

# 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:

- 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
- 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.