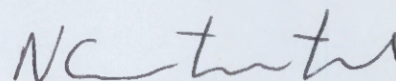
Notes

		2019/2020	2018/2019
<b><u>FIXED ASSETS</u></b>			
Freehold property purchased	(1f)	800,000	800,000
Office equipment		-	-
		<u>800,000</u>	<u>800,000</u>
<b><u>CURRENT ASSETS</u></b>			
Debtors	(3)	6,699	6,347
Cash at Bank		<u>98,035</u>	<u>111,711</u>
		<u>104,733</u>	<u>118,058</u>
<b><u>LESS CURRENT LIABILITIES</u></b>			
Amounts falling due within one year	(4)	<u>(6,873)</u>	<u>(17,173)</u>
		<u>97,860</u>	<u>100,885</u>
<b><u>NET CURRENT ASSETS</u></b>		<u>897,860</u>	<u>900,885</u>
<b><u>REPRESENTED BY</u></b>			
<b><u>FUNDS</u></b>			
	(6)		
Designated		51,000	53,200
Restricted		-	-
General including Property value		<u>846,860</u>	<u>847,685</u>
		<u>897,860</u>	<u>900,885</u>

Approved at the Annual General Meeting on 22nd July 2020 and signed on behalf of the Kingston Samaritans by



Mona Saha (Branch Director)



Nicola Constantinidis (Treasurer)

**KINGSTON SAMARITANS  
STATEMENT OF FINANCIAL ACTIVITIES  
APRIL 2019 TO MARCH 2020**

	<u>2019/2020</u>				<u>2018/2019</u>	
	General Funds	Designated Funds	Restricted Funds	Totals	Total Funds	Variance
<b><u>INCOME</u></b>						
Donations	30,998		1,000	31,998	29,258	2,741
Gift Aid Donations	8,343			8,343	9,119	(776)
Income Tax Recovered	2,020			2,020	2,258	(238)
Fundraising & Events	3,499			3,499	8,822	(5,322)
50th Celebration	-			-	2,163	(2,163)
Wandsworth Payment for Services	1,742			1,742	3,118	(1,376)
Room Hire	-			-	20	(20)
Bank interest	462			462	346	116
	<u>47,065</u>	<u>-</u>	<u>1,000</u>	<u>48,065</u>	<u>55,104</u>	<u>(7,039)</u>
<b><u>EXPENDITURE</u></b>						
Accountant's fee	(250)			(250)	50	(300)
Administrator	6,008			6,008	5,144	863
Computer expenses	376	2,795		3,171	-	3,171
Council Tax/Rates	4,349			4,349	4,192	157
Fundraising, Publicity and Outreach	1,947		-	1,947	4,917	(2,970)
Heat/Light/Water	4,826			4,826	3,400	1,426
Insurance	2,981			2,981	1,351	1,630
NBC - New Branch Contribution	2,409			2,409	2,851	(442)
Payroll Costs	292			292	-	292
Printing and Postage	292		1,000	1,292	542	750
Property upkeep	11,993			11,993	6,643	5,350
Refurbishment Costs (2019 Chimney)	-			-	14,529	(14,529)
Sam's Welfare	5,053			5,053	2,242	2,812
Stationery	942			942	625	318
Sundry Expenses	2,904			2,904	4,880	(1,977)
Telephone	2,510			2,510	2,481	29
Wandsworth Expenses	664			664	1,097	(434)
50th Celebration	-			-	2,268	(2,268)
	<u>47,295</u>	<u>2,795</u>	<u>1,000</u>	<u>51,090</u>	<u>57,213</u>	<u>(6,123)</u>
Increase/(Decrease) in Resources	(230)	(2,795)	-	(3,025)	(2,109)	
Opening Funds - 1 April 2019	847,685	53,200	(0)	900,885	902,993	
Transfer from General to Designated	(595)	595		-		
Closing Funds - 31 March 2020	<u>846,860</u>	<u>51,000</u>	<u>(0)</u>	<u>897,860</u>	<u>900,885</u>	
Of which:						
Property Valuation	800,000					
Cash	<u>46,860</u>					
	<u>846,860</u>					

**KINGSTON SAMARITANS**

**REGISTERED CHARITY NUMBER:1168320**

**NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED**  
**31 MARCH 2020**

**1. Basis of accounting**

- a) The accounts have been prepared on an accruals basis and follow the guidelines of the Statement of Recommended Practice for Accounting by Charities issued in December 2005 ("The Charities SORP 2005") and the Charities Act 2011.
- b) Voluntary income received by way of donations and gifts is included in the Statement of Financial Activities (the "SOFA") when received.
- c) Gross fundraising income from events organised by the charity itself is included in the SOFA when received. Where deemed material, fundraising proceeds not yet received by the charity at the year-end have also been taken into income either at the actual sum or at an estimate of the amount most likely to be received.
- d) The Branch Administrator's remuneration is shown in full on the SOFA and that of the cleaner including 3 years holiday pay, £4,655, is included within the total for Property Upkeep.
- e) No provision for taxation is included in the accounts as the charity is entitled to the exemption from tax afforded by Section 505 of the Income and Corporation Taxes Act 1988.
- f) The property Elspeth House, at 2 Wheatfield Way, Kingston upon Thames, KT1 2QS was purchased for £800,000 in 2015. This property has not been revalued nor impaired.

**2. Trustees' Remuneration and Expenses**

None of the charity's trustees was directly or indirectly remunerated in any way. It is the policy of the charity to reimburse, as appropriate, expenses properly incurred by its volunteers in connection with its charitable activities. No payment was claimed by the Director or the Trustees other than expenses incurred on behalf of the Charity in the normal course of business.

**3. Current Assets - Debtors**

Accrued income	5,483
Other debtors/prepayments	<u>1,216</u>
	<u>£ 6,699</u>

**4. Current Liabilities – Creditors**

Expenditure accruals	4,673
Provision for NBC (Net Branch Contribution)	<u>2,200</u>
	<u>£ 6,873</u>

## **5. Gifts in Kind**

Gifts in kind to the value of £1,176 were received during the financial year.

## **6. Funds**

The Funds described as “Designated” in the Balance Sheet totaling £51,000 have been set aside by the Committee for the following:

£ 7,000	Compressor in garage
£ 5,000	IT equipment for improved communication
£ 1,000	New telephony sets
£ 5,000	Dilapidation repairs
£ 7,000	Internal Painting (every five years)
£ 6,000	External painting (every five years)
£12,000	Fixtures & fittings replacement (including floor coverings every ten years)
£ 3,000	Improve security (internal and external)
£ 5,000	Soundproofing for operations room

There are no Restricted Funds as at 31<sup>st</sup> March 2019.

General Funds comprise of £800,000 represented by premises value leaving £46,860 for general use.

The Charity is operating within the reserve policy guidelines.

## **ANALYSIS OF INCOME**

### **Donations**

#### **General Donations**

		28,148.39
- Local giving	120.24	
- Payroll Giving + GYE	347.03	
- EasyFundRaising	135.05	
- Amazon Giving	43.06	
- Waitrose	1,144.00	
- Waitrose Gift in Kind	1,176.48	
- CS Healthcare	2,730.00	
- Church Group	30.00	
- The Mayor's Charity	12,270.63	
- Rotary Club of Kingston	500.00	
- Twickenham Rotary	100.00	
- In memory of .....	579.00	
- Anonymous donation	425.00	
- Matched Donations	1,750.00	
- Surbiton Blind Club	30.00	
Just Giving	5,762.26	
Virgin Giving	1,005.64	

#### **Churches**

		2,350.00
- St Mary's Church, Twickenham	750.00	
- All Saints Parish Church, Kingston	1,000.00	
- New Malden Methodist Church	600.00	

#### **Trusts**

		500.00
- Alfred Charitable Trust	500.00	

#### **Restricted Funds**

		1,000.00
- Kingston Nursing Association	1,000.00	
		<b>31,998.39</b>

### **Gift Aid Donations**

- Private donations		2,610.00
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#### **GASDS (Gift Aid Small Donations Scheme)**

		5,733.16
- Centre Collection	40.49	
- Banquet Records	186.57	
- David Lloyds	446.82	
- Gentlemens Hairdressers, Balham Hill	182.00	
- Samaritans Kitchen	15.37	
- Shan Pharmacy	120.42	
- Julio Roa sponsored event	263.00	
- Waterloo Station Events	560.95	
- Waterstone's Collection	3,917.54	
		<b>8,343.16</b>

### **Fundraising & Events**

- Surbiton Festival	394.54	
- 100+ Club	1,178.00	
- Christmas Cards	1,899.76	
- Ink cartridges	27.00	
		<b>3,499.30</b>

## **ANALYSIS OF EXPENSES**

### **Fundraising, Rublicity and Outreach**

Surbiton Festival	100.00
Christmas Cards	837.84
Contactless terminals	151.83
Fundraising regulator registration fee	50.00
Branded items	806.95
	<b><u>1,946.62</u></b>

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### **Property Upkeep**

Property Upkeep - PAT testing	244.00
Property Upkeep - General	662.33
Property Upkeep - Boiler repair	137.40
Property Upkeep - Cupboard	500.00
Property Upkeep - Drainage Repair	360.00
Property Upkeep - Electrics	810.00
Property upkeep - Fire alarm call up	178.80
Property upkeep - Fire alarm service	143.76
Property upkeep - Fire equipment service	167.84
Property Upkeep - Heating error	150.00
Property Upkeep - Key Fobs	192.98
Property Upkeep - Legionella RA	253.44
Property Upkeep - Lift	600.26
Property Upkeep - Lock replacement	122.40
Property Upkeep - Maintenance Contract	264.00
Property Upkeep - Pest control (wasps)	65.00
Property Upkeep - Smoke detector	278.40
Property Upkeep - Water Heater	1,062.00
Property Upkeep - Window cleaning	150.00
Waste Collection	845.74
Cleaning products	149.60
Office Cleaner	4,655.21
	<b><u>11,993.16</u></b>

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### **Sam's Welfare**

Milk	300.81
Tea, coffee and biscuits	658.74
Parking	203.17
Travel	353.90
Taxis	3,536.52
	<b><u>5,053.14</u></b>

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### **Sundries**

Three Rings subscription	210.00
Local Giving subscription	96.00
Just Giving fee	216.00
SMS 3rings text credits	350.00
Mayors Ball	195.00
Data Protection	75.00
AGM catering + hall hire	917.50
Domain name	38.38
Bank charges	60.00
Branch visit	364.46
Catering - numbers night/selection/SIT	216.35
Christmas gifts	164.86
	<b><u>2,903.55</u></b>

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