

Agenda



6.30pm - Arrive (drinks available from the bar)

7pm - **Anne** to welcome and open the meeting

Showing of Branch Documentary produced by Frances Harper

AGM

Apologies

Minutes of the last AGM September 2023

Matters arising

Presentation of the reports

Treasurer's Reports

Appointment of Auditor , Ballams - Crane Court, 302 London Road, IP2 0AG

Directors Report

Election of Trustees

New Trustees

Ann Youngs

Re-Election of...

Nicola Beach

Tim Hammond

Jane Riley

Carla Smolarek - Branch Treasurer

Fiona Simpson - Branch Secretary

Judy Wright

Steve Palmer

Break with Tea and coffee

Suffolk High Sheriff Yvonne Gilchrist-Mason OBE talk

Fiona to thank and Long service awards presented by **David Sheepshanks**

Anne to Close



**Minutes of the Annual General Meeting
held in the Hall of Fame, Ipswich Town Football Club
September 11 2023**

	<p>Welcome Anne 167 welcomed volunteers and guests to the 2023 AGM, the year in which we celebrate our 60th year as a branch and the 70th anniversary of the founding of the organisation nationwide. It was great to see so many people supporting the branch and celebrating our milestone.</p>
1	<p>In attendance were: <i>Volunteers</i> : Anne 167, Gary 545, Josh 12, Colin 299, Jenny 308, Ann 362, Verity 77, Mike 166, Liz 144, Karin 125, Lorna 24, Julie 302, Annie 23, Carla 22, Wendy ex 199, Lorna 121, Linda 270, Maureen 16, Judy 353, Helen 702, Cynthia 132, Kim 695, Steven 7, Martin 750, Dave 293, Steve 427, Julie 704, Lisa 428, Mary 331, Carol 66, Terry 198, Christine 181, Jack 416, Hannah 430, Mel 696, Sarah 410, Alison 282, Vi 155, Jocelyn 53, Chris 47, Andrew 118, Jane 606, Steve 148, Su 348</p> <p><i>Pros Vol</i> : Connie, Elaine Lawes, Stephanie Donnelly, Katharine Turner, Stephanie Donnelly</p> <p><i>Guests</i> : Ipswich Mayor, Lynne Mortimer, Honorary President of Samaritans, Felicity Varah Harding, Director Richard Hawkins, Trudie Clayden, Patron Ipswich and East Suffolk Samaritans, David Sheepshanks, Peter Hill, Nigel Hillwood, Walter Warne, Michael Stow, Vanda Rettie, Jim Cowie, Samantha Mardell, Jill Cole, Steve Downs, Clare Downs</p> <p>Apologies were received from: Ann 409, Abby 389, Beverley 112, Cathy 279, Chris 301, Claire 171, Debbie 429, Derren 413, Fiona 300, Jackie 414, Jane 540, Lynn 333, Monica 116, Paddy 400, Rebecca 655, Rob 402, Rosie ex 344, Sally 350, Sam 140, Val 408, Sue 190</p>
2	<p>To receive the minutes of the previous AGM held on 20th June 2022 on Zoom</p> <p>Anne shared the minutes of last year's AGM and thanked Sean, our previous Branch Director, for steering us through such a turbulent time. There were no matters arising and the minutes were accepted as an accurate report of the meeting.</p>
3	<p>To receive the Charity's Annual Report and Accounts for the year ended 31 March 2023 The Annual Report and Accounts have been approved by the Trustees and were accepted by this meeting. Colin 299, outgoing Treasurer, reported that although this year has been a bit disappointing from a financial point of view, the branch still has funds and that these are slightly over the amount recommended by the Charity Commission. He stressed that a top priority is to raise funds and in that regard, Anne 167 has appointed him as DD for Fundraising. A key contributor to our funds is the work of the shop and it is</p>

	<p>hoped that proposed changes to Ipswich Town Centre will work in our favour and increase footfall.</p> <p>Anne 167 (BD) shared some highlights of the Branch Director's Report. In many ways things are back to normal, e.g. we hold face to face meetings, training etc. and Volunteers interact with each other inbetween shifts, a welcome opportunity to rebuild community. The shop is really busy and sales are increasing but overheads are up. Filling the rota is our biggest challenge and not just for our branch. The recent survey provided some great, encouraging feedback with some highlights being that we have many long standing vols, a very successful Outreach programme, welcome and effective training, good IT and IT support, a recently refurbished OPs room. Anne invited guests to visit it and see for themselves how it contributes to a healthy branch. The leadership team is responding to suggestions She reinforced that, as ever, our priority is to provide a safe and timely listening service to callers and that we need to recruit, retain and train/retrain. We recognise that there may be a shift in attitude to volunteering and we are going to be flexible in order to respond to that. We are delighted that we have a significant number of prospective Volunteers starting training this week. The overall aim for the branch, in summary, is to increase our resources to support the national vision of fewer suicides, more face to face, more Outreach. We are proud of the 60 years' track record which has seen us take at least a million calls and in person visitors. Check out our history in Colin's book !</p>
4	<p>To approve the nomination for the appointment of the branch's auditors: Ballams, Crane Court, 302 London Road, Ipswich IP2 0AG for the next financial year.</p> <p>All were in favour and this was passed.</p>
5	<p>Retirement of trustees</p> <p>Two of our Trustees have to retire because they have already served 6 years which our Constitution insists is the limit. We thank Colin 299 and Jane Cassidy for their service and hope they may return in future.</p>
6	<p>Election of branch secretary and branch treasurer</p> <p>Carla Smolarek, Listening Volunteer, was duly elected as Branch Treasurer. Proposed by Colin 299, Seconded by Christine 181</p> <p>Fiona Simpson, former Listening Volunteer and currently Support volunteer was duly elected as Branch Secretary. Proposed by Terry 198, Seconded by Dave 293</p>
7	<p>Election of new trustees</p> <p>Judy Wright, former Branch Director and currently Support volunteer, was duly elected as a Trustee. Proposed by Anne 167, Seconded by Colin 299</p> <p>Steve Palmer, Shop Co-ordinator was duly elected as a Trustee. Proposed Maureen 16, Seconded by Dave 293</p> <p>Andrew Brown, Vice Branch Director, was duly elected as a Trustee. Proposed by Anne 167, Seconded by Colin 299.</p>

8	<p>Re-lelection of trustees</p> <p>The following were re-elected as Trustees. Proposed by Terry 168, Seconded by Christine 181.</p> <p>Nicola Beach Martin Le Corre Tim Hammond Jane Riley Anne 167 thanked them for their continuing support.</p>
9	<p>Any other business</p> <p>There was no other business and so the formal part of the meeting was concluded.</p>
10	<p>Celebration of 60 years of Samaritans of Ipswich and East Suffolk and 70 years of Samaritans</p> <p>A toast was proposed by David Sheepshanks, Patron of Samaritans of the branch.</p> <p>David proposed lots of thank yous – IPTFC for hosting this evening, Rory the Chef at Swan in Southwold (?) and Christine 181 for the celebratory cake, Colin for his book and a BIG thank to all current Volunteers and other supporters, family and friends. David emphasised the importance of team work and a shared vision – ‘One team, one dream’, reflecting the culture of our branch.</p> <p>Fundraising is tough and, as we have already seen, crucial. David offered thanks to Trudie especially this evening for the donation from the Clayden family. He said he is proud to be the patron of our branch which he has been since being appointed Deputy Lieutenant in 2005 was asked to be patron of this branch. He described Samaritans as being at the sharp end and do the work no one else can.</p> <p>Our website stresses the work of Samaritans to establish itself as a mental health charity with educating suicide a key aim. He said how pleased he is to see us linking with other charities e.g. Home Start, and Suffolk Mind. Collaboration is another important dimension and speaks volumes. He expressed admiration for the work the leadership team and Trustees are engaged in and encouraged us all to keep up the good work. His call to action? ‘May the force be with you...’</p>
11	<p>Guest Speaker: Felicity Varah Harding, daughter of the founder of Samaritans, Chad Varah</p> <p>Anne 167 introduced Felicity Varah Harding and said what a great honour it was to have her as our guest speaker. The only daughter of Chad, founder of Samaritans, she was awarded the OBE in 2019 for her work in the charitable sector, is a Samaritans Ambassador and our Honorary Patron.</p> <p>Felicity opened by expressing her delight in joining us to celebrate our 60th anniversary, a significant milestone, and shared that the Ipswich branch featured on one of her father’s many lists as being open from 0900 – 2300.</p> <p>Chad was born in Lincolnshire where his father was a vicar, one of 9 children of which he was the first born. He was a gifted child (he spoke 14 languages, including Russian which he taught himself at school) and was educated by his father at home until he went to Worksop College and Keble College, Oxford where he took a degree in PPE (Politics, Philosophy and Economics) with no clarity on what he wanted to do. He was, however, ordained as an Anglican clergyman in 1936, having been encourage by his godfather, the Bishop of Zanzibar to pursue a career in the church and worked as the priest of various parishes in London and the north of England. During his early career he became aware of the isolation and ignorance that children suffered. His first funeral was as assistant curate at St Giles, London, for a 13 year old girl who had taken her own life thinking that her menstruation was some awful disease and was buried in unconsecrated ground because suicide was considered a crime. This was a catalyst for what became his life work, helping young people by providing a safe place for them to</p>

	<p>talk and be listened to. To supplement his meagre salary, Chad wrote for parish magazines and Eagle Comics where he was the scientific consultant for Dan Dare supported by his friends in Fleet Street. One such contact at the Daily Mirror gave described him as ‘a good Samaritan in the city’, the christening, perhaps, of the organization as we know it. Key to his work was ‘unconditional listening’ and his attitude to Samaritans was ‘I didn’t found Samaritans; Samaritans founded me’.</p> <p>Chad didn’t drive and Felicity adopted the role of the Flying Squad., driving him to the phone box to support a caller. This was the world’s first Helpline.</p> <p>When Felicity qualified as social worker, she was ‘tricked’ by Chad to run a hostel in Battersea, perhaps the first example of an Outreach Programme?</p> <p>The combination of technology and compassion were Chad’s great passion and how that has continued to be the case. One of Felicity’s milestone contributions to Samaritans was leading the ‘Chad Varah appeal’ between 2009-2011 which raised £1,000,000 and funded the development and implementation of the phone system used today by our listening volunteers.</p> <p>Felicity reminded us that the key is never forgetting the caller...and being non-judgmental, Chad’s legacy being that we all continue the vision of caller first, embracing technology, good training, partnership and influencing national policies. And how the cause has expanded with 220 branches in the UK and over 130 worldwide.</p> <p>She congratulated us on the continuing growth and enduring success of our branch. ‘Thank you ALL,’ she said, ‘Samaritans are ordinary people doing extraordinary things’.</p>
12	<p style="text-align: center;">Presentation of Long Service awards</p> <p>Anne 167 shared that we have many Volunteers who have been with us for many years and this evening we celebrate those who have been with the branch for over 20 years.</p> <p>Colin 299 - 21 years Alison 282 - 26 years Fiona 300 - 28 years John 59 - 30 years Lydia 326 - 334 years Sally 350 - 35 years Dave 293 - 36 years</p> <p>These Volunteers were awarded a certificate and personalised Samaritans mug in recognition of their service.</p>
13	<p>Acceptance of donation from the Clayden family</p> <p>Trudie Clayden and her family have been supporting us since her brother Adrian died in 2011. Donations from the family have been welcomed by our branch and most recently helped with our refurbishment. Trudie shared that it is great that something good has come from something so tragic and Anne 16y7 thanked her sincerely for her the family’s generous donation.</p>
14	<p>Closure of Meeting</p> <p>Anne 167 thanked everyone for coming and supporting the first AGM since before lockdown.</p>

SAMARITANS

Ipswich & East Suffolk



Annual Report 2023–24

Report of the Trustees and
Unaudited Financial Statements
for the Year Ended 31 March 2024

for
Samaritans of Ipswich
and East Suffolk

Knights Lowe Ltd
Chartered Accountants
Crane Court
302 London Road
Ipswich
Suffolk
IP2 0AJ

**Samaritans of Ipswich
and East Suffolk**

**Contents of the Financial Statements
for the Year Ended 31 March 2024**

	Page
Report of the Trustees	1
Independent Examiner's Report	2
Statement of Financial Activities	3
Statement of Financial Position	4
Notes to the Financial Statements	5 to 10
Detailed Statement of Financial Activities	11 to 12

**Samaritans of Ipswich
and East Suffolk**

**Report of the Trustees
for the Year Ended 31 March 2024**

The trustees present their report with the financial statements of the charity for the year ended 31 March 2024. The trustees have adopted the provisions of 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 2019).

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity's structure was changed on 11 August 2016 to that of an association charitable incorporated organisation (CIO) and is controlled by its governing document, a constitution, filed on that date.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Charity number

1168725

Principal address

140 St Helens Street
Ipswich
Suffolk
IP4 2LE

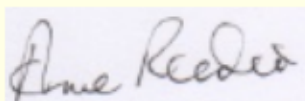
Trustees

C Stuart Treasurer (resigned 11.9.23)
Mrs A Reeve - Secretary (resigned 11.9.23)
S Alder (resigned 11.9.23)
J Wright (appointed 11.9.23)
A Reeder - Director
Mrs J Cassidy (resigned 11.9.23)
S Coulter - Director (resigned 11.9.23)
T P Hammond
Mrs J E Riley
Mrs N I Beach
M Le Corre
Mrs F A Simpson (appointed 11.9.23)
S Palmer (appointed 11.9.23)
Mrs C S Smolarek - Treasurer (appointed 11.9.23)

Independent Examiner

M J Mortimer FCA FCCA
Knights Lowe Ltd
Chartered Accountants
Crane Court
302 London Road
Ipswich
Suffolk
IP2 0AJ

Approved by order of the board of trustees on 3 July 2024 and signed on its behalf by:



A Reeder - Trustee

Independent Examiner's Report to the Trustees of
Samaritans of Ipswich
and East Suffolk

Independent examiner's report to the trustees of Samaritans of Ipswich and East Suffolk

I report to the charity trustees on my examination of the accounts of Samaritans of Ipswich and East Suffolk (the Trust) for the year ended 31 March 2024.

Responsibilities and basis of report

As the charity trustees of the Trust you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

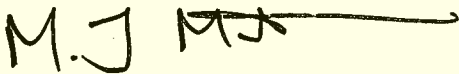
I report in respect of my examination of the Trust's accounts carried out under Section 145 of the Act and in carrying out my examination I have followed all applicable Directions given by the Charity Commission under Section 145(5)(b) of the Act.

Independent examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the Trust as required by Section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



M J Mortimer FCA FCCA

Knights Lowe Ltd
Chartered Accountants
Crane Court
302 London Road
Ipswich
Suffolk
IP2 0AJ

8 July 2024

**Samaritans of Ipswich
and East Suffolk**

**Statement of Financial Activities
for the Year Ended 31 March 2024**

	Notes	Unrestricted funds £	Restricted fund £	2024 Total funds £	2023 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies		23,673	-	23,673	6,004
Other trading activities	2	63,254	-	63,254	69,659
Total		86,927	-	86,927	75,663
EXPENDITURE ON					
Raising funds		63,148	-	63,148	65,425
Charitable activities					
Emergency support		28,687	-	28,687	22,514
Other		12,594	-	12,594	8,888
Total		104,429	-	104,429	96,827
NET INCOME/(EXPENDITURE)		(17,502)	-	(17,502)	(21,164)
RECONCILIATION OF FUNDS					
Total funds brought forward		158,342	-	158,342	179,506
TOTAL FUNDS CARRIED FORWARD		140,840	-	140,840	158,342

The notes form part of these financial statements

**Samaritans of Ipswich
and East Suffolk**

**Statement of Financial Position
31 March 2024**

	Notes	Unrestricted funds £	Restricted fund £	2024 Total funds £	2023 Total funds £
FIXED ASSETS					
Tangible assets	6	88,680	-	88,680	92,879
CURRENT ASSETS					
Stocks	7	1,112	-	1,112	2,520
Debtors	8	258	-	258	6,454
Cash in hand		52,020	-	52,020	57,415
		<u>53,390</u>	<u>-</u>	<u>53,390</u>	<u>66,389</u>
CREDITORS					
Amounts falling due within one year	9	(1,230)	-	(1,230)	(926)
NET CURRENT ASSETS		<u>52,160</u>	<u>-</u>	<u>52,160</u>	<u>65,463</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>140,840</u>	<u>-</u>	<u>140,840</u>	<u>158,342</u>
NET ASSETS		<u>140,840</u>	<u>-</u>	<u>140,840</u>	<u>158,342</u>
FUNDS	10				
Unrestricted funds				<u>140,840</u>	<u>158,342</u>
TOTAL FUNDS				<u>140,840</u>	<u>158,342</u>

The financial statements were approved by the Board of Trustees and authorised for issue on 3 July 2024 and were signed on its behalf by:

J Wright - Trustee

The notes form part of these financial statements

**Notes to the Financial Statements
for the Year Ended 31 March 2024**

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charity, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) '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 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Charities Act 2011. The financial statements have been prepared under the historical cost convention.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals 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 the use of resources.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Freehold property	- 2% straight line on buildings
Fixtures and fittings	- 33% on reducing balance and 25% on reducing balance
Motor vehicles	- 25% on reducing balance

Stocks

Stocks are valued at the lower of cost and net realisable value, after making due allowance for obsolete and slow moving items.

Taxation

The charity is exempt from tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

**Samaritans of Ipswich
and East Suffolk**

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2024**

2. OTHER TRADING ACTIVITIES

	2024	2023
	£	£
Fundraising events	617	2,876
Shop income	59,463	64,858
"100" Club	204	306
N.O.M.S	2,970	1,619
	<u>63,254</u>	<u>69,659</u>

3. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2024 nor for the year ended 31 March 2023.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2024 nor for the year ended 31 March 2023.

4. STAFF COSTS

The average monthly number of employees during the year was as follows:

	2024	2023
Shop manageress	1	1
Deputy shop manager	1	1
Cleaner	1	1
	<u>3</u>	<u>3</u>

No employees received emoluments in excess of £60,000.

5. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted fund £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	6,004	-	6,004
Other trading activities	69,659	-	69,659
Total	<u>75,663</u>	<u>-</u>	<u>75,663</u>
EXPENDITURE ON			
Raising funds	65,425	-	65,425
Charitable activities			
Emergency support	22,514	-	22,514
Other	8,888	-	8,888

**Samaritans of Ipswich
and East Suffolk**

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2024**

5. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued

	Unrestricted funds £	Restricted fund £	Total funds £
Total	96,827	-	96,827
NET INCOME/(EXPENDITURE)	(21,164)	-	(21,164)
RECONCILIATION OF FUNDS			
Total funds brought forward	179,506	-	179,506
TOTAL FUNDS CARRIED FORWARD	158,342	-	158,342

6. TANGIBLE FIXED ASSETS

	Freehold property £	Fixtures and fittings £	Motor vehicles £	Totals £
COST				
At 1 April 2023 and 31 March 2024	186,883	48,365	17,851	253,099
DEPRECIATION				
At 1 April 2023	95,847	47,862	16,511	160,220
Charge for year	3,738	126	335	4,199
At 31 March 2024	99,585	47,988	16,846	164,419
NET BOOK VALUE				
At 31 March 2024	87,298	377	1,005	88,680
At 31 March 2023	91,036	503	1,340	92,879

7. STOCKS

	2024 £	2023 £
Stocks	1,112	2,520

**Samaritans of Ipswich
and East Suffolk**

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2024**

8. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2024	2023
	£	£
Trade debtors	-	100
VAT	258	1,966
Prepayments and accrued income	-	4,388
	<u>258</u>	<u>6,454</u>

9. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2024	2023
	£	£
Trade creditors	30	926
Other creditors	1,200	-
	<u>1,230</u>	<u>926</u>

10. MOVEMENT IN FUNDS

	At 1.4.23	Net movement in funds	At 31.3.24
	£	£	£
Unrestricted funds			
General fund	158,342	(17,502)	140,840
	<u>158,342</u>	<u>(17,502)</u>	<u>140,840</u>
TOTAL FUNDS	<u>158,342</u>	<u>(17,502)</u>	<u>140,840</u>

Net movement in funds, included in the above are as follows:

	Incoming resources	Resources expended	Movement in funds
	£	£	£
Unrestricted funds			
General fund	86,927	(104,429)	(17,502)
	<u>86,927</u>	<u>(104,429)</u>	<u>(17,502)</u>
TOTAL FUNDS	<u>86,927</u>	<u>(104,429)</u>	<u>(17,502)</u>

**Samaritans of Ipswich
and East Suffolk**

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2024**

10. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.4.22 £	Net movement in funds £	At 31.3.23 £
Unrestricted funds			
General fund	179,506	(21,164)	158,342
TOTAL FUNDS	<u>179,506</u>	<u>(21,164)</u>	<u>158,342</u>

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	75,663	(96,827)	(21,164)
TOTAL FUNDS	<u>75,663</u>	<u>(96,827)</u>	<u>(21,164)</u>

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.4.22 £	Net movement in funds £	At 31.3.24 £
Unrestricted funds			
General fund	179,506	(38,666)	140,840
TOTAL FUNDS	<u>179,506</u>	<u>(38,666)</u>	<u>140,840</u>

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	162,590	(201,256)	(38,666)
TOTAL FUNDS	<u>162,590</u>	<u>(201,256)</u>	<u>(38,666)</u>

**Samaritans of Ipswich
and East Suffolk**

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2024**

11. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2024.

**Samaritans of Ipswich
and East Suffolk**

**Detailed Statement of Financial Activities
for the Year Ended 31 March 2024**

	2024 £	2023 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Donations, grants and gifts	23,673	5,490
Gift aid	-	514
	<hr/> 23,673	<hr/> 6,004
Other trading activities		
Fundraising events	617	2,876
Shop income	59,463	64,858
"100" Club	204	306
N.O.M.S	2,970	1,619
	<hr/> 63,254	<hr/> 69,659
Total incoming resources	86,927	75,663
EXPENDITURE		
Other trading activities		
Opening stock	2,520	2,400
Wages	24,679	26,133
Other selling costs	37,061	39,412
Closing stock	(1,112)	(2,520)
	<hr/> 63,148	<hr/> 65,425
Charitable activities		
Business rates	730	483
Insurance	1,760	1,923
Water light and heat	3,855	3,992
Emergency telephone	4,601	3,014
Advertising and publicity	3,424	1,849
Repairs and renewals	6,364	2,751
Cleaning and housekeeping	1,776	2,843
Volunteer travel expenses	2,352	1,450
Freehold property depreciation	3,364	3,364
Fixtures & fittings depreciation	126	168
Motor vehicle depreciation	335	447
	<hr/> 28,687	<hr/> 22,284
Support costs		
Management		
Business rates	81	54
Carried forward	81	54

This page does not form part of the statutory financial statements

**Samaritans of Ipswich
and East Suffolk**

**Detailed Statement of Financial Activities
for the Year Ended 31 March 2024**

	2024 £	2023 £
Management		
Brought forward	81	54
Insurance	196	-
Water light and heat	428	444
Printing postage & stationery	979	96
Sundries	4,526	3,268
Professional fees	1,928	1,023
Vehicle expenses	1,862	1,676
Branch affiliation fee	-	1,540
Repairs and renewals	707	306
Cleaning and housekeeping	197	316
Conference expenses	1,316	21
Freehold property depreciation	374	374
	<hr/> 12,594	<hr/> 9,118
Total resources expended	<hr/> 104,429	<hr/> 96,827
Net expenditure	<hr/> (17,502) <hr/>	<hr/> (21,164) <hr/>

This page does not form part of the statutory financial statements

TREASURER'S REPORT

In the year ending March 2024 our income from donations, grants and gift aid exceeded the previous year by over £17,000, although it should be noted that donations for the previous year were especially low. Our other fundraising activities however, which includes Charity Shop income, 100 Club and income from the National offenders' management service was around £6000 lower than the previous year. This means that our total income for the year was just under 90,000, an increase over the previous year of £14,264.

We were pleased to see that our Shop expenditure was £1650 less than the previous year, but sadly our costs for running the branch were just under £8,000 more than the previous year.

The result of all this was that our net income for the year was in deficit by £17,502 which, although a smaller deficit than last year, still needs addressing as our bank balances are obviously still being reduced because of our increased expenditure. This is of course, a situation that most charities are still finding themselves currently, but nevertheless we do now need to try and reverse this trend.

Our reserves are however more or less in line with the expectations of the charities commission, but the leadership team and our Trustees are keeping a close eye on our finances and have been looking at ways to increase our income and if possible, reduce our expenditure.

Reducing expenditure is not an easy task given the current climate of rising costs, although we have been able to negotiate a much lower rental on the shop with our landlords which should help somewhat, but we are currently focusing very much on trying to increase our income.

We are therefore now in the middle of our raffle for the Maggi Hambling painting which we hope will raise quite a bit of funds. We are also starting up Supermarket collections again, along with other planned fundraising events this year and next.

The ideal situation for the immediate future would be that we manage to keep our income the same – or slightly more - than our expenditure. That way we will continue to stay within the boundaries that are recommended by the charities commission of not holding excessive amounts of reserves.

Branch Treasurer

Branch Director's Report for April 1st 2023 - March 31st 2024

2023 -2024 was a busy year for the branch as we started to work on the issues our volunteers had raised in the branch survey, we had carried out early in the year. The priorities are:

1. Recruitment
2. Filling the rota especially at weekends and nights
3. Easier car parking (College permits from 16.00)
4. Fundraising
5. More outreach and increased working with local partners to offer people support in different venues across East Suffolk
6. Rebuild confidence and a sense of community within the Branch by having clear, effective, Leadership
7. Volunteer retention regular and varied social activities. Face to face meetings. Keep communicating with volunteers
8. Updates on training for volunteers (Safeguarding, 3rd Party calls, Emergencies within the Branch etc.)
9. Recruit Support Volunteers to spread the work load with a focus on non-confidential tasks.
10. A handbook with all the relevant information (reviewed & updated every 6 months for all Listening Volunteers.

So quite a task! we still have a lot to do but I think we have made some good progress. We ran two training courses for new volunteers and although our overall number of volunteers at the end of March was 116 compared to 111 at the same time the year before, we increased the number of active listening volunteers from 46 to 55.

Unfortunately, the number of calls we took decreased slightly from 11,665 calls in 2022 - 23. to 10,532 in 2023-24. This could be because some calls are longer but this is something we need to look at this year. Most charities lose a few volunteers annually as life circumstances change, so recruitment will always be one of our key priorities. So that we can train and support an increased number of new volunteers each year, many listening volunteers have recently trained to be mentors and we are exploring bigger training venues.

Filling the rota has been a concern for some time. So, we carried out a thorough review of the rota, looking at different ways other branches run their rotas, seeking advice from our Regional Capacity Improvement Officer, asking our volunteers what would work best for them and dedicating a branch meeting to discuss various options. We introduced a new rota offering different times and lengths of shifts and set up a rota team. The new rota is being reviewed and final changes will be made after a six-month trial.

Car parking remains an issue and we have looked at several options. None are ideal so we keep looking, but we have made the instructions for using our residents parking clearer and the College has bought forward the time we can park in their carpark.

Fundraising is essential and like most charities, it is challenging in the current economic climate. So Colin 299, now a support volunteer, is our Fundraising Lead and has a team of volunteers helping him. Last year, Colin asked Maggi Hamblin, a well-known local artist, if she would donate one of her paintings to the branch, to raise funds, and amazingly she agreed. Raffle tickets for her oil painting, Storm Approaching, are being sold now and the draw will be in September. Bucket collections at supermarkets are ongoing and more fundraising activities are being planned.

The shop plays a major part in fundraising for the branch. Unfortunately, like many other charity shops, we have seen a drop in income. We reorganised the shop during the year to try and maximise sales and continue to look at ways to help the shop team to ensure a surplus is available to support the running costs of the branch.

During the year, we have formed several links with other local charities and organisations and have re-established the referral service we had with NSFT Mental Health Liaison Team.

To ensure the branch has clear, effective leadership and rebuilds confidence and a sense of community within the Branch we enlarged the branch leadership team (BLT) adding the roles of DD Prisons, in recognition of the important work carried out by our prison team, and DD Marketing to focus on both internal and external communication and marketing. Our newsletter has been produced four times a year and has been widely appreciated by volunteers. We try to communicate to all volunteers regularly through emails, Three Rings overview and at branch meetings. Our file store in Three Rings has been updated and reorganised.

The leadership team are trying to be as visible as possible in both the centre and the shop and be responsive to emails and phone calls. We encouraged all volunteers, to take on additional roles in the branch, when they feel ready to and have the time and it is really encouraging to see so many support and new volunteers helping with things like outreach, training and marketing. Several support volunteers have taken on key roles in the branch. New roles have been created and as well as our new Fundraising Lead, Cynthia 132 is now our Branch Hub liaison Officer, working closely with Central Office to support our callers and ensure the quality of the service is high. We are delighted to have a volunteer house keeper, Paul 999, who ensures we are kept supplied with other essential items. We hope this, along with the branch meetings and social activities that the social team have organised, will help encourage volunteers feel more involved to and will stay as members for many years.

Finally, during the year, the branch underwent the quality review which takes place every three years and is done by experienced volunteers, from other branches usually past Branch or Regional Directors, Thank you to everyone who took part in the Zoom calls for your positive comments. I am pleased to say, that the Quality `mentors' report has been sent to Samaritans Central Office and while we await the final report, the feedback we have received so far has been extremely positive, with many complements on our initiatives and our great volunteers. So, thank you everyone. We really do have a great branch with fantastic volunteers.

Anne 167
Branch Director.

We're here to listen

Call free day or night on

116 123

Email

jo@samaritans.org

Web

samaritans.org/ipswich

Visit us

**140 St Helen's Street
Ipswich
IP4 2LE**

SAMARITANS