

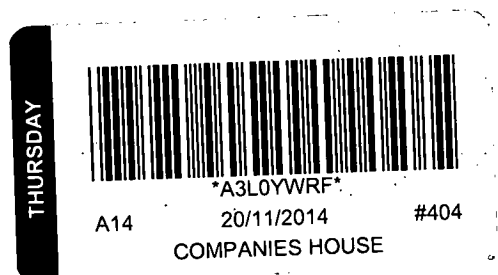
Company Number: 07964782
Charity Number: 1146717

Befrienders Worldwide

**TRUSTEES' ANNUAL REPORT AND UNAUDITED FINANCIAL
STATEMENTS**

FOR THE YEAR ENDED 28th February 2014

**Befrienders
Worldwide**
volunteer action to prevent suicide



Legal and Administrative Details

Befrienders Worldwide Limited is a company limited by guarantee and a registered charity.

Company Number

Registered in England and Wales 07964782

Charity number

1146767

Principal address and registered office

4 Cambridge Terrace Mews
London
England
NW1 4JJ

www.befrienders.org

Date of Incorporation 24th February 2012

Members of the International Board, both Trustees and Directors

Peter Barker	New Zealand Appointed February 2012	Company Secretary Director
Len Jones	UK Appointed February 2012	Treasurer
Brian Mishara	Canada Appointed February 2012	Vice Chairman
Robert Paris	Brazil Appointed February 2012	Director
Martin Taylor	UK Appointed February 2012	Chairman
Gerard Hargreaves	UK Appointed April 2014	Director

Company Secretary

Len Jones appointed February 2012
Peter Barker appointed January 2014

Independent Examiner

Louise Hudson
Hudson LM Limited
Lower Berghill Farm
Whittington, Shropshire
SY114PD

Solicitors

Anthony Collins Solicitors LLP

134 Edmund Street
Birmingham
B3 2ES

Principal Banker

HSBC plc

130 New Street
Birmingham
B24JU

CONTENTS	PAGE
Chair's Report	4
Directors Report	5
Treasurer's report	6
Report of the Board of Trustees	7-9
Report of the Independent Examiner	10
Statement of Financial Activities	11
Balance sheet	12
Notes to the financial statements	13-16

REPORT BY THE CHAIR

Befrienders Worldwide is the international network of over 150 crisis help lines active in 31 countries on 5 continents. This global organisation encompasses communities around the world all with access to lay volunteers trained to be available 24/7 for those in despair and suicidal. Samaritans UK and Republic of Ireland have also agreed to join Befrienders Worldwide in April 2014. This will consolidate the long and close association between Samaritans and Befrienders Worldwide and bring over 200 new Samaritans member centres into our organisation

Every 40 seconds a person dies by suicide somewhere in the world. Suicides occur in all regions of the world and at all ages. Notably, among young people (15-29 years), suicide is the second leading cause of death globally. There are indications that for each adult who died of suicide there may have been more than 20 others attempting suicide.

Suicide impacts the most vulnerable and is highly prevalent in already marginalized and discriminated groups of society. As serious a problem as it is in developed countries, in fact 75% of suicides occur in low and middle income countries (WHO).

The issue that Befrienders Worldwide aims to address is that there are many people in the world who are considering the act of taking their own life and do not know where to turn for free, confidential support. Suicide often fails to be prioritised as a major public health problem. Despite an increase in research and knowledge about suicide and its prevention, the taboo and stigma surrounding suicide persist and often people do not seek help or are unable to find support. In some countries, support does exist but needs higher visibility or better accessibility, in others there is no support available.

Befrienders Worldwide provides its member crisis helpline centres much needed support and shared knowledge in best practices which are developed globally and adapted locally.

These crisis helpline centres are a trusted source for suicide information as their volunteers are recruited, trained and work in their local community. The centres have a true picture of what is occurring with regards to suicidal behaviour within their country and how to best provide emotional support within the cultural context.

At the beginning of 2014 the Board of Befrienders Worldwide refined our vision and mission statements as follows;

Vision

The Befrienders Worldwide vision is a world in which despair can be relieved and there are fewer deaths by suicide.

Mission

The Befrienders Worldwide mission is to promote understanding and to facilitate access to help services for people needing emotional support anywhere in the world and to continuously improve the quality of support provided by the Befrienders Worldwide volunteer based member help centres

Helplines are increasingly moving to deliver multi-channel support, using Skype, email, text and instant messaging in addition to the traditional telephone services. The move towards email support has been a particularly strong trend. In the UK, The Nightline Association's 2013 research report found that there is now a slightly greater preference among university students to access help services through instant messaging rather than by phone.

The Board of Befrienders Worldwide is now developing a new strategy to take full account of these trends in the way in which people contact our help services.

I look forward to continuing to work with the Board as we develop and implement new plans in the pursuit of our aspirations

Martin Taylor

Chair Befrienders Worldwide

OPERATIONAL REPORT

Befrienders Worldwide has achieved a great deal during our first two years of operation as an independent charity and this has consolidated our position as a leading international organisation in suicide prevention. Our main activities are described under 5 main headings as follows;

1. Network key attributes

- Members of the international network are able to provide effective services to people in emotional distress in their local areas
- All members commit to defined operational principles and values
- Callers, in local areas served by members, have maximum access to emotional support services including telephone and a growing capability in messaging services; SMS, email and internet chat.
- Outreach activities have been developed by many help centres
- National organisations have been set up in countries with multiple centres
- A reporting system has been developed for collecting members' data – contact details, service info: no. of calls, opening hours, budget

2. Website

- 70,000 hits per month
- Extensive information about suicide and advice and guidance as to how to get help
- Emotional support materials available in 15 languages
- Members area, promoting upload of member profiles and activities
- Members area, allowing download of training materials

3. Training and mentoring

- Training task force established consisting of international volunteers.
- International training conferences held in Brazil, Poland, Thailand and UK
- Direct training and mentoring support delivered during visits to Kosovo, Denmark, Morocco, Uganda, Lithuania, Spain and, Sri Lanka
- Development of training materials in 10 key areas of listening skills and emotional support.
- Mentoring scheme and skills bank to support set up of new centres.
- Twinning/ mentoring programme between centres established

4. Marketing and communication

- Name change to Befrienders Worldwide – new logo
- Internal and external links through a range of media (newsletter, website development, training modules, shared management skills)
- Regional Coordination established to enhance communication between centres and Befrienders Worldwide

5. Global Reach

- New member centres in Kenya, Malaysia, Japan, India, Uganda, Morocco and Denmark
- Collaborative status with international NGOs
- Over 50 contacts per year from people interested in initiating helplines.
- Founding member of f Worldwide Association of Crisis Helplines (WACH)
- World Mental Health Day collaboration - focus on suicide and global activities during World Suicide Prevention Day.

Like many other Charities we continue to search for funds for our key projects and we have engaged the services of a part time fundraiser during the year.

We have successfully initiated a subscription based membership model with our centers and we will reinvest these subscriptions into further improving our membership services.,

TREASURER'S REPORT

During the year we have incurred a small deficit due to increases in our core costs of maintaining an office base in London and employing a fund raiser. It is important to manage these costs in the future as next year sees the end of the formation grant from Samaritans.

We have achieved the funding milestones set by Samaritans as condition for their formation grant and we have laid the foundations for further development. The result for the year has not significantly depleted our asset base and the accumulated funds are still available for further investment and are held entirely as cash balances. Befrienders Worldwide is committed to openness and transparency in its dealings with members, donors, beneficiaries and other key stakeholders, and we believe that any such surpluses should be fully applied to our charitable objectives.

Income and Expenses

Our primary source of income has been the formation Grant made by the Samaritans.

One of the key condition attached to this grant was the development of the membership model. The current centers have been notified of the level of subscriptions due and it is anticipated that these monies come through next year which will enable us to continue with our planned enhancements to the membership strategy. We will continue to review the membership income and find innovative ways to provide global value for money.

Balance sheet

We continue the policy of maintaining high levels of liquidity and access to cash. This is to fund the projects that have been specifically identified. For example we have an amount of funds available to develop the 'Twinning model' which is a specifically designated fund.

These designated funds in the balance sheet will shortly be used and it is important that we continue to spend this money for the general benefit of both members and prospective members. Due to the imminent nature of these projects we have not locked cash or investments for long periods so that we have reasonable access to liquidity and that these funds flow through the balance sheet back to the members and business schools in pursuit of our charitable objectives.

I am confident that we will continue to enhance systems and procedures to ensure the charitable objectives are met and are transparent to all.

Len Jones
Treasurer

Report of the Board of Trustees

The Board of Befrienders submits its annual report and financial statements for the year ended 28th February 2014.

Charitable Objective

To improve the emotional and mental health of people who are experiencing feelings of distress and despair and to reduce the incidences of suicide.

The organisation

Befrienders Worldwide is a body incorporated under the Companies Act 2006 as a company limited by guarantee and not having a share capital. The governing documents are the Memorandum and Articles of Association as approved by the members. It is also registered as a charity with the Charity Commission (registered number 1146717).

The Board of Trustees

Befrienders Worldwide is governed by a Board of Trustees, which comprises the Chair, Treasurer and four other board members. Since April 2014 the day to day affairs of the Charity are managed by a voluntary operational team including 7 regional co-ordinators

Members of the Board of Trustees are elected for a term of maximum 3 years, renewable for one further term on agreement of the Trustee and the Board. On appointment trustees are required to complete a register of interests and are given a Trustee Handbook that includes the Memorandum and Articles of Association. There is also a formal induction process and trustees may undertake relevant training where appropriate.

All trustees are non-executive and work for Befrienders Worldwide in a voluntary capacity. The current Chair of the Board and all trustees are listed on page 2

Principal activity

The Board of Trustees is responsible for the overall governance and strategic direction of Befrienders Worldwide. They meet regularly during the year to consider, determine and review strategy and policy and to receive reports from the Director and voluntary operational staff.

The strategy and activities of Befrienders Worldwide are based on the charitable objective to improve the emotional and mental health of people who are experiencing feelings of distress and despair and to reduce the incidences of suicide. In shaping the activities for this financial year, the Trustees have considered the Charity Commission's guidance on public benefit.

Public benefit remit

Specifically our activities include the encouragement worldwide of establishing and developing centres who specialise in our work; developing and providing education and training tools and services; identifying best practices and supporting and promoting the application of these practices by the centres; developing technological platforms for communication and improved service delivery by the centres; encouraging and promoting applicable research; establishing partnerships with other relationship organisations; and developing material for public awareness campaigns.

Results for the year

The results of the charity for the year ended 28 February 2014 are set out in the attached financial statements. A deficit of £2038 (surplus £19,727 -2013) was deducted from the accumulated fund.

Review of the financial position

The financial statements include the results of Befrienders Worldwide for the year ending 28th February 2014. Total incoming resources amounted to £63433 (2013-£94221), with a deficit of £2038

Fixed assets

At the date of the balance sheet we have not capitalised the expenditure on the website which amounted to £1026 (£9480-2013). This is because we have received Grant monies in the same period which were conditional upon the development of a website and so therefore these costs have been expended in the Statement of Financial Activities to coincide with the timing of the relevant receipt of the funds.

Reserves policy

The Board of Trustees are of the opinion that reserves should be at least at a level to ensure the charity can run efficiently and meet the needs of the membership and sustain its development. It is Befrienders Worldwide long-term objective to build the accumulated reserves to cover its running costs.

Befrienders Worldwide follows a policy to retain General funds to cover its overheads. As we develop the membership model and income becomes more predictable (outside of general fund raising) we will enhance the level of reserves to ensure we have cover for at least six months running costs. The value of the Unrestricted Funds at 28th February 2014 was £8,741 (£9939-2013) which represented 3 months of unrestricted expenditure.

A part of the Reserves are treated as Designated Funds and are set aside for specific purposes in the near future (Designated funds consist of the monies received for the 'Twinning' Project). In addition, cash and readily available funds are maintained at a level to at least meet all current liabilities at any given time.

Key risks and uncertainties

The Board assesses the risks to which Befrienders is exposed and the mitigation plans in place in order to minimise potential risk.

Risks reviewed cover four key areas:

- Governance – covers all aspects of trustee activities, strategy, Charitable Purpose/Public Benefit and the Memorandum and Articles of Association
- Operational activities – covers delivery of Befrienders core activities, day to day operations, health & safety, HR activities
- Finance – covers all aspects of financial risk
- External environment changes and development – covers competitor activities, changes in the operating environment, changes within the Befriender's stakeholder groups.

Investments

Befrienders Worldwide will seek to maximise the return on assets while not making investments that could put the Company at significant risk.

At present all cash is held on current account due to the impending nature of the projected expenditure. The Board anticipates raising additional income in order to meet its charitable objectives and eventually to be in a position whereby it has sufficient funds to invest, bearing in mind that the Trustees are mindful that any surpluses are used for the benefit of the membership

Financial outlook

The budget for the coming year will show we are committed to allocating resources to invest in the necessary infrastructure changes to deliver our five year strategy. Caution and prudence are the hallmarks of the current financial plan in view of the continuing challenging economic climate.

Going concern

The Board confirms that, after making appropriate enquiries, it has a reasonable expectation that Befrienders Worldwide has adequate resources to continue in operational existence for the foreseeable future and has assets to fulfil all obligations. For this reason, it continues to adopt the going concern basis in preparing these financial statements.

Statement of directors' responsibilities for the financial statements

Company law requires the directors to prepare financial statements for each financial year. Under that law the directors have elected to prepare the financial statements in accordance with United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice). The financial statements are required by law to give a true and fair view of the state of affairs of the Befrienders Worldwide and of the surplus or deficit for that period. In preparing those financial statements, the directors are required to:

- select suitable accounting policies and then apply them consistently;
- make judgements and estimates that are reasonable and prudent; and
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Charity will continue in business.

The directors are responsible for keeping adequate accounting records that 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 Companies Act 2006. They are also responsible for safeguarding the assets of the Charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The directors are responsible for ensuring that the report of the Board of Trustees and other information included in the Annual Report is prepared in accordance with applicable law and United Kingdom Generally Accepted Accounting Practice. The directors are responsible for the maintenance and integrity of the corporate and financial information on the Charity's website.

Small company provisions

This report has been prepared in accordance with the special provisions for small companies under Part 15 of the Companies Act 2006.

**INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF BEFRIENDERS WORLDWIDE CHARITABLE COMPANY
FOR THE YEAR ENDED 28TH FEBRUARY 2014**

I report on the accounts of the company for the year ended 28th February 2014, which are set out on pages 11 to 16

Respective responsibilities of trustees and examiner

As explained more fully in the Trustees' responsibility Statement set out on page 10, the trustees(who are also the directors of the charity for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view. The Trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is required.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, 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 Commission under section 145(5)(b) of the 2011 Act; and
- To state whether particular matters have come to my attention.

Basis of Independent Examiners report

My examination was carried out in accordance with the general directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records.

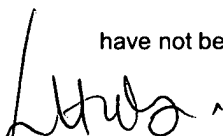
It also includes consideration of any unusual items or disclosures, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a 'true and fair ' view and the report is limited to those matters set out in the statement below.

Independent Examiners Statement

In connection with my examination, no matter has come to my attention which gives me reasonable cause to believe that in any material respect the requirements;

- a. To keep records in accordance with section 386 of the Companies Act 2006;
- b. And to prepare accounts which accord with the accounting records, comply with the accounting requirements of section 396 of the Companies Acts 2006 and with the principles of the Statement of Recommended Practice Accounting and Reporting by Charities;

have not been met.



Signed

Louise Hudson F.C.C.A A.C.A
Lower Berghill Farm, Whittington,
Oswestry, Shropshire, SY11 4PD
Date: 12 November 2014

BEFRIEDNDERS WORLDWIDE
STATEMENT OF FINANCIAL ACTIVITIES
(Incorporating Income and Expenditure Account)

(Incorporating Income and Expenditure Account)					Year ended 28 February 2013
for the year ended 28 th February 2014		General Fund	Designated Fund	28 th February 2014	
	Note	£	£	£	£
Incoming resources					
Incoming resources from generated funds					
Grants received		63333		63333	81133
Donations		100	0	100	13288
Incoming Resources from Charitable Activities					
Research		0	0		0
Membership		0	0		0
Total Incoming Resources		63433	0	63433	94421
Resources expended					
Cost of generating funds					
Regional Conferences		14711		14711	12968
Charitable activities					
Membership activities and services		0		0	0
Other		48018		48018	49239
Charitable activities	4	62729	-	62729	62207
Governance	4	2742		2742	12487
Total resources expended		65471		65471	74694
Net Incoming Resources before transfers					
Transfers to Designated funds	11	(2038)	0	(2038)	19727
Other recognised profit(loss) on investments		0	0	0	19727
Net Movement in Resources for the year					
Accumulated Fund B/Fwd at 24th February 2013		9939	9788	19727	0
Accumulated Fund C/Fwd at 28th February 2014		7901	9788	17689	19727

All operations detailed above are continuing and there have been no recognised gains or losses other than those included above.

The notes on pages 13-16 form part of these financial statements.

BEFRIENDERS WORLDWIDE
BALANCE SHEET
As at 28th February 2014

		28 th February 2014	28 th February 2013
	Note	£	
Tangible Fixed Assets		0	0
Investments		0	0
		<u>0</u>	<u>0</u>
Current Assets			
Debtors	8	600	,500
Cash at bank and in hand		17928	20067
		<u>18528</u>	<u>20567</u>
Creditors and deferred income	9		
Amounts falling due within one year		839	840
		<u>17689</u>	<u>19727</u>
Net Current Assets			
		<u>17689</u>	<u>19727</u>
Total Net Assets			
		<u>17689</u>	<u>19727</u>
Reserves	11		
General Fund		7901	9939
Designated Funds		9788	9788
		<u>17689</u>	<u>19727</u>

The financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

For the period ended 28 February 2014 the company was entitled to exemption under section 477 of the Companies Act 2006 relating to small companies.

The trustees have not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts:

Approved by the Board Trustees
and signed on its behalf by

Martin Taylor
Martin Taylor – Chair

12 November 2014

Len Jones
Len Jones – Treasurer

Notes to the Financial Statements

1. Organisation

Befrienders Worldwide is incorporated under the Companies Act 2006 as a company limited by guarantee and not having a share capital. Under the terms of the guarantee the Company's members may be liable to pay a sum not exceeding £1 each in the event of a winding up.

2. Accounting Policies

a) Convention

The financial statements have been prepared under the historical cost convention and in accordance with applicable accounting standards and the 2005 Statement of Recommended Practice 'Accounting and Reporting by Charities' and the Charities Act 2011.

The financial statements have been prepared on the going concern basis. Further details on the assessment made are given in the Report of the Trustees.

b) Membership subscriptions

Annual Individual Membership subscriptions are recognised on a receipts basis. At the date of this report the Board are considering the charges to be made in respect of Membership and these will be accounted for on a receipts basis as they arise.

c) Expenditure

Expenditure headings include an allocation of staff salaries and associated costs based upon an assessment of time spent. Similarly, a proportion of establishment and facilities costs is also allocated based upon a formula that reflects the usage of such resources by the various sectors of the organisation. Governance costs represent the allocation of staff time and associated costs spent in managing and administering the Charity.

d) Cash flow statement

Under the provisions of Financial Reporting Standard No. 1, issued by the Accounting Standards Board, the company is not required to produce a Cash Flow Statement.

e) Leases

Rentals payable under operating leases are charged to the Statement of Financial Activities on a straight line basis over the terms of the leases.

f) Designated funds

Designated funds are those which the trustees have set aside for particular future purposes. These funds form part of the unrestricted funds and can be used at the discretion of the trustees.

3. Activity

All the incoming resources arise from the UK and the total is analysed as follows:

Grants	99.85%
Twinning Income	0%
Donations	0.15

4. Expenditure Analysis

				Year ended 28 February 2014
	Staff Costs £	Other £	Direct Costs £	Total £
Charitable activities				
Membership activities				
Other	42218	14711	5800	62729
Governance costs	2742			

All direct costs are attributed to the relevant cost centres. Staff costs are apportioned on the basis of time spent by staff directly engaged in the relevant activities in furtherance of the objects of the Charity.

The expenditure shown above includes:

	Year ended 28 th February 2014 £
Property lease	5190
Trustees reimbursed expenses	748

5. Employees and Directors

The average number of staff employed during the year was 1.

	Year ended 28 th February 2014 £
Wages and salaries	37500
Social Security costs	4718
Pension costs	0
Medical scheme	0
Total staff emoluments	42218

Employees and Directors (continued)

One employee was employed and was paid in excess of £35000 for the year :

No trustee or person related or connected by business to them, has received any remuneration from the charity during the year

During the year, the total expenses reimbursed to the trustees amounted to £748

This primarily represents reimbursed travelling expenses incurred in attending trustees' meetings and the cost of meetings, training and induction expenses. In addition, the Charity has a professional indemnity insurance policy, which includes cover for the trustees. The annual premium payable is £502.

6. Taxation

The Association has charitable status and is exempt from Corporation Tax.

7. Tangible Fixed Assets

There were no Tangible fixed asset acquisitions during the period under review

8. Debtors

28th February 2014

Cash Floats	500
Sundry debtors	100

600

9. Creditors and Deferred Income

28th February 2014

Creditors

Accruals and deferred income	840
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840

10. Operating Lease Commitments

At the period end, the company was committed to make the following payments during the next year in respect of operating leases.

	Year ended 30 September 2014 Land and Buildings £
Leases which expire: Within one year	0

Rental costs in respect of operating leases are charged to the statement of financial activities on a straight-line basis over the term of the leases.

11. Funds

	Total	General Fund	Designated Twinning Fund
	£	£	£
Balance at 28 th February 2013	19727	9939	9788
Movement in funds for the year	-2038	-2038	0
Balance at 28th February 2014	17689	7901	9788

The General fund represents the free funds of the charity, which are not designated for specific purposes.

Designated funds

The Twinning Fund is intended to provide for the global expansion of centres and encourage relationships with developing centres and existing centres for their mutual benefit.