

# SAMARITANS OF EXETER MID AND EAST DEVON

England & Wales · Charity number 1165042

## Details

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**Status** Registered

**Legal form** CIO

**Company number** [CE005971](#)

**Registered** 2016-01-05

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

## Contact

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**Address** Samaritans  
10 Richmond Road  
Exeter  
EX4 4JA

**Phone** 01392 496649

**Email** [director@exetersamaritans.org](mailto:director@exetersamaritans.org)

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

## Activities

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**Objects:** 1) TO ENABLE PERSONS IN EXETER, MID AND EAST DEVON 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;2) 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; AND3) TO COLLABORATE WITH AND SUPPORT SAMARITANS CENTRAL CHARITY AND ITS AFFILIATED BRANCHES IN FULFILLING THESE OBJECTS.

**Activities:** Samaritans is a registered charity aimed at providing emotional support to anyone in emotional distress, struggling to cope, or at risk of suicide throughout the United Kingdom and Ireland

## 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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- Devon

## Finances

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Period end	Income	Expenditure	Assets	Employees
2025-03-31	£152,554	£107,574	-	-
2024-03-31	£132,340	£96,085	-	-
2023-03-31	£121,130	£118,085	-	-
2022-03-31	£129,973	£92,609	-	-
2021-03-31	£48,522	£41,925	-	-

## Trustees

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Name	Role	Appointed
Graham Harvey		2024-07-15
Helen Crossfield		2022-09-06
Lucy Neal		2023-09-01
Tony Fripp		2022-09-06
Veronica Davies		2020-08-27

## Linked charities

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- THE SAMARITANS OF EXETER, MID & EAST DEVON (1165042-1)

**SAMARITANS OF EXETER MID AND EAST DEVON**

England & Wales - Charity number 1165042

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# Accounts

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## Samaritans of Exeter, Mid and East Devon

### Consolidated Income & Expenditure Account for the 12 Months to 31st March 2025

	<u>2024-25</u>	
<b>INCOME</b>		
Legacies, Donations & Collections (inc Gift Aid)	37,445	
Grants	0	
Bank Interest	72	
Prison - NOMS Grant (Restricted)	4,836	
Investment Income	<u>7,676</u>	
		50,029
Shop Turnover	<u>102,525</u>	
		<u>102,525</u>
<b>Total Income</b>		<b><u><u>152,554</u></u></b>
<b>EXPENDITURE</b>		
Bus Rates, Water & Insurance	3,805	
Light & Heat	2,530	
Phone, Internet & IT	8,606	
Housekeeping - Cleaning, Waste Collection, etc	2,602	
Repairs & Maintenance	9,010	
Travel Expenses (Volunteers)	5,186	
Volunteer Welfare - Refreshments, etc	1,829	
Celebration Events	1,489	
Publicity & Service Promotion (inc Outreach)	895	
Recruitment & Training	450	
Branch & Region Contributions	7,089	
Office - Stationary, Postage, etc	522	
Fees & Bank Charges	60	
Other Expenditure	149	
Prison - NOMS Expenditure (Restricted)	<u>3,111</u>	
		47,333
Depreciation of Equipment, etc	<u>1,336</u>	
		1,336
Shop Cost of Sales	13,763	
Shop Expenditure	<u>45,143</u>	
		<u>58,906</u>
<b>Total Expenditure</b>		<b><u><u>107,574</u></u></b>
<b>Surplus / (Shortfall) transferred to / (from) Accumulated Fund</b>		<b><u><u>44,980</u></u></b>

### Balance Sheet as at 31st March 2025

#### **ACCUMULATED FUNDS**

As at 1st April 2024		551,816
Surplus / (Shortfall) of Income over Expenditure		44,980
As at 31 March 2025		<u>596,796</u>

**Represented by -**

Premises - 10 Richmond Road	338,060	
Fixtures & Fittings	4,009	
<b>FIXED ASSETS</b>		<b>342,069</b>

**Current Accounts**

CAF Bank - No 1 Account	15,832	
CAF Bank - No 2 Account (Shop_	45,952	
Nat West	21,385	
Nat West - Collection Account	301	
	<u>83,470</u>	

**Investment Accounts**

COIF - Charities Deposit Fund	4,044	
Cambridge and Counties - 120 Day Notice Account	58,400	
Hampshire Trust - 1 Year Business Bond	82,722	
Charity Bank - 40 Days Notice Account	26,091	
	<u>171,257</u>	
	254,727	

Debtors and Prepayments	0	
	<u>0</u>	

<b>CURRENT ASSETS</b>		<b>254,727</b>
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Creditors and accrued expenses	0	
	<u>0</u>	

<b>CURRENT LIABILITIES</b>		<b>0</b>
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<b>NET CURRENT ASSETS</b>		<b>254,727</b>
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<b>TOTAL NET ASSETS before long term liability</b>		<b>596,796</b>
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<b>LIABILITIES more than one year</b>		<b>0</b>
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<b>TOTAL NET ASSETS</b>		<b>596,796</b>
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Check 0

**Notes to the Accounts**

**Fixed Assets**

Freehold property - 10 Richmond Road	338,060	
Improvements and alterations in year at cost		
	<u>338,060</u>	

Equipment, Furnishings etc		
Purchased 1st January 1991 to 31st March 2024	42,683	
Less: Depreciation to 31.03.24	37,696	
Written Down Value B/Fwd	4,987	
Purchased in year	358	
	<u>5,345</u>	

Depreciation in year	1,336	
Written Down Value C/Fwd		4,009
<b>Total Fixed Assets</b>		<b><u>342,069</u></b>

The title to the Freehold Property is held by the Samaritans as Custodian Trustees.  
The Branch is subject to a Trust Deed in respect of the premises.

Depreciation on Equipment & Furnishings is calculated at 25% of written down value

**Treasurer's Statement**

These accounts have been prepared on a 'Receipts & Payments Accounts' basis and they represent a true and accurate account of the organisations financial position.

Signature: G Harvey Date: 01.06.25

Name: Graham Harvey

Qualification(s): ACIB

**Independent Examiner's Statement**

To the Trustees of The Exeter, Mid and East Devon Samaritans on the accounts for the twelve months ended 31st March 2025

I have examined the information provided and can confirm that the accounts, as presented, represent a true and accurate account of the organisations financial position.

I confirm that, during the course of my examination, no matters of concern have come to my attention.

Signature: M Palfrey Date: 30.06.25

Name: Michael Palfrey

Qualification(s): ACIB, DipFA, CeMAP, AWPETR

**2023-24**

23329

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132340

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551815

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551815

**SAMARITANS OF EXETER MID AND EAST DEVON**

England & Wales - Charity number 1165042

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# Accounts

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## Director's Report 2023 – 2024

Well, nearly a year already. Your new Leadership team took over last August, and now as we head into July it's a great year to look back on.

Mel, our last Director, gave us all a lovely handover, and has always been there to answer questions and support our activities. Thanks so much Mel.

On a sad note, before I move on to the positives, I just wanted to remember Dave 1 who so sadly died suddenly in late December. Dave with his wife Louise was a long standing listening volunteer and leader, and led our Education Outreach team. Many of you will remember Dave as your trainer too. We hope Louise will be able to return to us soon, and thank them both for all they have done for the Branch. Just over a week ago Ann Pearce-Mariner also died. While many of you did not know her, our Training room is named after her following her long service to the Branch in many roles.

A key summary for you all – in the last 12 months we answered 30,480 calls and 706 chats. So looking at the number of active listening volunteers (there are always a few of us on holiday or taking a few weeks off) we've talked to 280 callers each, and our chatters have spoken to 29 callers each. Thank you so much from our callers.

Your Branch Leadership Team (BLT), particularly the two Vice Directors Gill and Tony have done so much over the year to keep the Branch happy and effective. Gill as Vice Director for Volunteers has initiated and developed our relationship with Samaritans Training School. This year all our New Samaritans core training has been done on-line centrally. We learned how to ensure these new volunteers felt part of Exeter Branch from the start, with meetings with the training team, our New Sams mentoring co-ordinator Ralph, and where possible their mentors, from day 1.

Tony Vice Director Operations has had a wide range of areas to co-ordinate. There's the prison under the leadership of Rob, facing the usual issues at Exeter Prison of a constantly changing team of Listeners, but with a great team spirit there, and such empathy with prisoners' challenges. The building with the key support of Chris 1 always needs some work, but nothing major this year so far – thanks Chris! There are on-going legal meetings with the owners of the Sidmouth Shop building which Tony is leading, and Tony also wrote to our neighbours in Richmond Road to discourage those thinking our car parking spaces were for them!

Roger our Treasurer and Secretary has ensured our Accounts are within budget and financially correct. I've learned so much this year about how the Branch functions and how we pay our suppliers and partners. Thanks so much Roger. We are showing a healthy position this year and looking forward to similar stability in 2024 – 2025. After nine years in these roles Roger is taking a year out and we'll come back to that later in this meeting.

Helen 3 is just great! She works so hard in the background on fund-raising and governance. She led, with Sarah, our very effective Brew Monday, way back in January. She has taken on the interim role of Outreach DD, leading the teams that work with schools and the university, and give talks to other organisations about Samaritans. Helen is always there for help and support, bringing a wealth of knowledge from her own wide experience.

Gary as I'm sure you all know leads Volunteer Support, the volunteers in our Branch who support all of us when we need it. Gary and his team have had a really busy year – ensuring as many of us as possible completed the Volunteer Voice survey (as a Branch we had almost the best response rate!), planning and carrying out our lovely party to celebrate Exeter's 60 years as a Samaritans Branch, and of course being there as a listening ear for all of us.

Jeannett leads our Rota Team. Thanks to you all for taking shifts and being so flexible, but I'm sure you've seen how hard the Rota Team work to fill gaps, sometimes with only a few hours' notice. We've added another Chat Shift and a Night Shift since last year and we're still filling them and showing ourselves to be one of the top branches in the country.

And then Lucy. The shop is such a lovely place, happy volunteers (more than 25 of them now!), beautiful layout, lots of lovely items, and they make money! Lucy is there most days and still finds time to do Listening shifts, and her volunteers keep telling me how wonderful she is. Some of our shop volunteers also do listening shifts, so many thanks to you all.

Nick is our BHLO (Branch Hub Liaison Officer) with Lisa working with him to ensure we support our more challenging callers effectively, and that we know how to use the Caller Support and Safeguarding Hubs when we need to. Sadly, but rightly, Nick has resigned from the BLT to have enough time for life including family and grandchildren. We'll miss your input Nick, but are so happy to still have you as BHLO.

Our new BLT member is Ryan, leading the EDI (Equity, Diversity, Inclusion) initiative. Welcome Ryan!

So just to finish with other changes in the Branch this year.

Our special thanks to Steven for all his years supporting the Branch's IT. Given all the change that is happening in this area, we now have a company supporting our IT. We did a formal selection process last year, and Tony and Helen and myself selected a small flexible company to work on the move to VoIP and the Listening Centre (replacing Link), and to support our day to day IT.

We have put forward our Branch to take on Email callers again. We don't have a timescale for this yet, but will keep you informed.

Early this year we had a Branch Quality Audit, always held in the first year of a new director. We think it went really well, with a lot of positives about how we run the Branch, and some agreed plans for our three years including some of the activities included above (additional shifts and taking on Email). Our other key plans are enlarging the prison team, which Rob is

already working on; Tony is leading the team looking at how we use the building; Helen, with Rod leading Schools Outreach, is ensuring we focus on all aspects of Outreach; and we will be building up Ryan's EDI team.

So thank you all so much for everything you do, we need you all. And here's to 2024 – 2025.

Anna

**SAMARITANS EXETER MID & EAST DEVON**  
**STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2024**

	Unrestricted Funds 2023/24	Restricted Funds 2023/24	All Funds 2023/24	All Funds 2022/23
<b>Incoming Resources</b>	£	£	£	
Incoming Resources from Generated Funds				
Voluntary Income				
Donations	8504		8504	7728
Gift Aid	2292		2292	782
Collections	2337		2337	3599
Legacies	1000		1000	0
Grants	3450	2140	5590	13730
Total Voluntary Income	<u>17583</u>	<u>2140</u>	<u>19723</u>	<u>25839</u>
Activities for generating funds				
Shop	103492		103492	79477
Investment Income & interest	3379		3379	1226
Total Incoming Resources from Generated Funds	<u>106871</u>		<u>106871</u>	<u>80703</u>
Incoming Resources from Charitable Activities				
Training	0		0	0
Other	5746		5746	14589
Total Incoming Resources from Charitable Activities	<u>5746</u>		<u>5746</u>	<u>14589</u>
Other Incoming Resources			0	0
Total Incoming Resources	<u><u>130200</u></u>	<u><u>2140</u></u>	<u><u>132340</u></u>	<u><u>121131</u></u>

<b>Resources Expended</b>				
Cost of Generating Funds				
Fundraising costs	66864	0	66864	71643
	<u>66864</u>	<u>0</u>	<u>66864</u>	<u>71643</u>
Net incoming resources available for charitable purposes	<u>63336</u>	<u>2140</u>	<u>65476</u>	<u>49488</u>
Charitable Expenditure				
Outreach	356	0	356	506
Advertising and Service Promotion	525	0	525	639
Phone lines	3673	0	3673	2151
Recruitment & Training costs	1325	0	1325	2433
Volunteer expenses	4250	2140	6390	5539
Printing, Stationery & Postage	876	0	876	1375
Premises	13274	0	13274	14465
Insurances	1206	0	1206	1167
Branch contribution	1498	0	1498	8013
Total Charitable Expenditure	<u>26983</u>	<u>2140</u>	<u>29123</u>	<u>36288</u>
Governance costs	97	0	97	10153
Total Resources Expended	<u><u>93944</u></u>	<u><u>2140</u></u>	<u><u>96084</u></u>	<u><u>118084</u></u>
<b>Net Income (Expenditure) for the Year</b>				
Other recognised Gains and Losses	0	0	0	0
Net Movement in Funds	36255	0	36255	3045
Balances brought forward at 31.03.23	515561	0	515561	512516

Balances carried forward at 31.03.24	<u>551816</u>	<u>0</u>	<u>551816</u>	<u>515561</u>
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**SAMARITANS EXETER MID & EAST DEVON  
BALANCE SHEET AS AT 31 MARCH 2024**

	£ 2023/24	£ 2023/24	£ 2022/23	£ 2022/23
<b>Fixed Assets</b>		343047		343372
<b>Investments</b>		163580		110201
Current Assets				
Debtors	1251		1206	
Cash at Bank	<u>51946</u>		<u>61837</u>	
	53197		63043	
Creditors due within one year	<u>8008</u>		<u>1055</u>	
<b>Net Current Assets</b>		45189		61988
<b>Net Assets</b>		<u>551816</u>		<u>515561</u>
<b>Represented by:</b>				
General Fund	551816		503205	
Restricted Fund	<u>0</u>		<u>12356</u>	
<b>Total Funds</b>		<u>551816</u>		<u>515561</u>

Approved by the Board of Trustees on 11 July 2024 and signed on its behalf by:

Director *Veronica Davies*

Treasurer

*Roger Randall*

## NOTES TO THE ACCOUNTS

### TWELVE MONTHS ENDED 31 MARCH 2024

- 1 1.1 The Accounts have been prepared on the basis of historic cost in accordance with Accounting & Reporting by Charities - Statement of Recommended practice (SORP 2005) and with Financial Reporting Standards for Smaller Enterprises (FRSSE) and also the Charities Act 1993.

1.2 There has been no change to the accounting policies since last year

	<u>2023/24</u>	<u>2022/23</u>
<b>2 Fixed Assets</b>		
7.1 Freehold property - 10 Richmond Road, Exeter	338060	305377
Improvements and Alterations in year - At cost	<u>0</u>	<u>32683</u>
	<b>338060</b>	<b>338060</b>
7.2 Equipment, Furnishings, etc. purchased		
1st January 1991 to to 31st March2023	42425	39183
Purchased in Year	<u>258</u>	<u>3242</u>
	42683	42425
<b>Less:</b> Depreciation to 31.03.23	37114	
Depreciation in year	582 <u>37696</u>	<u>37114</u>
	4987	5311
<b>Total Fixed Assets</b>	<b><u>343047</u></b>	<b><u>343371</u></b>

- 3 As part of the restructuring of the national Samaritans organisation, on 1 April 2016, the assets liabilities and activities of Samaritans of Exeter, Mid and East Devon ("the Charity") were transferred to a new Charitable Incorporated Organisation (CIO), Samaritans of Exeter, Mid and East Devon, registered number 1165042. The transfer to the new CIO had no effect on the operations of the branch.
- The Charity has become a dormant charity, called Samaritans of Exeter, Mid and East Devon, and is linked to the new charity. As a linked charity, separate accounts for the Charity will no longer be prepared.

**Independent Examiner's Statement  
to the Trustees of The Exeter, Mid and East Devon Samaritans  
On the accounts for the twelve months ended 31 March 2024**

**Independent Examiner's Statement**

In the course of my examination, no matter has come to my attention:

(1) which gives me reasonable cause to believe that in, any material respect, th

• to keep accounting records in accordance with Section 41 of the Act

(1) which gives me reasonable cause to believe that in, any material respect, the

- to keep accounting records in accordance with Section 41 of the Act; and
- to prepare accounts which accord with the accounting records and comply with the requirements of the 1993 Act;

have not been met; or

(2) to which, in my opinion, attention should be drawn in order enable a proper  
accounts to be reached.

A handwritten signature in black ink, consisting of two distinct parts. The left part is a stylized, elongated shape with a pointed end. The right part is a more complex, angular shape with a small peak at the top and a sharp downward stroke.

**M Hayes FCIB, 2B Pennsylvania Park, Exeter EX4 6HB -**

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2 JUNE 2024

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**Independent Examiner's Statement  
to the Trustees of The Exeter, Mid and East Devon Samaritans  
On the accounts for the twelve months ended 31 March 2024**

**Independent Examiner's Statement**

In the course of 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 41 of the Act; and
- to prepare accounts which accord with the accounting records and comply with the accounting requirements of the 1993 Act;

have not been met; or

(2) to which, in my opinion, attention should be drawn in order enable a proper understanding of the accounts to be reached.

A handwritten signature in black ink, consisting of several fluid, connected strokes.

M Hayes FCIB, 2B Pennsylvania Park, Exeter EX4 6HB -

2 JUNE 2024

**SAMARITANS OF EXETER MID AND EAST DEVON**

England & Wales - Charity number 1165042

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# Accounts

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# Directors Report 2022-23

This is my last AGM as Director and by September a new Branch Leadership Team will be in place, so it's an exciting time for the branch.

The renovations in our basement are now finished and it is a really functional and pleasant space to work in. Graham3 and his team have turned out course after course of amazing new volunteers for the branch, and I'd like to thank them for their patience during the renovations. A few years ago we extended the training basement and this new work builds on that. We've named the extra room that's been created "Peter's Room", in honour of both Peter 3 who has done so much hard work behind the scenes and also Peter2, our longest serving volunteer who has clocked up over 50 years.

Our volunteers continue their fantastic work supporting our callers. In the last year, they've responded to over 29,000 phone calls and 679 instant chats. Maintaining the rota is never easy, but our Rota Team, led by Barbara, has risen to the challenge and minimised our closure rate. It is never easy closing a shift, particularly at night when our service is vital for many desperate callers and the team has done their utmost to keep us open.

We have the honour of having the SW Regional Director in our branch, so John handed on Outreach to Sarah, who took over as Deputy Director in this role. In January's Brew/Monday we dispensed tea bags at 7 stations and we've also attended festivals, raising awareness at Bloom, Respect and Honiton Show. Our Prison Team continue to support HMP Exeter and the team continues to show compassion and commitment to training listeners.

And our Education Team, started by Tim and now headed up by Louise and Dave has done an amazing job. They've done outreach work in Exeter, Honiton, Exmouth and Dawlish Colleges. Vital work in raising awareness amongst young people and teachers at a time when life can be so difficult for those people.

We were fortunate enough to benefit from grants and donations from John Lewis, the Lions Club of Sidmouth and the Exeter Crematorium, SWRR and Khif, as well as donations from generous individuals. We also benefitted from supermarket collections, raising over £3,500 and sponsorship via Enthuse raised a further £8300.

And we must not forget the income from our Sidmouth shop which has been incredible. Lucy and her fantastic team of shop volunteers have worked so hard to maximise income from the shop and gallery. This year has been a period of reinvestment and next year we should see even more positive results. As well as being a revenue stream though, the shop has also been remodelled to include a multi functional space which there are exciting plans for. It was always our shared vision that the shop was not just a money making venture, we wanted to add real value to Sidmouth High Stret, and I'm proud to say I think we've done that.

## Contact Us

### Branch Address

Samaritans  
Exeter Mid & East Devon Branch  
10 Richmond Road  
Exeter EX4 4JA

### Telephone

116123 (free to callers)

### Email

jo@samaritans.org

### Website

www.exetersamaritans.org

## Who's Who

### Trustees

V. Davies  
D. French  
P. Kurnik  
R. Randall  
M. Whittock

### Independent Examiner

M. Hayes FCIB

**Incoming Resources**

	2022/23	2021/22
Incoming Resources from Generated Funds		
Voluntary Income		
Donations	7728	9344
Gift Aid	782	2992
Collections	3599	2346
Legacies	0	1000
Grants	13730	22944
Total Voluntary Income	25838	38626
Activities for generating funds		
Shop and On-line	79477	82643
Investment Income & interest	1226	1045
Total Incoming Resources from Generated Funds	80703	83688
Incoming Resources from Charitable Activities		
Training	0	0
Other	14589	7659
Total Incoming Resources from Charitable Activities	14589	7659
Other Incoming Resources	0	0
Total Incoming Resources	121130	129973
<b>Resources Expended</b>		
Cost of Generating Funds		
Fundraising costs	142	0
Net incoming resources available for charitable purposes	142	0
Charitable Expenditure	120988	129973
Outreach	506	733
Advertising and Service Promotion	639	2406
Phone lines	2151	2428
Recruitment & Training costs	2433	815
Volunteer expenses	5539	6987
Printing, Stationery & Postage	1375	964
Premises	14465	26607
Insurances	1167	940
Shop and on-line	71501	37848
Branch contribution	8013	12751
Total Charitable Expenditure	107790	92479
Governance costs	10153	131
Total Resources Expended	118085	92610

**Net Income** (expenditure) for the year

	2022/23	2021/22
Other recognised Gains and Losses	0	0
Net Movement in Funds	3045	37364
Balances brought forward at 31.03.21	512516	475152
Balances carried forward at 31.03.22	515561	512516

**Balance Sheet** as at 31 March 2023

	2022/23	2021/22
Fixed Assets	343371	308136
Investments	110201	108975
Current Assets		
Debtors	1206	1167
Cash at Bank	61837	99138
Creditors due within one year	63043	100305
Net Current Assets	1055	4900
Net Assets	61988	95404
Represented by:	515561	512516
General Fund	503205	500064
Restricted Fund	12356	12452
Total Funds	515561	512516

**Independent Examiner's Statement**

In the course of 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 41 of the Act; and
  - to prepare accounts which accord with the accounting records and comply with the accounting requirements of the 1993 Act;
- 2 have not been met; or
  - to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

— M Hayes FCIB, 2B Pennsylvania Park, Exeter EX4 6HB – 15 May 2023.

	2022/23	2021/22
<b>Incoming Resources</b>		
Incoming Resources from Generated Funds		
Voluntary Income		
Donations	7728	9344
Gift Aid	782	2992
Collections	3599	2346
Legacies	0	1000
Grants	13730	22944
Total Voluntary Income	25838	38626
Activities for generating funds		
Shop and On-line	79477	82643
Investment Income & interest	1226	1045
Total Incoming Resources from Generated Funds	80703	83688
Incoming Resources from Charitable Activities		
Training	0	0
Other	14589	7659
Total Incoming Resources from Charitable Activities	14589	7659
Other Incoming Resources	0	0
Total Incoming Resources	121130	129973
<b>Resources Expended</b>		
Cost of Generating Funds		
Fundraising costs	142	0
Net incoming resources available for charitable purposes	142	0
Charitable Expenditure	120988	129973
Outreach	506	733
Advertising and Service Promotion	639	2406
Phone lines	2151	2428
Recruitment & Training costs	2433	815
Volunteer expenses	5539	6987
Printing, Stationery & Postage	1375	964
Premises	14465	26607
Insurances	1167	940
Shop and on-line	71501	37848
Branch contribution	8013	12751
Total Charitable Expenditure	107790	92479
Governance costs	10153	131
Total Resources Expended	118085	92610

**Net Income** (expenditure) for the year

	2022/23	2021/22
Other recognised Gains and Losses	0	0
Net Movement in Funds	3045	37364
Balances brought forward at 31.03.21	512516	475152
Balances carried forward at 31.03.22	515561	512516

**Balance Sheet** as at 31 March 2023

	2022/23	2021/22
Fixed Assets	343371	308136
Investments	110201	108975
Current Assets		
Debtors	1206	1167
Cash at Bank	61837	99138
Creditors due within one year	63043	100305
Net Current Assets	1055	4900
Net Assets	61988	95404
Represented by:	515561	512516
General Fund	503205	500064
Restricted Fund	12356	12452
Total Funds	515561	512516

**Independent Examiner's Statement**

In the course of my examination, no matter has come to my attention:

- which gives me reasonable cause to believe that in, any material respect, the requirements
  - to keep accounting records in accordance with Section 41 of the Act; and
  - to prepare accounts which accord with the accounting records and comply with the accounting requirements of the 1993 Act;
- to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.
 

— M Hayes FCIB, 2B Pennsylvania Park, Exeter EX4 6HB – 15 May 2023.

**SAMARITANS OF EXETER MID AND EAST DEVON**

England & Wales - Charity number 1165042

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# Accounts

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# Annual Report

Last year we opened our charity shop in Sidmouth, which was a leap into unknown territory. However, I am happy to say that our shop has been an enormous success and has contributed a really valuable funding stream to our branch, helping ensure that we can continue to offer emotional support to those in need. We are grateful to the dedicated band of support volunteers in the shop. It is my ultimate goal to use the shop for face-to-face contact with the distressed, and this is very much on our radar for the forthcoming year.

This year we've also undertaken significant damp remedial work and remodelling in our training basement, meaning new volunteers will have a pleasant environment to start their Samaritan journey in. The training team put in long hours and I'm so glad they have an attractive space to work in now. Thanks to Peter3 for his hard work which enabled both these projects to happen.

The Branch Leadership Team, our Leaders, Mentors, and all the other teams continue to be amazingly supportive. Certificates for some of our longest standing branch members will be handed out, but from the newest to the longest serving, all our volunteers have demonstrated enormous support both for our callers and their fellow volunteers. Our branch is nothing without our volunteers, who give their time freely and gladly.

During 2021-22 the volunteers in our branch responded to a total of 27,787 telephone calls, 2,689 Emails, and 941 Online Chats. It's been a really challenging year with first Covid and then the aftermath which led to many volunteers changing careers, and moving on. However, our indefatigable Rota Team has risen to that challenge and worked so hard to fill gaps on the rota and prevent shift closures where possible, enabling us to be there for our callers when we are most needed, particularly at night.

We've been able to pick up our awareness raising and Outreach opportunities thanks to John, DD for Outreach. We took part in Brew Monday, handing out teabags and leaflets at seven stations across our patch. We were at the Respect Festival in Exeter and Phoenix's Bloom event in Mental Health Awareness Week, as well as other events. Our prison team, led by Lucy, goes into HMP Exeter regularly and trains Listeners within the prison. We also have an enthusiastic Education Team led by Tim, actively promoting Samaritans to younger people.

We were fortunate enough to benefit from grants from Arnold Clark, the Co-Op, EDDC, Groundwork UK, GWR, the Jamieson Bystock Foundation, the Norman Foundation Charitable Trust, Pears, and Tesco's, as well as donations from generous individuals. We also benefitted from supermarket collections, thanks to the continued efforts of volunteer collectors.

As we go forward and look to 2023, it feels like an optimistic time for our branch. Covid has not made things easy, but we've pushed ahead and will continue to do so as new opportunities arise.

## Contact Us

### Branch Address

Samaritans  
Exeter Mid & East Devon Branch  
10 Richmond Road  
Exeter EX4 4JA

### Telephone

116123 (free to callers)

### Email

jo@samaritans.org

### Website

www.exetersamaritans.org

### Visit

The Centre welcomes visitors  
between 10.30am and 9.00pm.  
No appointment is necessary.

## Who's Who

### Trustees

V. Davies  
D. French  
P. Kumik  
R. Randall  
M. Whittock

### Independent Examiner

M.Hayes FCIB

## Samarathon Celebration

# SAMARITANS

## Exeter, Mid & East Devon

**Incoming Resources**

	2021/22	2020/21
Incoming Resources from Generated Funds		
Voluntary Income		
Donations	9344	4673
Gift Aid	2992	0
Collections	2346	101
Legacies	1000	3766
Grants	22944	25041
Total Voluntary Income	38626	33581
Activities for generating funds		
Shop and On-line	82643	4062
Investment Income & interest	1045	1706
Total Incoming Resources from Generated Funds	83688	5768
Incoming Resources from Charitable Activities		
Training	0	0
Other	7659	9173
Total Incoming Resources from Charitable Activities	7659	9173
Other Incoming Resources	0	0
Total Incoming Resources	129973	48522

**Resources Expended**

Cost of Generating Funds		
Fundraising costs	0	6114
	0	6114
Net incoming resources available for charitable purposes	129973	42408
Charitable Expenditure		
Outreach	733	202
Advertising and Service Promotion	2406	305
Phone lines	2428	1630
Recruitment & Training costs	815	300
Volunteer expenses	6987	3124
Printing, Stationery & Postage	964	976
Premises	26607	15390
Insurances	940	853
Shop and on-line	37848	0
Branch contribution	12751	12883
Total Charitable Expenditure	92478	35664
Governance costs	131	147
Total Resources Expended	92609	41925

**Net Income** (expenditure) for the year

	2021/22	2020/21
Other recognised Gains and Losses	0	0
Net Movement in Funds	37364	6597
Balances brought forward at 31.03.21	475152	468555
Balances carried forward at 31.03.22	512516	475152

**Balance Sheet** as at 31 March 2022

	2021/22	2020/21
Fixed Assets	308136	309056
Investments	108975	107930
Current Assets		
Debtors	1167	940
Cash at Bank	99138	58883
	100305	59823
Creditors due within one year	4900	1657
Net Current Assets	95404	58166
Net Assets	512516	475152
Represented by:		
General Fund	500064	464480
Restricted Fund	12452	10672
Total Funds	512516	475152

**Independent Examiner's Statement**

In the course of 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 41 of the Act; and
  - to prepare accounts which accord with the accounting records and comply with the accounting requirements of the 1993 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.

— M Hayes FCIB, 2B Pennsylvania Park, Exeter EX4 6HB – 1 May 2022.

**SAMARITANS OF EXETER MID AND EAST DEVON**

England & Wales - Charity number 1165042

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# Accounts

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## Director's Report 2020/2021

2020/2021 was an ambitious and innovative year for Exeter, Mid & East Devon Samaritans.

One of the most exciting developments was opening a charity shop in Sidmouth. That we managed to open a shop at the height of the pandemic is a testament to the hard work of Peter<sup>3</sup>, and Lucy who both worked tirelessly and are well supported some by a team of volunteers including co-manager Simon<sup>3</sup>. Our premises are spacious enough to allow us an art gallery to display the work of local artists and schools, but also offer huge potential for future outreach. It has been wonderful to establish a presence in East Devon.

Coronavirus has inevitably affected our branch, with many volunteers self isolating and activities cut back or transferred to Zoom. However, it is heartening to see how well volunteers have continued to respond in such difficult times. The branch has remained open throughout with few closures, so that we have continued to be available for our callers who talk to us in times of distress and despair. Our volunteers continue to go the extra mile and the appointment of a Rota Team has ensured the branch stays open very much as planned.

During 2020, our branch responded to a total of 26,661 telephone calls, 4,477 Emails, 5,492 SMS texts and 216 Online Chats (this service started in October 2020). That we can respond to all those callers is in no small part thanks to the energy and enthusiasm of our Training Team, now led by Graham<sup>3</sup>, who have cheerfully adapted to Zoom and continue to bring on some excellent New Samaritans who inject fresh life into our branch to complement the wisdom and experience of established volunteers. New Samaritans are supported by invaluable Mentors who guide them through their early days in the branch.

Other highlights include the Samarathon 2020 where energetic volunteers raised substantial sums to help our branch. This year Samarathon 2021 has been undertaken by Gary<sup>2</sup>, Angela, Graham<sup>4</sup>, James<sup>2</sup>, Nick, Polly, Helen<sup>3</sup>, Lara and Judith. Additionally several volunteers participated in Brew Monday in conjunction with Network Rail, and we reached out to educational establishments and Exeter Prison.

We were fortunate enough to benefit from grants from Exeter City Council, Exmouth Town Council, The Coronavirus Community Support fund from the National Lottery, The Pears Foundation/DCMS (via SCO), East Devon DC, the Co-op, and the Norman Foundation Charitable Trust, as well as donations from generous individuals.

Every single volunteer gives something to the branch in terms of time and empathy. There are too many to name individually, but I would like to give my thanks to the Branch Leadership Team who do so much behind the scenes (and a special mention to my Vice Director Helen<sup>3</sup>, who contributes greatly to the branch) and our team of Leaders who offer volunteers on shift both guidance

and support. Thank you too to our previous Director, John, who continues to support the branch in his new role as Outreach Deputy.

**SAMARITANS EXETER MID & EAST DEVON**  
**STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2021**

	Unrestricted Funds 2020/21	Restricted Funds 2020/21	All Funds 2020/21
	£	£	£
<b>Incoming Resources</b>			
Incoming Resources from Generated Funds			
Voluntary Income			
Donations	4673		4673
Gift Aid	0		0
Collections	101		101
Legacies	3766		3766
Grants	22747	2294	25041
Total Voluntary Income	<u>31288</u>	<u>2294</u>	<u>33581</u>
Activities for generating funds			
Shop and On-line	4062		4062
Investment Income & interest	1706		1706
Total Incoming Resources from Generated Funds	<u>5768</u>		<u>5768</u>
Incoming Resources from Charitable Activities			
Training	0		0
Other	9173		9173
Total Incoming Resources from Charitable Activities	<u>9173</u>		<u>9173</u>
Other Incoming Resources	0		0
Total Incoming Resources	<u><u>46229</u></u>	<u><u>2294</u></u>	<u><u>48522</u></u>

<b>Resources Expended</b>	2020/21 U/R	2020/21 R	2020/21 Total
Cost of Generating Funds			
Fundraising costs	<u>6114</u>	<u>0</u>	<u>6114</u>
	6114	0	6114
Net incoming resources available for charitable purposes	<u>40115</u>	<u>2294</u>	<u>42408</u>
Charitable Expenditure			
Outreach	202	0	202
Advertising and Service Promotion	305	0	305
Phone lines	1630	0	1630
Recruitment & Training costs	300	0	300
Volunteer expenses	2942	182	3124
Printing, Stationery & Postage	976	0	976
Premises	15390	0	15390
Insurances	853	0	853
Branch contribution	<u>12883</u>	<u>0</u>	<u>12883</u>
Total Charitable Expenditure	35482	182	35663
Governance costs	147	0	147
Total Resources Expended	<u>41743</u>	<u>182</u>	<u>41925</u>

<b>Net Income (Expenditure) for the Year</b>	2020/21 U/R	2020/21 R	2020/21 Total
Other recognised Gains and Losses	0	0	0
Net Movement in Funds	4486	2112	6597
Balances brought forward at 31.03.20.	459994	8561	468555
Balances carried forward at 31.03.21.	<u>464480</u>	<u>10673</u>	<u>475152</u>

**SAMARITANS EXETER MID & EAST DEVON  
BALANCE SHEET AS AT 31 MARCH 2021**

	£ 2020/21	£ 2020/21	£ 2019/20
<b>Fixed Assets</b>		309056	
<b>Investments</b>		107930	
Current Assets			
Debtors	940		0
Cash at Bank	58883		55460
	59823		55460
Creditors due within one year	1657		664
<b>Net Current Assets</b>		58166	
<b>Net Assets</b>		475152	
<b>Represented by:</b>			
General Fund	464480		459262
Restricted Fund	10673		9293
<b>Total Funds</b>		475152	

Approved by the Board of Trustees on 18 May 2021 and signed on its behalf by:

Director

*M Whittock*

Treasurer

*R K Randall*

## NOTES TO THE ACCOUNTS

### TWELVE MONTHS ENDED 31 MARCH 2021

- 1** 1.1 The Accounts have been prepared on the basis of historic cost in accordance with Accounting & Reporting by Charities - Statement of Recommended practice (SORP 2005) and with Financial Reporting Standards for Smaller Enterprises (FRSSE) and also the Charities Act 1993.

1.2 There has been no change to the accounting policies since last year

## **2 Fixed Assets**

7.1 Freehold property - 10 Richmond Road, Exeter  
Improvements and Alterations in year - At cost

305377

305377

0

0

**305377**

**305377**

7.2 Equipment, Furnishings, etc. purchased  
1st January 1991 to to 31st March2020  
Purchased in Year

36436

36121

2747

315

39183

36436

**Less:** Depreciation to 31.03.20.

34278

Depreciation in year

1226

35504

34278

3679

2158

**Total Fixed Assets**

**309056**

**307535**

- 3** As part of the restructuring of the national Samaritans organisation, on 1 April 2016, the assets

liabilities and activities of Samaritans of Exeter, Mid and East Devon ("the Charity") were transferred to a new Charity Incorporated Organisation (CIO), Samaritans of Exeter, Mid and East Devon, registered number 1165042. The transfer of the new CIO will have no effect on the operations of the branch.

The Charity has become a dormant charity, called Samaritans of Exeter, Mid and East Devon, and is linked to the new charity. As a linked charity, separate accounts for the Charity will no longer be prepared.

**Independent Examiner's Statement  
to the Trustees of The Exeter, Mid and East Devon Samaritans  
On the accounts for the twelve months ended 31 March 2021**

**Independent Examiner's Statement**

In the course of 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 41 of the Act; and
- to prepare accounts which accord with the accounting records and comply with the accounting requirements of the 1993 Act;

have not been met; or

(2) to which, in my opinion, attention should be drawn in order enable a proper understanding of the accounts to be reached.

**M Hayes FCIB, 2B Pennsylvania Park, Exeter EX4 6HB - 6 May 2021**

All Funds

2019/20

14421

5255

5675

11519

2635

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39505

961

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961

0

11777

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11777

9873

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62116

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2019/20

595

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595

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61521

386

1975

2232

1765

5805

864

23766

853

13066

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50712

1123

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52430

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2019/20

0

9686

458870

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468556

£  
2019/20

307535

106224

54796

468555

468555

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**Independent Examiner's Statement  
to the Trustees of The Exeter, Mid and East Devon Samaritans  
On the accounts for the twelve months ended 31 March 2021**

**Independent Examiner's Statement**

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**M Hayes FCIB, 2B Pennsylvania Park, Exeter EX4 6HB - 6 May 2021**

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