



Herefordshire Samaritans

Report and Accounts

For the year ended 31 March 2023

Registered Charity Number 1167937

Unaudited

Herefordshire Samaritans 2022-23

Unaudited Report and Accounts

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Herefordshire Samaritans 2022-23

Reference and Administrative Details

Charity name: Herefordshire Samaritans
Registered Charity Number: 1167937
Principal office: 44a Berrington St, Hereford, HR4 OBJ

The following people have acted as Trustees during the year:

	From	To	Additional roles
Claire Sambrook	20 th September 2022	30 th April 2023	Chairman
Lorraine Mathie	1 st May 2023	-	Chairman
Elizabeth Dolloway	29 th July 2021	-	Acting Branch Director & Vice Chair
Chris Wright	29 th July 2021	-	Treasurer
Lorna Griffiths	10 th June 2020	-	Secretary
William Fleming	29 th July 2021	20 th September 2022	
Carolyn Hamlyn	9 th September 2020	-	
Richard Fenton	29 th July 2021	-	
Lesley Fleming	20 th September 2022	-	

Officers have included

Title	Name
Publicity Officer	Celia Klenk
Deputy Director for Caller Support	Kim Brinkworth
Deputy Director for Volunteer Support	Cherelyn Sell
Deputy Director for Recruitment & Selection	Lorraine Mathie
Deputy Director for Administration, Health & Safety	Elizabeth Buller
Deputy Director for Training	Philip Gilbert-Smith
Deputy Director for Outreach	Meg Hughes-Pearce
IT Support	Gill Busby

Bankers: Barclays Bank Plc
Leicester
LE87 2BB

CCLA Investment Management Limited
1 Angel Lane
London
EC4R 3AB

Independent Examiner: Haines Watts Hereford Ltd
3rd Floor
Broadway House
32-35 Broad Street
Hereford
HR4 9AR

Herefordshire Samaritans 2022-23

The Trustees present their report and accounts of the charity for the year ended 31 March 2023. The accounts have been prepared in accordance with the accounting policies set out in Note 1 to the accounts and comply with the charity's trust deed, applicable law including the Charities Act 2011, and the requirements of the FRS 102 and Statement of Recommended Practice 2015.

As part of the restructuring of Samaritans all branches are now required to have a financial year end of 31st March. This financial period runs from 1st April 2022 to 31st March 2023.

Comparative figures in the accounts relate to the previous accounting year.

Structure, Governance and Management

The full name of the charity is "Herefordshire Samaritans", charity registration number 1167937. The charity is a Charitable Incorporated Organisation (CIO) registered with the Charity Commission. The governing document is a constitution adopted on 29 June 2016.

The CIO is a successor to the unincorporated association with registration number 507570 and named "The Herefordshire Samaritans", which became dormant with the adoption of a new constitution on 1 October 2016, at which time all assets and liabilities were transferred to the CIO.

Management structure

From 1st October 2016, the branch has had a unified management structure. The branch is led by the Director, who is an ex-officio trustee. The Director chooses and appoints a leadership team, the members of which form the executive management of the branch responsible for financial and operational matters. Members of the leadership team may also be trustees but are not required to be. The Director also serves as chair of trustees on occasions where the trustees meet as a separate body.

Appointment of the Director

The Board of Trustees of the Samaritans national charity, with the guidance of the Regional Director, arrange for the selection and appointment of the branch Director whose three-year tenure is confirmed annually.

Related Parties

The charity is a branch of Samaritans, which has other branches throughout Britain and Ireland.

Risk management

The Trustees continue to monitor the major risks which the charity faces and have established systems to reduce those risks. Risks are reviewed at least annually. The main risks include the health and safety of volunteers and callers, maintenance of the Centre and its facilities and the continued financial viability of the charity.

The objective of the charity

Herefordshire Samaritans opened on 12 November 1972 in Hereford with the prime objective of providing emotional support under conditions of confidentiality and anonymity to people of all ages who are experiencing a period of personal crisis and/or contemplating suicide.

All our charitable activities are undertaken to further our charitable purposes for the public benefit.

Achievements and Performance

Currently we have 108 listening volunteers including 8 probationary Samaritans and 4 new Samaritans undergoing mentoring, plus 7 support volunteers and 2 honorary members of the branch.

The Charity aims to be operational 365 days of the year, with never fewer than two volunteers on duty at any time.

We are linked into the Samaritans national phone, email system.

Herefordshire Samaritans 2022-23

Recruitment, induction and training

Induction and initial CORE training usually runs for nine weeks, and for the calendar year 2023 we will be running two training groups. Assuming CORE requirements are met, new volunteer recruits will spend a minimum of 9 duties with an experienced mentor. During the first six months, time is spent reflecting and building on experience which forms part of Embedding training.

Extensive ongoing support is provided to all volunteers, they are also encouraged to support each other.

Contacts

	Telephone: Speaking	Email	SMS	Face-to-face in branch	Face-to-face outside branch	Total
2022 - 2023	14,204	2,854	0	0	43	17,101
2021 – 2022	15,993	2,523	0	0	1,000	19,516
2020 – 2021	15,176	3,426	0	0	0	18,602
2019 – 2020	16,495	2,457	1,368	90	13	20,423
2018 – 2019	18,353	3,328	1,803	88	0	23,572
2017 - 2018	20,683	3,299	1,739	67	23	25,811

The Branch has now discontinued face-to-face in branch contact. The branch is preparing for the introduction of online chat support.

Future Plans

The branch continues to rent parking spaces from the Gala Bingo site for over a year now. Whilst not ideal it is close in proximity to the branch, this continues to be at £333.33 per calendar month and is an ongoing operating cost.

The trustees continuing to pursue updating the lighting and décor of the centre.

The Branch's fundraising group is now established and is gaining traction.

Financial review

Bank account details

Branch banking is conducted via a single Barclays Bank Account which facilitates a complex mandate for online transactions.

Results for the year

Income for the year was £54,472 (2021/22 £29,408).

Expenditure was £71,855 (2021/22 £55,311).

Reserves policy

At the balance sheet date, General easily accessible reserves (unrestricted funds), other than fixed assets or otherwise committed amounts invested stood at £2,843 (2021/22 £4,369) (Note 14 to the accounts).

The charity aims to retain free reserves sufficient to provide adequate working capital to fund the core activities for one year. The charity's assets are available and adequate to fulfil the obligations of the charity.

Herefordshire Samaritans 2022-23

Total reserves at the balance sheet date were £274,300 (2021/22 £301,282), this figure includes The Restricted Fund (Special Appeal Fund) which remains at £93,953, the Restricted Fund (Refurbishment) which is at £11,720 (2021/22 £1,080) and the residual fixed assets value (e.g.: building/van/etc)

The Restricted Fund (Special Appeal Fund) aims to support the charity in a dire financial emergency that would jeopardise the continuing operation of The Herefordshire Samaritans, which has been interpreted to include repairs to the building.

Principal funding sources

Income is primarily received from voluntary fund raising and donations.

Gift Aid tax is reclaimed via the HMRC Gift Aid scheme and Small Donations Gift Aid Scheme wherever possible. This year there were funeral bequest and legacies donated totalling £1,390 (2021/22 £5,216).

Investment policy

The Trustees adopt a low to medium risk strategy for investments.

All fixed asset investments are held in COIF (CCLA) Income Shares, so that income can be generated to assist the funding of core branch activities.

The investment aim is to ensure that the COIF (CCLA) investment holdings continue to provide a continuing return to support the branch finances, fund future projects and help reduce the total reliance on the Friends for fundraising. In line with the risk strategy, the investment holdings are in 3 funds: Fixed Interest, Ethical and Investment Funds, providing a spread of regular (quarterly) return coupled with the potential for longer term capital growth.

All day to day cash requirements are held in the bank current account (Barclays).

The Trustees keep the investment policy and performance of the COIF Income and Deposit accounts under regular review.

Public benefit

In drafting this report, the trustees have complied with the duty in the Charities Act 2011, to have due regard to public benefit guidance published by the Charity Commission. The Samaritans service is open to people who are suicidal, despairing or in distress. The branch provides a service primarily for the benefit of people in Herefordshire and the surrounding area. However, we also work with all Samaritans branches to ensure 24-hour availability of the service across the UK. Samaritans does not charge for the service provided.

Independent Examiner

Haines Watts Hereford Ltd has agreed to act as independent examiner of the charity.

Herefordshire Samaritans 2022-23

Statement of Trustees' Responsibilities

The trustees are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), FRS 102 and SORP 2015.

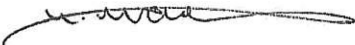
The law applicable to charities in England and Wales requires the trustees to prepare financial statements for each financial year, which give a true and fair view to the state of affairs for the charity, and of its incoming resources and application of resources of the charity for that period.

In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP 2015;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements,
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The trustees are responsible for keeping proper 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 Charities Act 2011 and the Charity (Accounts and Reports) Regulations 2008. 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.

On behalf of the Trustees



Lorraine Mathie (Chairman)

Date:

5/10/23

Herefordshire Samaritans 2022-23

Independent Examiner's Report

I report on the accounts of The Herefordshire Samaritans for the period ended 31 March 2023, which are set out on pages 9-17.

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for the preparation of the accounts. The charity's 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 needed.

It is my responsibility to:

1. examine the accounts under section 145 of the 2011 Act;
2. 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
3. to state whether particular matters have come to my attention.

Basis of independent examiner's 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 in the accounts, 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 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:
 1. to keep accounting records in accordance with section 130 of the 2011 Act; and
 2. to prepare accounts which accord with the accounting records and comply with the accounting requirements of the 2011 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.

Signed:



Name: Sophie Powell

Relevant professional qualification or body: FCCA

ON BEHALF OF HAINES WATTS HEREFORD LTD

3rd Floor
Broadway House
32-35 Broad Street
Hereford
HR4 9AR

Date: 13/10/2023

Herefordshire Samaritans 2022-23

Statement of Financial Activities (Including Income and Expenditure Account)

for the year ended 31 March 2023

	Note	Unrestricted General Fund	Restricted Funds	Total Funds 2022-23	Total Funds 2021-22
Income from:		£	£	£	£
Donations and legacies	2	31,716	15,490	47,206	20,661
Other trading activities	3	2,105	-	2,105	3,207
Investments	4	5,161	-	5,161	5,540
Total		38,982	15,490	54,472	29,408
Expenditure on:					
Raising funds	5	1,152	-	1,152	1,158
Charitable activities	6,7	51,076	4,850	55,926	40,179
Other	8	14,777	-	14,777	13,974
Total		67,005	4,850	71,855	55,311
Net income / (expenditure)		(28,023)	10,640	(17,383)	(25,903)
Transfers between funds		-	-	-	-
Other recognised gains / (losses):					
Gains / (losses) on investment assets	10	(9,599)	-	(9,599)	1,410
Net movement in funds		(37,622)	10,640	(26,982)	(24,493)
Reconciliation of Funds:					
Total funds brought forward at 1 April 2022		206,249	95,033	301,282	325,775
Total funds carried forward at 31 March 2023		<u>168,627</u>	<u>105,673</u>	<u>274,300</u>	<u>301,282</u>

All activities are classed as continuing.
The notes on pages 11-17 form part of these accounts.

Herefordshire Samaritans 2022-23

Balance Sheet

at 31 March 2023

	Note	£	2022-23 £	2021-22 £
Fixed assets				
Tangible assets	9		91,342	106,119
Investments – COIF Investment Accounts	10		180,115	189,714
Total fixed assets			<u>271,457</u>	<u>295,833</u>
Current assets				
Cash at bank and in hand	11	2,843		5,449
Total current assets		<u>2,843</u>		<u>5,449</u>
Liabilities				
Creditors: amounts due within one year		<u>-</u>		<u>-</u>
Net current assets			<u>2,843</u>	<u>5,449</u>
Total assets less current liabilities			<u>274,300</u>	<u>301,282</u>
Net assets			<u>274,300</u>	<u>301,282</u>
Funds of the Charity				
Unrestricted – Branch General Fund	12		168,627	206,249
Restricted – Special Appeal Fund	13		93,953	93,953
Restricted – Refurbishment Fund	13		11,720	1,080
Total charity funds			<u>274,300</u>	<u>301,282</u>

The Notes on pages 11 to 17 form part of these accounts.

The accounts on pages 9 to 17 were approved by the trustees on 5/10/23 and signed on their behalf by:

Lorraine Mathie (Chairman)

Date: 5/10/23



Chris Wright (Treasurer)

Date: 5/10/23



Herefordshire Samaritans 2022-23

Notes on Accounts

for the year ended 31 March 2023

1 Principal accounting policies

Basis of accounting

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) – (Charities SORP (FRS1A), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102). All activities are classed as continuing.

Income recognition policies

All incoming resources, including voluntary income received by way of donations and gifts and legacy income, is included in the Statement of Financial Activities (SOFA) when received. Gross fund-raising income from events organised by the charity itself is included in the SOFA when received.

Gross fund-raising income generated by The Friends of Herefordshire Samaritans is recognised in the SOFA once received as part of The Friends' overall contribution, and the associated fund-raising costs separately disclosed in Note 5.

Donated services

The general volunteer time of the Friends is not recognised, please refer to the Trustees' annual report for more information on their contribution.

Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or, payable by the bank.

Investments

Fixed asset investments are stated at bid market value.

Realised and unrealised gains and losses on investments are shown on the SOFA.

Fund accounting

Unrestricted funds are available to spend on activities that further any of the purposes of the charity.

Restricted funds are donations which the donor has specified are to be solely used for particular aspects of the charity's work, or for specific projects being undertaken by the charity.

Going Concern

No material uncertainties existed at this or the previous year end.

Covid protection measures have been put in place to ensure maximum volunteer safety.

Financially, although £15k (2020/21) £10k was drawn from reserves to cover day to day funding, the Branch remains in a secure financial position with well over 12 months balances available to draw on.

Herefordshire Samaritans 2022-23

Notes on Accounts

for the year ended 31 March 2023
(continued)

Fixed Assets

Assets costing £100 or more are capitalised and depreciated. Depreciation is provided on all tangible fixed assets held by the charity for its own use on a straight-line basis, writing off their cost over their estimated useful lives as follows:

Premises	50 years
Furniture and equipment	5 years
Motor vehicles	4 years
Computer equipment	3 years

Cash at bank and in hand

Cash at bank and in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

Expenditure inclusive of VAT

Expenditure is accounted for on a payments basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings, they have been allocated to activities on a basis consistent with use of the resources. Support costs are those incurred relating to supporting the charity's activities. Governance costs are those costs incurred regarding compliance with constitutional and statutory requirements.

Expenditure is classified under the following activity headings:

Costs of raising funds comprise fundraising costs, Friends expenses and shop expenses.

Expenditure on charitable activities includes telephone costs, volunteers' travel costs, recruitment and selection costs, conferences and regional meetings.

Other costs represent those items not falling into any other heading.

Allocation of support costs

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include utilities costs, administration costs, housekeeping, publicity, van costs, Equipment and repairs, visit costs, honoraria, annual levy, data protection, accounting and independent examination costs and AGM and EGM costs.

Taxation

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.

Funds

Unrestricted funds are held for routine use in accordance with the charity's objects.

Restricted funds are sums donated to the charity for a specified purpose.

Currently only the Special Appeal Fund exists to support the charity in a dire emergency that would jeopardise the continuing operation of Herefordshire Samaritans, which has been interpreted to include repairs to the building and/or shop development.

Shop

The branch shop at 63 Whitecross Road closed on 17th April 2016, and has not been used since.

Herefordshire Samaritans 2022-23

Notes on Accounts

for the year ended 31 March 2023
(continued)

	Unrestricted General Fund	Restricted Fund	Total Funds	Total Funds
	2022-23	2022-23	2022-23	2021-22
2 Donations and Legacies	£	£	£	£
Donations	29,937	12,618	42,555	20,182
Gift Aid Tax Reclaim	1,779	2,872	4,651	479
	31,716	15,490	47,206	20,661
	2022-23	2022-23	2022-23	2021-22
3 Other trading activities	£	£	£	£
Branch Fundraising, including raffle	400	-	400	553
500 Club	1,705	-	1,705	2,654
	2,105	-	2,105	3,207
	2022-23	2022-23	2022-23	2021-22
4 Investment income	£	£	£	£
Charities Official Inv Fund dividend	5,161	-	5,161	5,540
	5,161	-	5,161	5,540
	2022-23	2022-23	2022-23	2021-22
5 Costs of Raising funds	£	£	£	£
Branch fundraising costs	1,152	-	1,152	353
Friends expenses (inc through branch & 500 Club)	-	-	-	805
	1,152	-	1,152	1,158
	Unrestricted General Fund	Restricted Fund	Total Funds	Total Funds
	2022-23	2022-23	2022-23	2021-22
6 Charitable activities	£	£	£	£
Telephone & Broadband	2,927	-	2,927	2,825
Volunteer travel costs	21,456	-	21,456	11,141
Duty parking costs	4,154	-	4,154	4,143
Recruitment, selection, SIT	208	-	208	1,284
Support costs – see note 7	22,331	4,850	27,181	20,786
	51,076	4,850	55,926	40,179

Herefordshire Samaritans 2022-23

Notes on Accounts

for the year ended 31 March 2023
(continued)

7 **Support costs** Support costs are allocated according to the activity to which they relate.

	Support	Governance	Total	Basis of apportionment	2021-22
	£	£	£		£
Utilities	3,417	-	3,417	Charitable activities	2,748
Administration	3,289	-	3,289	Charitable activities	2,582
Housekeeping	3,696	-	3,696	Charitable activities	3,300
Van costs	1,359	-	1,359	Charitable activities	1,319
Equipment, maintenance and repairs	6,858	-	6,858	Charitable activities	2,411
Sundries	3,890	-	3,890	Charitable activities	1,107
Honoraria	-	2,400	2,400	Governance	2,300
General Office levy	-	2,237	2,237	Governance	4,984
Data Protection	-	35	35	Governance	35
	22,509	4,672	27,181		20,786

	Unrestricted General Fund	Restricted Fund	Total Funds	Total Funds
	2022-23	2022-23	2022-23	2021-22
	£	£	£	£
8 Other expenditure				
Depreciation Buildings	3,763	-	3,763	3,763
Depreciation Van	9,648	-	9,648	8,727
Depreciation Furniture and Equipment	1,366	-	1,366	1,484
	14,777	-	14,777	13,974

Herefordshire Samaritans 2022-23

Notes on Accounts

for the year ended 31 March 2023
(continued)

9 Tangible fixed assets	Property and improvements	Furniture and equipment	Motor vehicle	Total
Cost	£	£	£	£
1 April 2022	188,153	52,027	38,588	278,768
Additions	-	-	-	-
31 March 2023	188,153	52,027	38,588	278,768
Depreciation				
1 April 2022	107,135	50,644	14,870	172,649
Charge for year	3,763	1,366	9,648	14,777
31 March 2023	110,898	52,010	24,518	187,426
Net book amount				
31 March 2023	77,255	17	14,070	91,342
31 March 2022	81,018	1,383	23,718	106,119

A

	2022-23	2021-22
10 Investments	£	£
COIF income shares at opening market value 1 April 2022	189,714	203,304
COIF income shares purchased	-	-
COIF income shares sold	-	(15,000)
Net unrealised gain / (loss) on investments	(9,599)	1,410
Closing market value 31 March 2023	180,115	189,714
Cost 31 March 2023 and 2022	152,860	152,860

	2022-23	2021-22
11 Cash at bank and in hand	£	£
Branch bank current account (including 500 Club balance)	2,843	5,449
	2,843	5,449

Herefordshire Samaritans 2022-23

Notes on Accounts

for year ended 31 March 2023
(continued)

12 Unrestricted funds

	Balance 1 April 2022	Incoming resources	Resources expended	Unrealised Gain / (Loss)	Balance 31 March 2023
	£	£	£	£	£
Branch General Fund	206,249	38,982	(67,005)	(9,599)	168,627

This fund is available for the day-to-day activities of the charity.

13 Restricted Funds

	Balance 1 April 2022	Incoming resources	Resources expended	Unrealised Gain	Balance 31 March 2023
	£	£	£	£	£
Special Appeal Fund	93,953	-	-	-	93,953
Refurbishment Fund	1,080	15,490	(4,850)	-	11,720
	<u>95,033</u>	<u>15,490</u>	<u>(4,850)</u>	<u>-</u>	<u>105,673</u>

The Special Appeal Fund was established to support the charity in a dire financial emergency that would jeopardise the continuing operation of Herefordshire Samaritans, which has been interpreted as including repairs to the building and/or shop development.

The Refurbishment Fund was established in 2022 to finance the refurbishment of the branch's duty room and public areas.

14 Analysis of net assets between funds

	Unrestricted General Fund	Restricted Funds	Total
	£	£	£
Tangible fixed assets	91,342	-	91,342
Investments	74,442	105,673	180,115
Net current assets	2,843	-	2,843
	<u>168,627</u>	<u>105,673</u>	<u>274,300</u>

Herefordshire Samaritans 2022-23

Notes on Accounts for year ended 31 March 2023 (continued)

15 Trustees' remuneration and expenses

No staff are employed by the charity, but in October 2002, in accordance with rule 8 subsection 2 of the Constitution, it was decided to pay an honorarium of £100 per month each to the Treasurer and the Secretary. During the period Mr Chris Wright received £1,200 (2021/22 £700) and Mr Kevin Ebsworth £Nil (2021/22 £400), as Treasurers, Lorna Griffiths received £1,200 (2021/22 £1,200).

None of the other charity's Trustees are directly or indirectly remunerated in any way. It is the policy of the charity to reimburse in full all expenses properly incurred by volunteers relating to its charitable activities. The Trustees and members of the management committee are reimbursed for travel costs for attending meetings, telephone, postage and other similar expenses which they incur performing their duties as Trustees or members of the management committee.

Expenses properly incurred by them in their role as volunteers are reimbursed.

During the year Trustees received reimbursement of such expenses totalling £2,467 (2021/22 £2,448). No amounts were due to the Trustees at the year end.

(Those Trustees reimbursed during the period were: Claire Sambrook, Lorna Griffiths, Carolyn Hamlyn, Chris Wright, Elizabeth Dolloway, Richard Fenton, William Fleming)

16 Related party transactions

Honoraria and expenses have been referred to above. Chris Wright provided a short-term interest free loan of £5,000 during the year to ease cash flow which was repaid by 31 March 2023 (2021/22 £3,000 during the year to ease cash flow which was repaid by 31 March 2022). Richard Fenton donated £Nil (2021/22 £680) to the restricted refurbishment fund.

17 Indemnity insurance

The Samaritans has centrally effected professional indemnity insurance to protect employees, Trustees, directors and other volunteer members of all Samaritan Branches.