

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
Incoming Resources	£	£	£	
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	17583	2140	19723	25839
Activities for generating funds				
Shop	103492		103492	79477
Investment Income & interest	3379		3379	1226
Total Incoming Resources from Generated Funds	106871		106871	80703
Incoming Resources from Charitable Activities				
Training	0		0	0
Other	5746		5746	14589
Total Incoming Resources from Charitable Activities	5746		5746	14589
Other Incoming Resources			0	0
Total Incoming Resources	130200	2140	132340	121131

Resources Expended				
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	<u>1498</u>	<u>0</u>	<u>1498</u>	<u>8013</u>
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>
Net Income (Expenditure) for the Year				
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>
--------------------------------------	---------------	----------	---------------	---------------

SAMARITANS EXETER MID & EAST DEVON
BALANCE SHEET AS AT 31 MARCH 2024

	£ 2023/24	£ 2023/24	£ 2022/23	£ 2022/23
Fixed Assets		343047		343372
Investments		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>	
Net Current Assets		45189		61988
Net Assets		<u>551816</u>		<u>515561</u>

Represented by:				
General Fund	551816		503205	
Restricted Fund	<u>0</u>		<u>12356</u>	
Total Funds		<u>551816</u>		<u>515561</u>

Approved by the Board of Trustees on 11 July2024 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>
2 Fixed Assets		
7.1 Freehold property - 10 Richmond Road, Exeter	338060	305377
Improvements and Alterations in year - At cost	<u>0</u>	<u>32683</u>
	338060	338060
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
Less: Depreciation to 31.03.23	37114	
Depreciation in year	<u>582</u>	<u>37114</u>
	4987	5311
Total Fixed Assets	<u>343047</u>	<u>343371</u>

- 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, stylized parts. The left part is a sharp, upward-pointing stroke followed by a small loop. The right part is a larger, more complex shape with a pointed top and a curved bottom.

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

2

ns

tion:

rial respect, the requirements

6/10/2021

trial respect, the requirements

of the Act; and

ards and comply with the accounting

enable a proper understanding of the

2 JUNE 2024

2 JUNE 2024

**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 a stylized 'M' followed by a series of loops and a final upward stroke.

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

2 JUNE 2024