

SAMARITANS

Ipswich & East Suffolk



Annual Report 2024–25

Branch Director's Report for April 1st 2024 - March 31st 2025

Last year, April 2024 - March 2025 was as busy as ever, if not busier. Following our positive Quality Review, we updated our Branch Plan and have been working hard to achieve our objectives.

We recognise that some volunteers leave every year as their personal circumstances change so ran our two annual training courses in a bigger training room with about 20 new volunteers on each course. Our volunteer numbers fluctuated a little over the year and in March this year were 118 compared with 116 in the previous March. The number of full listening volunteers and probationers reached 63, still short of our target of 80 by the end of 2025 but we are getting there. The number of calls we took increased from 10,532 to 11,344 and our calls at our outreach events increased to 103, excluding our prisons which remain about the same. Filling the rota continued to be a concern so further changes were made resulting in some improvement. Filling night time shifts and covering the hours of greatest need is still difficult.

We have strengthened our Leadership team further and are delighted that Glenn 303 is now leading outreach and Katharine 439 has taken on the role of DD Admin. We have made the difficult decision not to reopen the branch to face to face visitors as the footfall was very low and it was felt that our resources were better spent on supporting people in different ways such as outreach and on line chat.

Our awareness and outreach work continued to grow and we attend the Ipswich Town Football Club Fan zone regularly as well as a number of other regular and new events, and we have established contact with a number of different cultural and high risk communities with across East Suffolk. To help with this work, we have appointed two volunteers as our EDI leads, Lew 444 and Becci 443. Our DD Marketing, Annie 23, has a regular slot on BBC radio Suffolk and was interviewed live by broadcaster Louise Holland. Roles were reversed when Louise was interviewed by Annie about her work and book for our branch meeting.

Fundraising continued to be very successful. The raffle of the painting Maggie Hamblin donated to us the previous year, raised over £14,000. The Orwell Walk, the collection at Sarah Milligan's show in Ipswich, fundraising quizzes and several donations also boosted our funds. We are now focusing on our fundraising ball in September which we are hoping will raise even more.

During the year, we made several changes to the shop and appointed a new shop manager. Although we saw some improvements, sadly the shop hasn't proved viable and we will be closing it at the end of November. In the meantime, we are continuing to trade and are looking at alternatives ways to trade and raise funds in the future. This could include increasing our on-line sales and opening pop-up-shops following the success of our pop-up-shop in Leiston.

Nationally there were some significant changes during the year including the installation of the new 'Listening Centre', the platform which supports all our calls. This has been a big change but thanks to the excellent training and organisation from Gary 545, our DD IT, our branch has adopted it without any problems. One of the actions coming out of the national review of the services we deliver to children was to increase the screening of all our volunteers and to require higher levels of DBS checks. This involved a great deal of work and was achieved well within the allowed timescales thanks to Judy 353 and her DBS team and the cooperation of all our volunteers.

In the spring this year, our Central Office surveyed every Samaritans volunteer. In recent years, most charities have experienced difficulties in fundraising and recruiting volunteers. Samaritans is no different and our central office decided that it is essential to make some changes to ensure our charity continues for the next 20 and more years. A Future Proofing initiative has now been launched and changes will be made over the next 7 - 10 years to ensure we offer our 24/7 service to people in distress and despair and achieve our vision that fewer people die by suicide. As a branch, we are in a very strong position to support the future proofing initiative and our Branch plan already reflects much of the work we will need to do.

The next step for us is to select our new branch director or co-branch directors, and ensure that we have a strong leadership team for the next three years. The process has just started and an Engagement Team has been chosen who will explain more about the process. So this will be my last AGM. I would like to take the opportunity of thanking you all for your support and hard work. We have a wonderful branch and are able to help thousands of people every year. Long may it continue.

Anne 167
Branch Director.

Treasurer's Report year ending 31st March 2025

This year the branch has shown strong financial responsibility allowing us to hold our own and continue our vital work supporting those in emotional distress.

Fundraising and Income

We are pleased to report that our efforts have been successful with a notable contribution coming from the painting raffle. These funds have helped us cover ongoing costs.

Gift Aid

We have successfully claimed Gift Aid on donations from the past few years, and the process is now fully up and running on an ongoing basis.

Outlook

Looking ahead our financial position is stable. We remain committed to continuing with our fundraising building on the success of the raffle and other fundraising efforts.

Thanks

A heartfelt thank you to all donors, volunteers and supports who have helped make this year a success.

Carla Smolarek

Treasurer

Report of the Trustees and
Unaudited Financial Statements
for the Year Ended 31 March 2025
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**

**Report of the Trustees
for the Year Ended 31 March 2025**

The trustees present their report with the financial statements of the charity for the year ended 31 March 2025. 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

J Wright
A Reeder - Director
T P Hammond
Mrs J E Riley
Mrs N I Beach (resigned 24.11.24)
M Le Corre (resigned 23.9.24)
Mrs F A Simpson
S Palmer
Mrs C S Smolarek - Treasurer
Mrs A Youngs (appointed 1.5.24)

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 2nd June 2025 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 2025.

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

Date:

**Samaritans of Ipswich
and East Suffolk**

**Statement of Financial Activities
for the Year Ended 31 March 2025**

	Notes	Unrestricted funds £	Restricted fund £	2025 Total funds £	2024 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies		29,594	-	29,594	23,673
Other trading activities	2	69,004	-	69,004	63,254
Total		98,598	-	98,598	86,927
EXPENDITURE ON					
Raising funds		48,510	-	48,510	63,148
Charitable activities					
Emergency support		24,968	-	24,968	28,687
Other		13,198	-	13,198	12,594
Total		86,676	-	86,676	104,429
NET INCOME/(EXPENDITURE)		11,922	-	11,922	(17,502)
RECONCILIATION OF FUNDS					
Total funds brought forward		140,840	-	140,840	158,342
TOTAL FUNDS CARRIED FORWARD		152,762	-	152,762	140,840


The notes form part of these financial statements

**Samaritans of Ipswich
and East Suffolk**

**Statement of Financial Position
31 March 2025**

	Notes	Unrestricted funds £	Restricted fund £	2025 Total funds £	2024 Total funds £
FIXED ASSETS					
Tangible assets	6	84,597	-	84,597	88,680
CURRENT ASSETS					
Stocks	7	200	-	200	1,112
Debtors	8	97	-	97	258
Cash in hand		70,517	-	70,517	52,020
		<u>70,814</u>	<u>-</u>	<u>70,814</u>	<u>53,390</u>
CREDITORS					
Amounts falling due within one year	9	(2,649)	-	(2,649)	(1,230)
NET CURRENT ASSETS		<u>68,165</u>	<u>-</u>	<u>68,165</u>	<u>52,160</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>152,762</u>	<u>-</u>	<u>152,762</u>	<u>140,840</u>
NET ASSETS		<u>152,762</u>	<u>-</u>	<u>152,762</u>	<u>140,840</u>
FUNDS	10				
Unrestricted funds				<u>152,762</u>	<u>140,840</u>
TOTAL FUNDS				<u>152,762</u>	<u>140,840</u>

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



C S Smolarek - Trustee

Samaritans of Ipswich
and East Suffolk

Notes to the Financial Statements
for the Year Ended 31 March 2025

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 2025

2. OTHER TRADING ACTIVITIES

	2025	2024
	£	£
Fundraising events	23,261	617
Shop income	42,436	59,463
"100" Club	880	204
N.O.M.S	2,427	2,970
	<u>69,004</u>	<u>63,254</u>

3. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2025 nor for the year ended 31 March 2024.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2025 nor for the year ended 31 March 2024.

4. STAFF COSTS

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

	2025	2024
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	23,673	-	23,673
Other trading activities	63,254	-	63,254
Total	<u>86,927</u>	<u>-</u>	<u>86,927</u>
EXPENDITURE ON			
Raising funds	63,148	-	63,148
Charitable activities			
Emergency support	28,687	-	28,687
Other	12,594	-	12,594

Samaritans of Ipswich
and East Suffolk

Notes to the Financial Statements - continued
for the Year Ended 31 March 2025

5. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued

	Unrestricted funds £	Restricted fund £	Total funds £
Total	104,429	-	104,429
NET INCOME/(EXPENDITURE)	(17,502)	-	(17,502)
RECONCILIATION OF FUNDS			
Total funds brought forward	158,342	-	158,342
TOTAL FUNDS CARRIED FORWARD	140,840	-	140,840

6. TANGIBLE FIXED ASSETS

	Freehold property £	Fixtures and fittings £	Motor vehicles £	Totals £
COST				
At 1 April 2024 and 31 March 2025	186,883	48,365	17,851	253,099
DEPRECIATION				
At 1 April 2024	99,585	47,988	16,846	164,419
Charge for year	3,738	94	251	4,083
At 31 March 2025	103,323	48,082	17,097	168,502
NET BOOK VALUE				
At 31 March 2025	83,560	283	754	84,597
At 31 March 2024	87,298	377	1,005	88,680

7. STOCKS

	2025 £	2024 £
Stocks	200	1,112

Samaritans of Ipswich
and East Suffolk

Notes to the Financial Statements - continued
for the Year Ended 31 March 2025

8. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2025	2024
	£	£
VAT	97	258
	<u>97</u>	<u>258</u>

9. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2025	2024
	£	£
Trade creditors	43	30
Taxation and social security	1,286	-
Other creditors	1,320	1,200
	<u>2,649</u>	<u>1,230</u>

10. MOVEMENT IN FUNDS

	At 1.4.24	Net movement in funds	At 31.3.25
	£	£	£
Unrestricted funds			
General fund	140,840	11,922	152,762
	<u>140,840</u>	<u>11,922</u>	<u>152,762</u>
TOTAL FUNDS	<u>140,840</u>	<u>11,922</u>	<u>152,762</u>

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

	Incoming resources	Resources expended	Movement in funds
	£	£	£
Unrestricted funds			
General fund	98,598	(86,676)	11,922
	<u>98,598</u>	<u>(86,676)</u>	<u>11,922</u>
TOTAL FUNDS	<u>98,598</u>	<u>(86,676)</u>	<u>11,922</u>

Comparatives for 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>

**Samaritans of Ipswich
and East Suffolk**

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2025**

10. MOVEMENT IN FUNDS - continued

Comparative 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)
	<hr/>	<hr/>	<hr/>
TOTAL FUNDS	<u>86,927</u>	<u>(104,429)</u>	<u>(17,502)</u>

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

	At 1.4.23 £	Net movement in funds £	At 31.3.25 £
Unrestricted funds			
General fund	158,342	(5,580)	152,762
	<hr/>	<hr/>	<hr/>
TOTAL FUNDS	<u>158,342</u>	<u>(5,580)</u>	<u>152,762</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	185,525	(191,105)	(5,580)
	<hr/>	<hr/>	<hr/>
TOTAL FUNDS	<u>185,525</u>	<u>(191,105)</u>	<u>(5,580)</u>

11. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2025.

**Samaritans of Ipswich
and East Suffolk**

**Detailed Statement of Financial Activities
for the Year Ended 31 March 2025**

	2025 £	2024 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Donations, grants and gifts	29,594	23,673
Other trading activities		
Fundraising events	23,261	617
Shop income	42,436	59,463
"100" Club	880	204
N.O.M.S	2,427	2,970
	<hr/> 69,004	<hr/> 63,254
Total incoming resources	98,598	86,927
EXPENDITURE		
Other trading activities		
Opening stock	1,112	2,520
Wages	16,406	24,679
Fundraising expenses	1,574	-
Other selling costs	29,618	37,061
Closing stock	(200)	(1,112)
	<hr/> 48,510	<hr/> 63,148
Charitable activities		
Business rates	778	730
Insurance	1,598	1,760
Water light and heat	4,319	3,855
Emergency telephone	3,457	4,601
Advertising and publicity	1,041	3,424
Repairs and renewals	3,043	6,364
Cleaning and housekeeping	3,275	1,776
Volunteer travel expenses	3,112	2,352
Director's expenses	152	-
Freehold property depreciation	3,364	3,364
Fixtures & fittings depreciation	94	126
Motor vehicle depreciation	251	335
	<hr/> 24,484	<hr/> 28,687
Support costs		
Management		
Business rates	86	81
Carried forward	86	81

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 2025

	2025 £	2024 £
Management		
Brought forward	86	81
Insurance	178	196
Water light and heat	480	428
Printing postage & stationery	678	979
Sundries	7,135	4,526
Professional fees	2,224	1,928
Vehicle expenses	1,003	1,862
Repairs and renewals	338	707
Cleaning and housekeeping	364	197
Conference expenses	822	1,316
Freehold property depreciation	374	374
	<hr/> 13,682	<hr/> 12,594
Total resources expended	<hr/> 86,676	<hr/> 104,429
Net income/(expenditure)	<hr/> <hr/> 11,922	<hr/> <hr/> (17,502)

Samaritans of Ipswich
and East Suffolk

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for the Year Ended 31 March 2025

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