

SAMARITANS OF SHREWSBURY

England & Wales · Charity number 1170399

Details

Status Registered

Legal form CIO

Registered 2016-11-25

Register [View on the Charity Commission register](#)

Contact

Address The Samaritans
Swan House
Coleham Head
Shrewsbury
SY3 7BJ

Phone 07724671122

Email enquiries@shrewsburysamaritans.org.uk

Website www.samaritans.org/branches/shrewsbury-samaritans

Activities

Objects: TO ENABLE PERSONS IN SHREWSBURY, SHROPSHIRE AND THE SURROUNDING AREA AS WELL AS ELSEWHERE WHO ARE EXPERIENCING FEELINGS OF DISTRESS OR DESPAIR, INCLUDING THOSE WHO MAY BE AT RISK OF SUICIDE, TO RECEIVE CONFIDENTIAL EMOTIONAL SUPPORT AT ANY TIME OF THE DAY OR NIGHT IN ORDER TO IMPROVE THEIR EMOTIONAL HEALTH AND TO REDUCE THE INCIDENCE OF SUICIDE; TO PROMOTE A BETTER UNDERSTANDING IN SOCIETY OF SUICIDE, SUICIDAL BEHAVIOUR AND THE VALUE OF EXPRESSING FEELINGS WHICH MAY OTHERWISE LEAD TO SUICIDE OR IMPAIRED EMOTIONAL HEALTH; AND TO COLLABORATE WITH AND SUPPORT SAMARITANS CENTRAL CHARITY AND ITS AFFILIATED BRANCHES IN FULFILLING THESE OBJECTS.

Activities: None

Classification

- **How:** Provides Services, Provides Advocacy/advice/information
- **What:** Education/training, The Advancement Of Health Or Saving Of Lives
- **Who:** The General Public/mankind

Geography

- Shropshire

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£31,378	£40,195	-	-
2024-03-31	£58,867	£36,952	-	-
2023-03-31	£30,508	£39,716	-	-
2022-03-31	£51,783	£90,505	-	-
2021-03-31	£77,876	£43,159	-	-

Trustees

Name	Role	Appointed
Angela Ruth Dunhill	Chair	2024-03-01
Ann Wishart		2022-11-10
Beryl Jane Coward		2022-11-10
Clive Andrew Dean		2023-11-09
Frances Anne Stone		2023-11-09
Geoffrey Brough		2021-05-12
Patricia Rosemary Curtis		2022-11-10
Sue Bevan		2023-04-20
Susan Ann Forgie		2025-08-07

Linked charities

- THE SHREWSBURY SAMARITANS (1170399-1)

Accounts

SAMARITANS OF SHREWSBURY

**A registered Charitable Incorporated Organisation
under the Charities Act 2011**

REPORT AND ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2025

SAMARITANS OF SHREWSBURY
COMPANY INFORMATION
FOR THE YEAR ENDED 31ST MARCH 2025

TRUSTEES

Angela Ruth Dunhill

Frances Anne Stone

Clive Andrew Dean

Sue Bevan

Ann Wishart

Beryl Jane Coward

Patricia Rosemary Curtis

Geoffrey Brough

SECRETARY

Patricia Rosemary Curtis

COMPANY NUMBER **CE009158**

CHARITY NUMBER **1170399**

SAMARITANS OF SHREWSBURY

TRUSTEES REPORT

The Trustees present their report and accounts of the charity for the period ended 31 March 2025.

OBJECTIVES OF THE CHARITY

The charity's objects as set out in its governing document are:

To enable persons in Shrewsbury, Shropshire and the surrounding area as well as elsewhere who are experiencing feelings of distress or despair, including those who may be at risk of suicide, to receive confidential emotional support at any time of the day or night in order to improve their emotional health and to reduce the incidence of suicide.

To promote a better understanding in society of suicide, suicidal behaviour and the value of expressing feelings which may otherwise lead to suicide or impaired emotional health.

To collaborate with and support Samaritans Central Charity and its affiliated branches in fulfilling these Objects.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Samaritans of Shrewsbury is a Charitable Incorporated Organisation (CIO) which was registered on 25 November 2016. The charity operates as a separate independent charity although it is recognised as an affiliated branch of the national Samaritans charity.

Samaritans of Shrewsbury operates under the model constitution for Samaritan branches.

Samaritans of Shrewsbury was formed as part of the restructuring of the national Samaritans charitable company. On 1 April 2017, the assets, liabilities and activities of Shrewsbury Samaritans were transferred to Samaritans of Shrewsbury. The transfer to the new CIO has had no effect on the operations of the branch and the transaction has been accounted for as a charity merger. This charity remains as the sole trustee of the old unincorporated charity and incorporates all funds held by the old charity.

New trustees of the charity are elected at The Annual General Meeting each year. The members of the charity elect the elected trustees following the nomination made. The trustees may appoint (co-opt) up to two additional trustees (co-opted trustees), so long as the total number of trustees does not exceed thirteen. The Branch Director may appoint one of the other trustees as vice-director.

All trustees receive appropriate training in their duties and responsibilities. The trustees and non-trustee Deputy Directors form the Branch Leadership Team which meets bi-monthly.

The director is responsible for the allocation of duties within the Branch.

SAMARITANS OF SHREWSBURY

TRUSTEES REPORT CONTINUED

PUBLIC BENEFIT

The trustees confirm that they have complied with the requirements of section 4 of the Charities Act 2011 to have due regard to the public benefit guidance published by the Charity Commission for England and Wales.

RISK MANAGEMENT

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error.

The trustees monitor risks to which the charity is exposed throughout the year and mitigate their potential impact. A risk register is used with risks classified between management, premises and equipment, operational, financial and external risks.

RESERVES

The trustees have examined the requirement for free reserves, i.e. those unrestricted funds not invested in tangible fixed assets, designated for specific purposes, or otherwise committed.

Consideration was given to the nature of the income and expenditure streams and the current composition of the reserves.

The trustees took account of the following:

- the inherent fluctuation in incoming funds
- the ongoing costs of running the branch-owned property
- the ongoing costs of maintaining key equipment

In view of this the Trustees consider that the branch should keep around 12 months' worth of expenditure in unrestricted reserves, trustees consider this to be around £35,000 based on previous year financial statements. They consider this is prudent in view of the nature of the core work of the branch.

Where specific work is planned, for instance, for building repair/ renovation, reserves may be required which would be allocated to specific purposes and, therefore, not included in free reserves.

This reserves policy will be reviewed annually, taking into account current forecasts of cash flows and income and expenditure budgets for the coming year.

SAMARITANS OF SHREWSBURY

TRUSTEES REPORT

Director's Report

Overview

My first year as Director has been both challenging and incredibly rewarding. I'm so grateful for the support I've received from the Branch Leadership Team and all our dedicated volunteers at Samaritans of Shrewsbury. Everyone has worked so hard to ensure we deliver the best possible service and are always there for those in need.

Over the past year, we were supported by 16 Support Volunteers and an average of 61 Listening Volunteers who answered 10,118 phone calls; 2,190 emails; 677 online chats and had 203 face to face emotional support conversations. We consistently ranked among the top in the West Midlands for covering night time shifts.

I'm incredibly proud of our Branch and the outstanding commitment of all our volunteers.

Branch Leadership Team

Our Branch Leadership Team (BLT) met bimonthly, with people attending both online and in person. These hybrid meetings allowed team members who live further away to participate regardless of weather conditions, while also reducing travel costs and supporting our sustainability efforts.

We reviewed and adhered to our Operating Agreement with Samaritans Central Charity, along with our local policies and procedures.

Finances

In 2024/25 payments exceeded receipts by £8,817, however, we retained a strong reserves position of £53,123. Income and expenditure are recorded on a cash basis and so the timing of cash receipts/payments have a big impact on financial results.

The Treasurer, with oversight from our Trustees, closely managed our finances to ensure we would be in a healthy state going into the next financial year.

Our fundraising volunteers, including the Friends of Shrewsbury Samaritans, worked hard throughout the year to generate income to sustain our core services. Donations via our Enthuse website also continued to demonstrate the generosity of our community.

We successfully secured funding for specific projects, particularly to support building maintenance and core operational costs. Toward the end of the year, we were invited to submit a substantial bid to the Shropshire Association for Supported Housing. Thanks to the dedicated efforts of our BLT members, we were thrilled to learn, just before the end of the financial year, that our bid had been successful. The resulting funds, due in April 2025, will be reserved for essential building work and reaching out to the people of Shropshire.

We are so grateful to all our supporters for their contributions throughout the year.

Our Volunteers

We are fortunate in Shrewsbury to have a waiting list of people keen to join us as Listening Volunteers.

Two cohorts completed our rigorous training programme during the year. Our dedicated team of trainers and mentors ensured each volunteer gained the skills and confidence required to take on this challenging and vital role.

Equity, Diversity, and Inclusion remained a focus throughout the year. We made adaptations wherever possible and, most importantly, listened to the needs of our volunteers to ensure that their experience with us is accessible, inclusive, and positive.

Social events including a Branch Brunch, quiz night, and meals out together helped us to get to know each other even better and contributed to the warm, family feel of the branch.

As part of our ongoing development, one-to-one mentoring was provided for all Listening Volunteers. In addition to branch-based training sessions, volunteers were encouraged to participate in regional training and use online modules to refresh and enhance their skills.

Our Support Volunteers are a tremendous asset to our branch. The Premises Team Support Volunteers help keep us safe and ensure the branch remains in good repair through regular maintenance and safety checks. Other Support Volunteers play equally vital roles: making sure everyone has an enhanced DBS check, helping us raise funds, providing IT support, keeping gaps in the rota filled, supporting our volunteers, and even caring for our plants!

IT Changes

We made the transition to a new platform - the Listening Centre - for digital phone calls and our online chat service. This was a significant change, but our Listening Volunteers adapted quickly and confidently with the support provided.

We also upgraded equipment in our training room, making hybrid meetings and training sessions more effective and accessible.

Marketing and Publicity

The usability of our website was improved and our outreach was broadened through local radio and podcasts. We also engaged with local businesses to promote our services, seek financial and in-kind support, and to offer Active Listening workshops where appropriate.

Outreach

Our 'Reaching Out' team expanded their reach impressively this year. They delivered eight Active Listening Workshops across the county including nursing home staff, mental health groups, and 'Chatterbox' volunteers, all of whom gave very positive feedback.

Work to raise awareness of our services included attending events and giving talks at many different venues including RAF Shawbury, the Citizens Advice Shropshire, Shrewsbury Fire Station, college campuses, libraries and various county shows.

We continued our presence at food banks, weekly in Shrewsbury and biweekly in Oswestry and regularly attended Shrewsbury Railway Station, providing vital face-to-face emotional support.

Our work at HMP Oakwood in Wolverhampton continued with great success. Around 30 prisoners were trained as Listeners to support fellow inmates, with the programme gaining respect and recognition for its impact.

Thank You

We are so grateful to everyone who supports Samaritans of Shrewsbury. Without the generosity of individuals and funding bodies, our vital work wouldn't be possible.

Listening without judgement, offering unconditional support and being there for people when they are struggling can be so powerful. With the help of our supporters no one has to face their darkest times alone.



17/9/2025

Angela Dunhill

Director

Samaritans of Shrewsbury

Independent examiner's report to the trustees of Samaritans of Shrewsbury
Charity Number 1170399

I report on the accounts of the company for the year ended 31st March 2025

Respective responsibilities of trustees and examiner

The trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts. The trustees consider that an audit is not required for this year under section Charities Act 2011 and that an independent examination is needed.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

- examine the accounts under section 145 of the 2011 Act;
- 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
- 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:

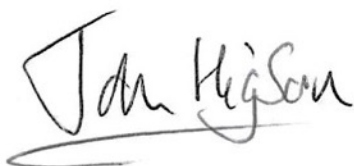
(1) which gives me reasonable cause to believe that in any material respect the requirements:

- to keep accounting records in accordance with section 130 of the Charities Act 2011; and
- to prepare accounts which accord with the accounting records, comply with the accounting requirements of section 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charities
- the accounts have not been prepared in accordance with the Charities SORP (FRS102).

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.

John Higson BSc
Oak Ridge, Edgton
Craven Arms
Shropshire
SY7 8HW



17/09/2025
Date:

SAMARITANS OF SHREWSBURY
Receipts and Payments Account
FOR THE YEAR ENDED 31ST MARCH 2025

		2025		2024
		Restricted	Unrestricted	Total Funds
Receipts				
Shrewsbury Friends of Samaritans			798	798
Fundraising Events			301	301
Fundraising Activities			40	40
Donations and Gifts			40	40
Gift Aid	7,175	19,208	26,383	37,162
Prison Receipt		203	203	8,736
Interest Received		3,000	3,000	6,000
		653	653	430
Total Receipts		7,175	24,203	31,378
Expenditure				
Charitable Expenses				
Telephone Charges		800	800	2,418
Travel & Training Costs	2,964	9,956	12,920	12,546
Car Parking		403	403	297
IT		3,103	3,103	1,771
Donations Made		1,000	1,000	
Premises Overhead(90%)				
Rates, Insurance, Light & Heat		5,937	5,937	3577
Printing, Stationery & Postage		956	956	1488
Bank Charges		201	201	274
House Keeping including Repairs	2,700	7,220	9,920	7573
Fundraising				3578
Management & Administration				
Branch Contribution		2,433	2,433	1100
Independent Examiners Report		480	480	834
AGM Costs		107	107	63
Premises Overhead (10%)				
Rates, Insurance, Light & Heat		660	660	397
Printing, Stationery & Postage		107	107	165
Bank Charges		22	22	30
House Keeping including Repairs	300	846	1,146	841
Total Expenditure		5,964	34,231	40,195
Cash Surplus/(Deficit) for year		1,211	(10,028)	(8,817)
2024 Cash Funds		3,000	58,940	61,940
2025 Cash Funds		4,211	48,912	53,123

Movements in Cash Funds

		Balance 01.04.2024	Movements in year Incoming	Outgoing	Balance 31.03.2025
Unrestricted Funds					
	General Fund	58,940	24,203	34,231	48,912
		58,940	24,203	34,231	48,912
Restricted Funds					
	Edward Cadbury	3,000		3,000	
	Hilton Jones Trust (backyard project)		2,000		2,000
	William Cadbury Trust (backyard project)		1,000		1,000
	Shrewsbury Town Council Grant		2,175	964	1,211
	Shropshire Council Grant		2,000	2,000	
		3,000	7,175	5,964	4,211
		61,940	31,378	40,195	53,123

SAMARITANS OF SHREWSBURY
Statement of Assets and Liabilities

As at 31st March 2025

Monetary Assets

	2025			2024		
	Restricted	Unrestricted	Total	Restricted	Unrestricted	Total
Bank Current Accounts	4,211	5,756	9,967	3,000	23,704	26,704
Bank Deposit Account		38,135	38,135		27,481	27,481
Gift Aid Account		5,021	5,021		7,755	7,755
	<u>4,211</u>	<u>48,912</u>	<u>53,123</u>	<u>3,000</u>	<u>58,940</u>	<u>61,940</u>

Assets retained for the Charity's own use

Swan House - Insurance value			581,198			564,269
Branch Equipment - estimated current value	7,200	8,000	15,200	7,200	8,000	15,200

Liabilities

Branch Contribution to central charity		928	928		2,433	2,433
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These financial statements were approved by the board of trustees and authorised for issue on:

Signed on behalf of the board:



Treasurer

17/09/2025

Accounts

Company Registration No. CE009158 (England and Wales)

SAMARITANS OF SHREWSBURY
A registered Charitable Incorporated Organisation under the
Charities Act 2011

REPORT AND ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2024

James Holyoak & Parker Limited
Chartered Accountants

SAMARITANS OF SHREWSBURY

COMPANY INFORMATION

Trustees

G Brough	
S Allum (Treasurer)	(Resigned 9 November 2023)
C Dean	(Appointed 9 November 2023)
L Reeve (Director)	(Resigned 1 March 2024)
S Forgie	(Resigned 16 August 2023)
J Coward	
A Wishart	
P Curtis (Secretary)	
A Dunhill (Director)	(Appointed 1 March 2024)
S Bevan	(Appointed 20 April 2023)
F Stone (Treasurer)	(Appointed 9 November 2023)

Secretary

P Curtis

Company number

CE009158

Charity number

1170399

Accountants

James Holyoak & Parker Limited
1 Knights Court
Archers Way
Battlefield Enterprise Park
Shrewsbury
Shropshire
SY1 3GA

SAMARITANS OF SHREWSBURY

TRUSTEES REPORT

The Trustees present their report and accounts of the charity for the period ended 31 March 2024.

OBJECTIVES OF THE CHARITY

The charity's objects as set out in its governing document are:

To enable persons in Shrewsbury, Shropshire and the surrounding area as well as elsewhere who are experiencing feelings of distress or despair, including those who may be at risk of suicide, to receive confidential emotional support at any time of the day or night in order to improve their emotional health and to reduce the incidence of suicide;

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New trustees of the charity are elected at The Annual General Meeting each year. The members of the charity elect the elected trustees following the nomination made. The trustees may appoint (co-opt) up to two additional trustees (co-opted trustees), so long as the total number of trustees does not exceed thirteen. The Branch Director may appoint one of the other trustees as vice-director.

All trustees receive appropriate training in their duties and responsibilities. The trustees and non-trustee Deputy Directors form the Branch Leadership Team which meets bi-monthly.

The Director is responsible for the allocation of duties within the Branch.

SAMARITANS OF SHREWSBURY

TRUSTEES REPORT CONTINUED

PUBLIC BENEFIT

The trustees confirm that they have complied with the requirements of section 4 of the Charities Act 2011 to have due regard to the public benefit guidance published by the Charity Commission for England and Wales.

RISK MANAGEMENT

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error.

The trustees monitor risks to which the charity is exposed throughout the year and mitigate their potential impact. A risk register is used with risks classified between management, premises and equipment, operational, financial and external risks.

RESERVES

The trustees have examined the requirement for free reserves, i.e. those unrestricted funds not invested in tangible fixed assets, designated for specific purposes, or otherwise committed.

Consideration was given to the nature of the income and expenditure streams and the current composition of the reserves.

The trustees took particular account of the following:

- the inherent fluctuation in incoming funds
- the ongoing costs of running the branch-owned property
- the ongoing costs of maintaining key equipment

In view of this the Trustees consider that the branch should keep around 12 months' worth of expenditure in unrestricted reserves, trustees consider this to be around £35,000 based on previous year financial statements. They consider this is prudent in view of the nature of the core work of the branch.

Where specific work is planned, for instance, for building repair/ renovation, reserves may be required which would be allocated to specific purposes and, therefore, not included in free reserves.

This reserves policy will be reviewed annually, taking into account current forecasts of cash flows and income and expenditure budgets for the coming year.

SAMARITANS OF SHREWSBURY

TRUSTEES REPORT CONTINUED

FINANCIAL REVIEW

During the year we have seen an increase in receipts to £58,867 (2023: £30,508), with a small decrease in expenditure to £36,952 (2023: £39,716). This resulted in net receipts of £21,915 (2023: (£9,208) net payment).

Our fund-raising team worked tirelessly throughout the year organising and supporting collections and sourcing funding from a wide range of donors.

TRUSTEES

G Brough		
S Allum	Treasurer	(Resigned 9 November 2023)
C Dean		(Appointed 9 November 2023)
L Reeve	Director	(Resigned 1 March 2024)
S Forgie		(Resigned 16 August 2023)
J Coward		
A Wishart		
P Curtis	Secretary	
A Dunhill	Director	(Appointed 1 March 2024)
S Bevan		(Appointed 20 April 2023)
F Stone	Treasurer	(Appointed 9 November 2023)

Signed on behalf of the trustees



P Curtis

Date: 5th September 2024

SAMARITANS OF SHREWSBURY

TRUSTEES REPORT CONTINUED

DIRECTOR'S REPORT

Samaritans of Shrewsbury have had a steady financial year and we have therefore been able to move forward with some of our plans to improve and make safe our working area. The continuation of the rising cost of living has meant that we have had to plan carefully to achieve completion of the projects on our priority list. We have asked for specially targeted grants and funding from our supporters and have been very grateful for their support. The overriding cost is that of running and maintaining the branch but with the funds being donated for our other projects, I am so pleased to be able to say that we have been able to create an environment which supports our volunteers and they, in turn have provided a consistently good service to our callers in all areas within the branch and out in the county community.

The Branch Leadership Team have worked well over the year to ensure that change is well managed and builds on the success of the previous year. With the appointment of a new treasurer, the handover was smooth and allowed us to continue with our core business. As before, the Branch Leadership Team continues to support the volunteers in every way, managing change and developing opportunities so that we continue to offer an excellent service to our callers in all channels, whether that be on the phone, face to face in the community, by email or Online chat.

Our volunteer base has remained steady, with three cohorts being trained throughout the year. The commitment of everyone involved in the training of these new Samaritans has, as always, been admirable. Our new Samaritans have become part of the hard-working team that makes up Samaritans of Shrewsbury and this has allowed a flexibility in shifts in the last part of the year. Flexibility in working has been one of our core aims as we continue to support the national mission to be available 24 hours a day.

To serve more communities county wide, we are developing our outreach provision yet further. We have delivered more Active Listening Workshops away from Shrewsbury to a variety of audiences and have engaged with the Military Veterans in Gobowen and at Shawbury and worked with Foodbank volunteers and Youth workers in Ludlow as examples. We continue to offer our Samaritans Awareness talks to a variety of organisations and they are well received. Our work with two foodbanks in Shrewsbury and Oswestry has continued to be very successful, with shifts happening at each foodbank weekly. We continue to train selected people in prison to be Listeners and we also continue to work collaboratively with Bereavement service for Shropshire and the Suicide Prevention Action group. We continue to work nationally with the Missing People partnership and Network Rail.

The Premises team have ensured that the building is maintained to its best and we have had a roof with asbestos removed and the yard made safe with security lighting improved. Further plans are in hand to improve the surface of the yard but to find a contractor who would take on a job of this small scale is proving to be difficult. However, the plans are in hand. Security lighting in the porch area has been installed also.

We continue to hold hybrid meetings in our training room, as we are committed to including all our volunteers intending that they do not have to travel to attend meetings, especially during the winter months. Many of our volunteers live rurally and this can be daunting for them. This option also helps with sustainability and financial considerations. We continue to meet our goal to be as inclusive a branch as we can.

We are always grateful to everyone who supports us. We receive no central or government funding, we rely on kind donations and are very grateful to everyone who responds to our requests for financial support. We are able to carry on our work towards our vision that fewer people die by suicide and to be available to callers 24 hours a day through receipt of kind donations and to donors to whom we are totally indebted.

A Dunhill
Director



Date: 5th September 2024

INDEPENDENT EXAMINER'S REPORT

TO THE TRUSTEES OF SAMARITANS OF SHREWSBURY

I report on the accounts of the Charity for the year ended 31 March 2024, which are set out on pages 6 to 9.

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 of the Charities Act 2011 (the 2011 Act).

It is my responsibility to:-

- examine the accounts under section 145 of the 2011 Act
- 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
- to state whether particular matters have come to my attention.

Basis of Independent Examiner's Statement

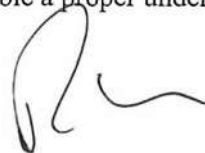
My examination was carried out in accordance with the General Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the Charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or 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 our 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 s.130 of the Charities Act 2011 and
 - to prepare accounts which accord with the accounting records and comply with the accounting requirements of the Charities Act have not been met; or
2. to which, in our opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

James, Holyoak & Parker Ltd
1 Knights Court, Archers Way,
Battlefield Enterprise Park,
SHREWSBURY, SY1 3GA



Robert Humphreys FCA

Chartered Accountant

Date: 5th September 2024

SAMARITANS OF SHREWSBURY

RECEIPTS AND PAYMENTS ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2024

		<u>2024</u>	<u>2024</u>	<u>Y/e</u> <u>31/3/24</u>	<u>2023</u>	<u>2023</u>	<u>Y/e</u> <u>31/3/23</u>
<u>Note</u>		<u>Restricted</u>	<u>Unrestricted</u>	<u>Total</u>	<u>Restricted</u>	<u>Unrestricted</u>	<u>Total</u>
		£	£	£	£	£	£
<u>RECEIPTS</u>							
Fundraising		-	6,539	6,539	-	2,694	2,694
Donations & Gifts		8,000	29,162	37,162	3,000	15,268	18,268
Legacy		-	-	-	-	500	500
Prison Receipt		-	6,000	6,000	-	6,000	6,000
Gift Aid		-	8,736	8,736	-	2,929	2,929
		8,000	50,437	58,437	3,000	27,391	30,391
Interest Received		-	430	430	-	117	117
Total Receipts		8,000	50,867	58,867	3,000	27,508	30,508
<u>PAYMENTS</u>							
Direct Charitable Expenditure	5	4,500	25,443	29,943	2,700	32,794	35,494
Publicity Costs	6	-	3,578	3,578	-	846	846
Management & Administration Costs	7	500	2,931	3,431	300	3,076	3,376
Total Payments		5,000	31,952	36,952	3,000	36,716	39,716
Net (payments)/receipts for the Year		3,000	18,915	21,915	-	(9,208)	(9,208)
Transfer between funds		-	-	-	-	-	-
Net movement in funds		3,000	18,915	18,915	-	(9,208)	(9,208)
<u>Reconciliation of funds</u>							
Total cash funds brought forward		-	40,025	40,025	-	49,233	49,233
Total cash funds carried forward		3,000	58,940	61,940	-	40,025	40,025

SAMARITANS OF SHREWSBURY

STATEMENT OF ASSETS & LIABILITIES

FOR THE YEAR ENDED 31 MARCH 2024

	<u>Note</u>	<u>2024</u> <u>Restricted</u>	<u>2024</u> <u>Unrestricted</u>	<u>Y/e</u> <u>31/3/24</u> <u>Total</u>	<u>2023</u> <u>Restricted</u>	<u>2023</u> <u>Unrestricted</u>	<u>Y/e</u> <u>31/3/23</u> <u>Total</u>
<u>MONETARY ASSETS</u>		£	£	£	£	£	£
Bank Current Accounts		3,000	23,704	26,704	-	6,898	6,898
Bank Deposit Account		-	27,481	27,481	-	27,009	27,009
Gift Aid Account		-	7,755	7,755	-	6,118	6,118
		3,000	61,940	61,940	-	40,025	40,025

Assets retained for the
Charity's own use

Swan House - Insurance valuation		564,269
Branch Equipment - estimated current value	Unrestricted	7,200
	Restricted	8,000

Liabilities

Branch contribution to central charity	Unrestricted	2,433
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These financial statements were approved by the board of trustees and authorised for issue
On 5th September 2024, and signed on behalf of the board by:



F Stone
Treasurer

SAMARITANS OF SHREWSBURY

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2024

1. **Trustee remuneration and expenses**

No remuneration or other benefits from employment with the charity or a related entity were received by the trustees. It is the policy of the charity to reimburse in full all expenses properly incurred by volunteers relating to its charitable activities. During the year, travel expenses for the undertaking of directors duties totaling £4,302 was paid.

2. **Restricted Funds**

In the year £5,000 was received from Samaritans Branches Costs of Living, Branches in Need Fund to support the costs of delivering the branch activity and was used in full in the year. £3,000 was received from the Edward Cadbury Trust which was not used until after the year end towards the property maintenance and repairs, leaving the full £3,000 in Restricted Funds carried forward.

3. **Non-Domestic rates**

No payment is made for Non-Domestic rates as the charity receives mandatory and discretionary charitable relief for the total charge for the year. To date the policy has been to exclude the charge and relief from the Receipts and Payments Account.

4. **PREMISES COSTS**

	<u>Y/e</u> <u>31/3/24</u> £	<u>Y/e</u> <u>31/3/23</u> £	
<u>PREMISES COSTS</u>			
Rates, Insurance, Light & Heat	3,974	4,649	
Printing, Stationery & Postage	1,653	1,908	
Bank Charges	304	249	
House Keeping including Repairs	8,414	10,296	
Professional Fees re Property	-	1,380	
Property Equipment	-	-	
	14,345	18,482	
Allocated:			
Charitable Expenditure	90%	12,911	16,634
Management and Administration	10%	1,434	1,848
		14,345	18,482

5. **DIRECT CHARITABLE EXPENDITURE**

	£	£
Telephone Charges	2,418	3,114
Travel & Training Costs	12,546	10,259
Premises Overheads	12,911	16,634
Car Parking	297	385
IT Fees and Equipment	1,771	1,382
Equipment	-	-
Refurbishment of Operations and Training Rooms	-	3,720
	29,943	35,494

SAMARITANS OF SHREWSBURY

SCHEDULE TO THE RECEIPTS & PAYMENTS ACCOUNT CONTINUED

FOR THE YEAR ENDED 31 MARCH 2024

		<u>Y/e</u> <u>31/3/24</u> <u>Net</u>	<u>Y/e</u> <u>31/3/23</u> <u>Net</u>		
	<u>Note</u>				
6. <u>PUBLICITY</u>		£	£		
Advertising		-	-		
Fundraising		3,578	846		
		3,578	846		
7. <u>MANAGEMENT AND ADMINISTRATION</u>		£	£		
Branch Contribution		1,100	1,528		
Independent Examiner's Fees		834	-		
AGM Costs		63	-		
Premises Overheads	4	1,434	1,848		
		3,431	3,376		
8. <u>FUND RECONCILIATION</u>					
	As at 1 April 2023	Income	Expenditure & Gains/(losses)	Transfers	As at 31 March 2024
Unrestricted:					
General reserve	40,025	50,867	(31,952)	-	58,940
Designated Funds:					
Internal Improvements	-	-	-	-	-
Total unrestricted funds	40,025	50,867	(31,952)	-	58,940
Restricted funds:					
Donations (see note 2)	-	8,000	(5,000)	-	3,000
Total restricted funds	-	8,000	(5,000)	-	3,000
Total funds	40,025	58,867	(36,952)	-	61,940

Accounts

Company Registration No. CE009158 (England and Wales)

SAMARITANS OF SHREWSBURY
A registered Charitable Incorporated Organisation under the
Charities Act 2011

REPORT AND ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2023

James Holyoak & Parker Limited
Chartered Accountants

SAMARITANS OF SHREWSBURY

COMPANY INFORMATION

Trustees	G Brough	(Appointed 12 May 2021)
	S Allum (Treasurer)	(Appointed 21 August 2018)
	A Tippet (Secretary)	(Resigned 10 November 2022)
	C Dean	(Resigned 10 November 2022)
	L Reeve (Director)	(Appointed 1 March 2021)
	S Forgie	(Appointed 22 June 2017)
	R Dunnill	(Resigned 17 August 2022)
	J Coward	(Appointed 10 November 2022)
	A Wishart	(Appointed 10 November 2022)
	P Curtis	(Appointed 10 November 2022)
Secretary	A Tippet	(Resigned 10 November 2022)
	P Curtis	(Secretary from 10 November 2022)
Company number	CE009158	
Charity number	1170399	
Accountants	James Holyoak & Parker Limited 1 Knights Court Archers Way Battlefield Enterprise Park Shrewsbury Shropshire SY1 3GA	

SAMARITANS OF SHREWSBURY

TRUSTEES REPORT

The Trustees present their report and accounts of the charity for the period ended 31 March 2023.

OBJECTIVES OF THE CHARITY

The charity's objects as set out in its governing document are:

To enable persons in Shrewsbury, Shropshire and the surrounding area as well as elsewhere who are experiencing feelings of distress or despair, including those who may be at risk of suicide, to receive confidential emotional support at any time of the day or night in order to improve their emotional health and to reduce the incidence of suicide;

To promote a better understanding in society of suicide, suicidal behaviour and the value of expressing feelings which may otherwise lead to suicide or impaired emotional health; and

To collaborate with and support Samaritans Central Charity and its affiliated branches in fulfilling these Objects.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Samaritans of Shrewsbury is a Charitable Incorporated Organisation (CIO) which was registered on 25 November 2016. The charity operates as a separate independent charity although it is recognised as an affiliated branch of the national Samaritans charity.

Samaritans of Shrewsbury operates under the model constitution for Samaritan branches.

Samaritans of Shrewsbury was formed as part of the restructuring of the national Samaritans charitable company. On 1 April 2017, the assets, liabilities and activities of Shrewsbury Samaritans were transferred to Samaritans of Shrewsbury. The transfer to the new CIO had no effect on the operations of the branch and the transaction was accounted for as a charity merger. This charity remains as the sole trustee of the old unincorporated charity and incorporates all funds held by the old charity.

New trustees of the charity are elected at The Annual General Meeting each year. The members of the charity elect the elected trustees following the nomination made. The trustees may appoint (co-opt) up to two additional trustees (co-opted trustees), so long as the total number of trustees does not exceed thirteen. The Branch Director may appoint one of the other trustees as vice-director.

All trustees receive appropriate training in their duties and responsibilities. The trustees and non-trustee Deputy Directors form the Branch Leadership Team which meets bi-monthly.

The Director is responsible for the allocation of duties within the Branch.

SAMARITANS OF SHREWSBURY

TRUSTEES REPORT CONTINUED

PUBLIC BENEFIT

The trustees confirm that they have complied with the requirements of section 4 of the Charities Act 2011 to have due regard to the public benefit guidance published by the Charity Commission for England and Wales.

RISK MANAGEMENT

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error.

The trustees monitor risks to which the charity is exposed throughout the year and mitigate their potential impact. A risk register is used with risks classified between management, premises and equipment, operational, financial and external risks.

RESERVES

The trustees have examined the requirement for free reserves, i.e. those unrestricted funds not invested in tangible fixed assets, designated for specific purposes, or otherwise committed.

Consideration was given to the nature of the income and expenditure streams and the current composition of the reserves.

The trustees took particular account of the following:

- the inherent fluctuation in incoming funds
- the ongoing costs of running the branch-owned property
- the ongoing costs of maintaining key equipment

In view of this the Trustees consider that the branch should keep around 18 months' worth of expenditure in unrestricted reserves, trustees consider this to be around £45,000. They consider this is prudent in view of the nature of the core work of the branch.

Where specific work is planned, for instance, for building repair/ renovation, reserves may be required which would be allocated to specific purposes and, therefore, not included in free reserves.

This reserves policy will be reviewed annually, taking into account current forecasts of cash flows and income and expenditure budgets for the coming year.

SAMARITANS OF SHREWSBURY

TRUSTEES REPORT CONTINUED

FINANCIAL REVIEW

During the year we have seen a decrease in receipts, and even though expenditure has decreased, payments have still exceeded receipts by £9,207.

Our fund-raising team worked tirelessly throughout the year organising and supporting collections and sourcing funding from a wide range of donors.

TRUSTEES

G Brough		(Appointed 12 May 2021)
S Allum	Treasurer	(Appointed 21 August 2018)
A Tippet		(Resigned 10 November 2022)
C Dean		(Resigned 10 November 2022)
L Reeve	Director	(Appointed 1 March 2021)
S Forgie		(Appointed 22 June 2017)
R Dunnill		(Resigned 17 August 2022)
J Coward		(Appointed 10 November 2022)
A Wishart		(Appointed 10 November 2022)
P Curtis	Secretary	(Appointed 10 November 2022)

Signed on behalf of the trustees



P Curtis

Date: 7th October 2023

SAMARITANS OF SHREWSBURY

TRUSTEES REPORT CONTINUED

DIRECTOR'S REPORT

The last financial year has been a very productive one for Samaritans of Shrewsbury. We have improved many of our areas noted as areas we wished to develop and, like most, have had to meet the challenges which have come from the rise in the cost of living. We have paid special attention to our Reserves and have been circumspect in our re prioritising of the various aspects of our work that we need to finance. I am pleased and proud to report that we have provided a consistently good service to our callers, maintained, and improved the building and extended our outreach to include more of Shropshire as the area we serve.

The change in Trustees and the new members appointed to the Branch Leadership team has been a smooth transition and our newly appointed Trustees have been very successful in their support through insightful observation. The efforts of the Branch Leadership Team to continue to provide the service which supports callers and puts volunteer well-being at its heart have been admirable.

We have worked hard this year to train many potential volunteers and have had a healthy number who have been successful. All credit must go to our training team who have trained one extra cohort of potential volunteers. This has been very successful and has meant that we have a healthy number of well-trained recruits welcomed to the branch.

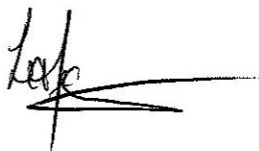
In the past year we have worked hard to extend our local Outreach provision and to that end, now work in two Foodbanks in the county each week. Alongside this we deliver our Active Listening Workshop county-wide and train selected people in prison to be Listeners and we continue to work collaboratively with Bereavement service for Shropshire and the Suicide Prevention Action group. We continue to work nationally with the Missing People partnership and Network Rail.

During the year we have updated our meeting rooms to enable volunteers to have spaces to undertake their continuous development and we have updated our technology to ensure that there is clarity of voice during the calls. We have improved the security of the building and are in the process of improving the environment around the building to make it safe and accessible.

We have successfully held many hybrid meetings in our training room, with the equipment that was installed at the end of last year. This has had far reaching benefits, some of those being that volunteers do not have to travel to attend meetings, which engenders a feeling of security during the winter months and cuts down on the need for using a mode of transport. This meets our desire to be as sustainable as we can and to continue to meet our goal to be as inclusive a branch as we can. We have also improved our recycling methods and have worked for some while with the food hub to support this goal.

We are exceedingly grateful to everyone who has supported us this year. As we receive no central or government funding, we rely on kind donations and are very grateful to everyone who responds to our requests for financial support. We are able to carry on our work towards our vision that fewer people die by suicide and to be available to callers 24 hours a day through receipt of kind donations and to donors to whom we are totally indebted.

L Reeve
Director
Date: 7th October 2023



INDEPENDENT EXAMINER'S REPORT

TO THE TRUSTEES OF SAMARITANS OF SHREWSBURY

I report on the accounts of the Charity for the year ended 31 March 2023, which are set out on pages 11 to 14.

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 of the Charities Act 2011 (the 2011 Act).

It is my responsibility to:-

- examine the accounts under section 145 of the 2011 Act
- 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
- to state whether particular matters have come to my attention.

Basis of Independent Examiner's Statement

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 our 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 s.130 of the Charities Act 2011 and
 - to prepare accounts which accord with the accounting records and comply with the accounting requirements of the Charities Act have not been met; or
2. to which, in our opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

James, Holyoak & Parker Ltd
1 Knights Court, Archers Way,
Battlefield Enterprise Park,
SHREWSBURY, SY1 3GA



Robert Humphreys FCA
Chartered Accountant

Date: 7th October 2023

SAMARITANS OF SHREWSBURY
RECEIPTS AND PAYMENTS ACCOUNT
FOR THE YEAR ENDED 31 MARCH 2023

		<u>2023</u>	<u>2023</u>	<u>Y/e</u> <u>31/3/23</u>	<u>2022</u>	<u>2022</u>	<u>Y/e</u> <u>31/3/22</u>
<u>Note</u>		<u>Restricted</u>	<u>Unrestricted</u>	<u>Total</u>	<u>Restricted</u>	<u>Unrestricted</u>	<u>Total</u>
		£	£	£	£	£	£
<u>RECEIPTS</u>							
Fundraising		-	2,694	2,694	-	8,092	8,092
Donations & Gifts		3,000	15,268	18,268	11,177	26,350	37,527
Legacy		-	500	500	-	6,130	6,130
Prison Receipt		-	6,000	6,000	-	-	-
Gift Aid		-	2,929	2,929	-	27	27
		3,000	27,391	30,391	11,177	40,599	51,776
Interest Received		-	117	117	-	7	7
Total Receipts		3,000	27,508	30,508	11,177	40,606	51,783
<u>PAYMENTS</u>							
Direct Charitable Expenditure	5	2,700	32,794	35,494	11,827	70,697	82,524
Publicity Costs	6	-	846	846	-	2,396	2,396
Management & Administration Costs	7	300	3,076	3,376	127	5,458	5,585
Total Payments		3,000	36,716	39,716	11,954	78,551	90,505
Net (payments)/receipts for the Year		-	(9,208)	(9,208)	(777)	(37,945)	(38,722)
Transfer between funds		-	-	-	-	-	-
Net movement in funds		-	(9,208)	(9,208)	(777)	(37,945)	(38,722)
<u>Reconciliation of funds</u>							
Total cash funds brought forward		-	49,233	49,233	777	87,178	87,955
Total cash funds carried forward		-	40,025	40,025	-	49,233	49,233

SAMARITANS OF SHREWSBURY
STATEMENT OF ASSETS & LIABILITIES
FOR THE YEAR ENDED 31 MARCH 2023

			<u>Y/e</u>			<u>Y/e</u>
	<u>Note</u>	<u>2023</u>	<u>2023</u>	<u>31/3/23</u>	<u>2022</u>	<u>2022</u>
		<u>Restricted</u>	<u>Unrestricted</u>	<u>Total</u>	<u>Restricted</u>	<u>Unrestricted</u>
<u>MONETARY ASSETS</u>		£	£	£	£	£
Bank Current Account		-	6,898	6,898	-	13,362
Bank Deposit Account		-	27,009	27,009	-	29,892
Gift Aid Account		-	6,118	6,118	-	5,979
		-	40,025	40,025	-	49,233

Assets retained for the
Charity's own use

Swan House - Insurance valuation		500,000
Branch Equipment - estimated current value	Unrestricted	9,000
	Restricted	10,000

Liabilities

Branch contribution to central charity	Unrestricted	1,100
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These financial statements were approved by the board of trustees and authorised for issue
On 7th October 2023, and signed on behalf of the board by:



S Allum
Treasurer

SAMARITANS OF SHREWSBURY

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2023

1. **Trustee remuneration and expenses**

No remuneration or other benefits from employment with the charity or a related entity were received by the trustees. It is the policy of the charity to reimburse in full all expenses properly incurred by volunteers relating to its charitable activities. During the year, travel expenses for the undertaking of directors duties totaling £1,315 was paid.

2. **Restricted Funds**

In the year £3,000 was received from the Edward Cadbury Trust which was used in full towards the property maintenance and repairs, leaving no Restricted Funds carried forward.

3. **Non-Domestic rates**

No payment is made for Non-Domestic rates as the charity receives mandatory and discretionary charitable relief for the total charge for the year. To date the policy has been to exclude the charge and relief from the Receipts and Payments Account.

		<u>Y/e</u> <u>31/3/23</u>	<u>Y/e</u> <u>31/3/22</u>
		<u>£</u>	<u>£</u>
4. <u>PREMISES COSTS</u>			
Rates, Insurance, Light & Heat		4,649	5,427
Printing, Stationery & Postage		1,908	806
Bank Charges		249	85
House Keeping including Repairs		10,296	6,775
Professional Fees re Property		1,380	840
Property Equipment		-	1,058
		<u>18,482</u>	<u>14,991</u>
Allocated:			
Charitable Expenditure	90%	16,634	13,492
Management and Administration	10%	1,848	1,499
		<u>18,482</u>	<u>14,991</u>

5. **DIRECT CHARITABLE EXPENDITURE**

		<u>£</u>	<u>£</u>
Telephone Charges		3,114	2,928
Travel & Training Costs		10,259	6,983
Premises Overheads	4	16,634	13,492
Car Parking		385	350
IT Fees and Equipment		1,382	4,064
Equipment		-	1,058
Refurbishment of Operations and Training Rooms		3,720	53,649
		<u>35,494</u>	<u>82,524</u>

SAMARITANS OF SHREWSBURY

SCHEDULE TO THE RECEIPTS & PAYMENTS ACCOUNT CONTINUED

FOR THE YEAR ENDED 31 MARCH 2023

	<u>Note</u>	<u>Y/e</u> <u>31/3/23</u> <u>Net</u>	<u>Y/e</u> <u>31/3/22</u> <u>Net</u>		
6. <u>PUBLICITY</u>		£	£		
Advertising		-	-		
Fundraising		846	2,396		
		846	2,396		
7. <u>MANAGEMENT AND ADMINISTRATION</u>		£	£		
Branch Contribution		1,528	3,732		
Independent Examiner's Fees		-	354		
AGM Costs		-	-		
Premises Overheads	4	1,848	1,499		
		3,376	5,585		
8. <u>FUND RECONCILIATION</u>					
	As at 1 April 2022	Income	Expenditure & Gains/(losses)	Transfers	As at 31 March 2023
Unrestricted:					
General reserve	49,233	27,508	(36,716)	-	40,025
Designated Funds:					
Internal Improvements	-	-	-	-	-
Total unrestricted funds	49,233	27,508	(36,716)	-	40,025
Restricted funds:					
Donations (see note 2)	-	3,000	(3,000)	-	-
Total restricted funds	-	3,000	(3,000)	-	-
Total funds	49,233	30,508	(39,716)	-	40,025

Accounts

Company Registration No. CE009158 (England and Wales)

SAMARITANS OF SHREWSBURY
A registered Charitable Incorporated Organisation under the
Charities Act 2011

REPORT AND ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2022

James Holyoak & Parker Limited
Chartered Accountants

SAMARITANS OF SHREWSBURY

COMPANY INFORMATION

Trustees	G Brough	(Appointed 12 May 2021)
	S Allum (Treasurer)	(Appointed 21 August 2018)
	A Tippet (Secretary)	(Appointed 25 November 2016, Secretary from 8 August 2019)
	C Dean	(Appointed 25 November 2016)
	L Reeve (Director)	(Appointed 1 March 2021)
	S Forgie	(Appointed 22 June 2017)
	R Dunnill	(Appointed 17 March 2021)
Secretary	A Tippet	(Appointed 25 November 2016, Secretary from 8 August 2019)
Company number	CE009158	
Charity number	1170399	
Accountants	James Holyoak & Parker Limited 1 Knights Court Archers Way Battlefield Enterprise Park Shrewsbury Shropshire SY1 3GA	

SAMARITANS OF SHREWSBURY

TRUSTEES REPORT

The Trustees present their report and accounts of the charity for the period ended 31 March 2022.

OBJECTIVES OF THE CHARITY

The charity's objects as set out in its governing document are:

To enable persons in Shrewsbury, Shropshire and the surrounding area as well as elsewhere who are experiencing feelings of distress or despair, including those who may be at risk of suicide, to receive confidential emotional support at any time of the day or night in order to improve their emotional health and to reduce the incidence of suicide;

To promote a better understanding in society of suicide, suicidal behaviour and the value of expressing feelings which may otherwise lead to suicide or impaired emotional health; and

To collaborate with and support Samaritans Central Charity and its affiliated branches in fulfilling these Objects.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Samaritans of Shrewsbury is a Charitable Incorporated Organisation (CIO) which was registered on 25 November 2016. The charity operates as a separate independent charity although it is recognised as an affiliated branch of the national Samaritans charity.

Samaritans of Shrewsbury operates under the model constitution for Samaritan branches.

Samaritans of Shrewsbury was formed as part of the restructuring of the national Samaritans charitable company. On 1 April 2017, the assets, liabilities and activities of Shrewsbury Samaritans were transferred to Samaritans of Shrewsbury. The transfer to the new CIO had no effect on the operations of the branch and the transaction was accounted for as a charity merger. This charity remains as the sole trustee of the old unincorporated charity and incorporates all funds held by the old charity.

New trustees of the charity are elected at The Annual General Meeting each year. The members of the charity elect the elected trustees following the nomination made. The trustees may appoint (co-opt) up to two additional trustees (co-opted trustees), so long as the total number of trustees does not exceed thirteen. The Branch Director may appoint one of the other trustees as vice-director.

All trustees receive appropriate training in their duties and responsibilities. The trustees and non-trustee Deputy Directors form the Branch Leadership Team which meets bi-monthly.

The Director is responsible for the allocation of duties within the Branch.

SAMARITANS OF SHREWSBURY

TRUSTEES REPORT CONTINUED

PUBLIC BENEFIT

The trustees confirm that they have complied with the requirements of section 4 of the Charities Act 2011 to have due regard to the public benefit guidance published by the Charity Commission for England and Wales.

RISK MANAGEMENT

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error.

The trustees monitor risks to which the charity is exposed throughout the year and mitigate their potential impact. A risk register is used with risks classified between management, premises and equipment, operational, financial and external risks.

RESERVES

The trustees have examined the requirement for free reserves, i.e. those unrestricted funds not invested in tangible fixed assets, designated for specific purposes, or otherwise committed.

Consideration was given to the nature of the income and expenditure streams and the current composition of the reserves.

The trustees took particular account of the following:

- the inherent fluctuation in incoming funds
- the ongoing costs of running the branch-owned property
- the ongoing costs of maintaining key equipment

In view of this the Trustees consider that the branch should keep around 18 months' worth of expenditure in unrestricted reserves, trustees consider this to be around £45,000. They consider this is prudent in view of the nature of the core work of the branch.

Where specific work is planned, for instance, for building repair/ renovation, reserves may be required which would be allocated to specific purposes and, therefore, not included in free reserves.

This reserves policy will be reviewed annually, taking into account current forecasts of cash flows and income and expenditure budgets for the coming year.

SAMARITANS OF SHREWSBURY

TRUSTEES REPORT CONTINUED

FINANCIAL REVIEW

During the year we have seen a decrease in receipts, and that, together with the expenditure on improvements, has resulted in payments exceeding receipts by £38,722.

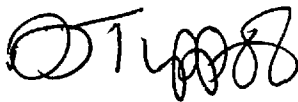
This year we have spent £53,649 on the refurbishment of the operations and training rooms for the improvement of these rooms and in line with requirements supporting safeguarding and health and safety. We received grants and donations towards the refurbishment costs totalling £11,177, which we are very grateful for. We also used the £39,000 designated for internal improvements brought forward from last year.

Our fund-raising team worked tirelessly throughout the year organising and supporting collections and sourcing funding from a wide range of donors.

TRUSTEES

G Brough		(Appointed 12 May 2021)
S Allum	Treasurer	(Appointed 21 August 2018)
A Tippet	Secretary	(Appointed 25 November 2016, Secretary from 8 August 2019)
C Dean		(Appointed 25 November 2016)
L Reeve	Director	(Appointed 1 March 2021)
S Forgie		(Appointed 22 June 2017)
R Dunnill		(Appointed 17 March 2021)

Signed on behalf of the trustees



A Tippet
Date: 27th September 2022

SAMARITANS OF SHREWSBURY

TRUSTEES REPORT CONTINUED

DIRECTOR'S REPORT

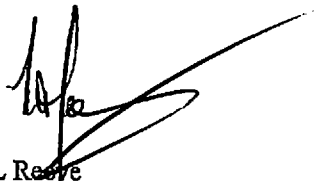
Samaritans of Shrewsbury have had a busy and progressive year since last March. We, like everyone else, have moved with the requirements and guidelines around Covid and are very pleased to report that, until March this year, have managed to provide a service to our callers with very little interruption. The members of the Branch Leadership Team charged with overseeing the health, safety, and well-being of our volunteers, worked tirelessly to ensure we worked in a safe, Covid-respectful environment. I am so pleased to report that their efforts paid off admirably.

The floods arrived to test us again this year and we were prepared for them. We had invested in flood defences for the branch, as well as the necessary sandbags and lifting our possessions up from the floor. We were very lucky that the water didn't breach our defences and again, our preparedness is thanks to the volunteers who worked hard to ensure we could continue to provide the service for our callers.

During the year we have refurbished our Operations Room to progress it to be a comfortable and efficient working space for our volunteers. We are very grateful to all our donors who have made this possible. We have been mindful of Covid and have installed a system that cleanses the air to ensure our volunteers are protected as much as we can. We have also updated our Training area so that volunteers may attend meetings via technology rather than coming into branch. This is to support those volunteers who live at a great distance from the branch as well as those who may find attending difficult. We are committed to being an inclusive branch and this is another progression we have made.

Our outreach commitment remains strong and lively. We work collaboratively with Network Rail, Bereavement service for Shropshire, Missing People network amongst others. We offer workshops to a variety of local organisations around listening to share our knowledge and practice. Our outreach makes up a large part of what we do.

We are very grateful to everyone who has supported us this year and, as a charity that receives no government funding, we are reliant on our donors. The work that our volunteers do is only possible due to the financial kindness of others and we, at Shrewsbury Samaritans are profoundly grateful.



L Reeve
Director
Date: 27th September 2022

INDEPENDENT EXAMINER'S REPORT
TO THE TRUSTEES OF SAMARITANS OF SHREWSBURY

I report on the accounts of the Charity for the year ended 31 March 2022, which are set out on pages 11 to 14.

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 of the Charities Act 2011 (the 2011 Act).

It is my responsibility to:-

- examine the accounts under section 145 of the 2011 Act
- 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
- to state whether particular matters have come to my attention.

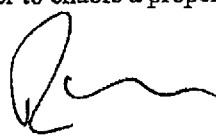
Basis of Independent Examiner's Statement

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 our 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 s.130 of the Charities Act 2011 and
 - to prepare accounts which accord with the accounting records and comply with the accounting requirements of the Charities Act have not been met; or
2. to which, in our opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.



James, Holyoak & Parker Ltd
1 Knights Court, Archers Way,
Battlefield Enterprise Park,
SHREWSBURY, SY1 3GA

Robert Humphreys FCA
Chartered Accountant

Date: 27th September 2022

SAMARITANS OF SHREWSBURY
RECEIPTS AND PAYMENTS ACCOUNT
FOR THE YEAR ENDED 31 MARCH 2022

	<u>Note</u>	<u>2022</u> <u>Restricted</u>	<u>2022</u> <u>Unrestricted</u>	<u>Y/e</u> <u>31/3/22</u> <u>Total</u>	<u>2021</u> <u>Restricted</u>	<u>2021</u> <u>Unrestricted</u>	<u>Y/e</u> <u>31/3/21</u> <u>Total</u>
		£	£	£	£	£	£
<u>RECEIPTS</u>							
Local Authority Grants		-	-	-	-	5,000	5,000
Fundraising		-	8,092	8,092	-	8,641	8,641
Donations & Gifts		11,177	26,350	37,527	6,859	50,373	57,232
Legacy		-	6,130	6,130	-	-	-
Gift Aid		-	27	27	-	6,982	6,982
		11,177	40,599	51,776	6,859	70,996	77,855
Interest Received		-	7	7	-	21	21
Total Receipts		11,177	40,606	51,783	6,859	71,017	77,876
<u>PAYMENTS</u>							
Direct Charitable Expenditure	5	11,827	70,697	82,524	5,973	33,423	39,396
Publicity Costs	6	-	2,396	2,396	-	-	-
Management & Administration Costs	7	127	5,458	5,585	109	3,654	3,763
Total Payments		11,954	78,551	90,505	6,082	37,077	43,159
Net (payments)/receipts for the Year		(777)	(37,945)	(38,722)	777	33,940	34,717
Transfer between funds		-	-	-	-	-	-
Net movement in funds		(777)	(37,945)	(38,722)	777	33,940	34,717
<u>Reconciliation of funds</u>							
Total cash funds brought forward		777	87,178	87,955	-	53,238	53,238
Total cash funds carried forward		-	49,233	49,233	777	87,178	87,955

SAMARITANS OF SHREWSBURY
STATEMENT OF ASSETS & LIABILITIES
FOR THE YEAR ENDED 31 MARCH 2022

			<u>Y/e</u>			<u>Y/e</u>
	<u>2022</u>	<u>2022</u>	<u>31/3/22</u>	<u>2021</u>	<u>2021</u>	<u>31/3/21</u>
<u>Note</u>	<u>Restricted</u>	<u>Unrestricted</u>	<u>Total</u>	<u>Restricted</u>	<u>Unrestricted</u>	<u>Total</u>
	£	£	£	£	£	£
<u>MONETARY ASSETS</u>						
Bank Current Account	-	13,362	13,362	777	13,778	14,555
Bank Deposit Account	-	29,892	29,892	-	69,886	69,886
Gift Aid Account	-	5,979	5,979	-	3,514	3,514
	-	49,233	49,233	777	87,178	87,955

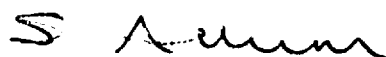
**Assets retained for the
Charity's own use**

Swan House - Insurance valuation		500,000
Branch Equipment - estimated current value	Unrestricted	11,000
	Restricted	12,000

Liabilities

Branch contribution to central charity	Unrestricted	1,528
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These financial statements were approved by the board of trustees and authorised for issue
On 27th September 2022, and signed on behalf of the board by:



S Allum
Treasurer

SAMARITANS OF SHREWSBURY

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2022

1. **Trustee remuneration and expenses**

No remuneration or other benefits from employment with the charity or a related entity were received by the trustees. It is the policy of the charity to reimburse in full all expenses properly incurred by volunteers relating to its charitable activities. During the year, travel expenses for the undertaking of directors duties totaling £1,240 was paid.

2. **Restricted Funds**

In the year £9,177 was received from Pears Foundation and £2,000 was received from Wynne Foundation which were both used in full towards the refurbishment of the Operations and Training Rooms leaving no Restricted Funds carried forward.

3. **Non-Domestic rates**

No payment is made for Non-Domestic rates as the charity receives mandatory and discretionary charitable relief for the total charge for the year. To date the policy has been to exclude the charge and relief from the Receipts and Payments Account.

4. **PREMISES COSTS**

	<u>Y/e</u> <u>31/3/22</u> £	<u>Y/e</u> <u>31/3/21</u> £
Rates, Insurance, Light & Heat	5,427	5,217
Printing, Stationery & Postage	806	811
Bank Charges	85	-
House Keeping including Repairs	6,775	6,040
Professional Fees re Property	840	-
Property Equipment	1,058	-
	<u>14,991</u>	<u>12,068</u>
Allocated:		
Charitable Expenditure	90%	
Management and Administration	10%	
	13,492	10,861
	1,499	1,207
	<u>14,991</u>	<u>12,068</u>

5. **DIRECT CHARITABLE EXPENDITURE**

	£	£
Telephone Charges	2,928	1,971
Travel & Training Costs	6,983	18,316
Premises Overheads	13,492	10,861
Car Parking	350	350
IT Fees and Equipment	4,064	2,906
Equipment	1,058	4,992
Refurbishment of Operations and Training Rooms	53,649	-
	<u>82,524</u>	<u>39,396</u>

SAMARITANS OF SHREWSBURY

SCHEDULE TO THE RECEIPTS & PAYMENTS ACCOUNT CONTINUED

FOR THE YEAR ENDED 31 MARCH 2022

	<u>Note</u>	<u>Y/e</u> <u>31/3/22</u> <u>Net</u>	<u>Y/e</u> <u>31/3/21</u> <u>Net</u>		
6. <u>PUBLICITY</u>					
		£	£		
Advertising		-	-		
Fundraising		2,396	-		
		<u>2,396</u>	<u>-</u>		
7. <u>MANAGEMENT AND ADMINISTRATION</u>					
		£	£		
Branch Contribution		3,732	2,214		
Independent Examiner's Fees		354	342		
AGM Costs		-	-		
Premises Overheads	4	<u>1,499</u>	<u>1,207</u>		
		<u>5,585</u>	<u>3,763</u>		
8. <u>FUND RECONCILIATION</u>					
	As at 1 April 2021	Income	Expenditure & Gains/(losses)	Transfers	As at 31 March 2022
Unrestricted:					
General reserve	48,178	40,606	(78,551)	39,000	49,233
Designated Funds:					
Internal Improvements	39,000	-	-	(39,000)	-
Total unrestricted funds	<u>87,178</u>	<u>40,606</u>	<u>(78,551)</u>	<u>-</u>	<u>49,233</u>
Restricted funds:					
Donations (see note 2)	777	11,177	(11,954)	-	-
Total restricted funds	<u>777</u>	<u>11,177</u>	<u>(11,954)</u>	<u>-</u>	<u>-</u>
Total funds	<u>87,955</u>	<u>51,783</u>	<u>(90,505)</u>	<u>-</u>	<u>49,233</u>

The balance brought forward on the Designated Fund has been fully utilised in the year for internal improvements to the Operations room and training facilities.

Accounts

Company Registration No. CE009158 (England and Wales)

SAMARITANS OF SHREWSBURY
A registered Charitable Incorporated Organisation under the
Charities Act 2011

REPORT AND ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2021

James Holyoak & Parker Limited
Chartered Accountants

SAMARITANS OF SHREWSBURY

COMPANY INFORMATION

Trustees	G Brough	(Appointed 12 May 2021)
	S Allum (Treasurer)	(Appointed 21 August 2018)
	A Tippet (Secretary)	(Appointed 25 November 2016, Secretary from 8 August 2019)
	C Dean	(Appointed 25 November 2016)
	L Reeve (Director)	(Appointed 1 March 2021)
	S Forgie	(Appointed 22 June 2017)
	R Dunnill	(Appointed 17 March 2021)
	C Wood	(Appointed 22 June 2017 - Retired 12 May 2021)
	H McGuiness	(Appointed 1 February 2018 - Retired 1 March 2021)
	K Cates	(Appointed 25 November 2016 - Retired 12 May 2021)
Secretary	A Tippet	(Appointed 25 November 2016, Secretary from 8 August 2019)
Company number	CE009158	
Charity number	1170399	
Accountants	James Holyoak & Parker Limited 1 Knights Court Archers Way Battlefield Enterprise Park Shrewsbury Shropshire SY1 3GA	

SAMARITANS OF SHREWSBURY

TRUSTEES REPORT

The Trustees present their report and accounts of the charity for the period ended 31 March 2021.

OBJECTIVES OF THE CHARITY

The charity's objects as set out in its governing document are:

To enable persons in Shrewsbury, Shropshire and the surrounding area as well as elsewhere who are experiencing feelings of distress or despair, including those who may be at risk of suicide, to receive confidential emotional support at any time of the day or night in order to improve their emotional health and to reduce the incidence of suicide;

To promote a better understanding in society of suicide, suicidal behaviour and the value of expressing feelings which may otherwise lead to suicide or impaired emotional health; and

To collaborate with and support Samaritans Central Charity and its affiliated branches in fulfilling these Objects.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Samaritans of Shrewsbury is a Charitable Incorporated Organisation (CIO) which was registered on 25 November 2016. The charity operates as a separate independent charity although it is recognised as an affiliated branch of the national Samaritans charity.

Samaritans of Shrewsbury operates under the model constitution for Samaritan branches.

Samaritans of Shrewsbury was formed as part of the restructuring of the national Samaritans charitable company. On 1 April 2017, the assets, liabilities and activities of Shrewsbury Samaritans were transferred to Samaritans of Shrewsbury. The transfer to the new CIO had no effect on the operations of the branch and the transaction was accounted for as a charity merger. This charity remains as the sole trustee of the old unincorporated charity and incorporates all funds held by the old charity.

New trustees of the charity are elected at The Annual General Meeting each year. The members of the charity elect the elected trustees following the nomination made. The trustees may appoint (co-opt) up to two additional trustees (co-opted trustees), so long as the total number of trustees does not exceed thirteen. The Branch Director may appoint one of the other trustees as vice-director.

All trustees receive appropriate training in their duties and responsibilities. The trustees and non-trustee Deputy Directors form the Branch Leadership Team which meets bi-monthly.

The Director is responsible for the allocation of duties within the Branch.

SAMARITANS OF SHREWSBURY

TRUSTEES REPORT CONTINUED

PUBLIC BENEFIT

The trustees confirm that they have complied with the requirements of section 4 of the Charities Act 2011 to have due regard to the public benefit guidance published by the Charity Commission for England and Wales.

RISK MANAGEMENT

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error.

The trustees monitor risks to which the charity is exposed throughout the year and mitigate their potential impact. A risk register is used with risks classified between management, premises and equipment, operational, financial and external risks.

RESERVES

The trustees have examined the requirement for free reserves, i.e. those unrestricted funds not invested in tangible fixed assets, designated for specific purposes, or otherwise committed.

Consideration was given to the nature of the income and expenditure streams and the current composition of the reserves.

The trustees took particular account of the following:

- the inherent fluctuation in incoming funds
- the ongoing costs of running the branch-owned property
- the ongoing costs of maintaining key equipment

In view of this the Trustees consider that the branch should keep around 18 months' worth of expenditure in unrestricted reserves, trustees consider this to be around £45,000. They consider this is prudent in view of the nature of the core work of the branch.

Where specific work is planned, for instance, for building repair/ renovation, reserves may be required which would be allocated to specific purposes and, therefore, not included in free reserves. A sum of £39,000 has been designated for internal improvements to our Operations Room and training facilities.

This reserves policy will be reviewed annually, taking into account current forecasts of cash flows and income and expenditure budgets for the coming year.

SAMARITANS OF SHREWSBURY

TRUSTEES REPORT CONTINUED

FINANCIAL REVIEW

During the year we have seen an increase in receipts and overall results are receipts exceeded payments by £34,717.

Our fund-raising team worked tirelessly throughout the year to source funding.

This year we were extremely fortunate to continue to be supported by the Mayor's charity and have also been supported by other generous donors.

With the advent of the current pandemic, we did not envisage being able to raise funds through events and collections for the near future, we therefore altered our fund-raising model to focus on approaching grant making bodies. This approach proved successful in the first part of 2020/21 and has given us a degree of security for the future.

TRUSTEES

G Brough		(Appointed 12 May 2021)
S Allum	Treasurer	(Appointed 21 August 2018)
A Tippet	Secretary	(Appointed 25 November 2016, Secretary from 8 August 2019)
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R Dunnill		(Appointed 17 March 2021)
C Wood		(Appointed 22 June 2017 - retired 12 May 2021)
H McGuinness		(Appointed 1 February 2018 – retired 1 March 2021)
K Cates		(Appointed 25 November 2016 – retired 12 May 2021)

Signed on behalf of the trustees



A. Tippet
Date: 27th October 2021

SAMARITANS OF SHREWSBURY

TRUSTEES REPORT CONTINUED

DIRECTOR'S REPORT

OUR SERVICE: AN OVERVIEW OF 19-20 AND BEYOND

2020 -2021 A CHALLENGING BUT POSITIVE YEAR

The year 2020-2021 was exceedingly challenging due to the Covid 19 pandemic. The effect of it had far reaching consequences. Samaritans were deemed essential workers and those volunteers who were able, continued to provide a service to Callers. The regime in the branch was altered to ensure safety of the volunteers coming into branch and this entailed strict procedures around distancing, cleaning, and personal safety. Despite the limiting effects of the pandemic, we continued to provide a very good level of service to our callers and it was so heart-warming to be part of the Shrewsbury team who worked so well together.

Despite ending in challenging circumstances 2020-2021 has, in fact, been a very positive year for us. Throughout the year we built on our past experiences, strengthening our support for callers, our volunteers, our branch and expanding that support in the community. We continue to learn and adapt and as such have found new ways of working inside and outside the branch in the Covid-environment.

OUR CORE SERVICE

As always, we remain clearly focused on our core purpose:

- Listening and providing emotional support to people, whatever their situation, however and whenever they want to contact us

We had great success in training new volunteers and increased our number of listening volunteers. The transition to online training was fairly smooth and our trainers handled this very steep learning curve with aplomb and a positive approach. Our total number of volunteers continues to rise.

Our branch continues to be run entirely by volunteers who give their time and expertise so generously. We raise all our own funding from a variety of sources, and this year has seen a depletion in the wide range of volunteer-led fund-raising events due to the pandemic but have been very kindly and generously supported by donors. Our Friends group has not been able to support us this year due to the pandemic, but they remain active and will return as soon as they are able. The Mayor of Shrewsbury who chose us as his charity, extended his term and we are grateful to be the chosen charity for the foreseeable future. We are incredibly grateful for his support; not only financial, from events such as his 'fab' Beatles weekend, but especially for promoting our services so effectively.

People can contact us in the branch by telephone and email. As ever, our service is in demand across all types of contact.

In the year to 31 December 2020, we supported around 9350 branch-based contacts including calls from people suffering serious distress and despair.

40.2% were male, 52.7% female, 0.6% transgender and 6.5% gender unknown.

We were unable to continue with our regular shifts at Shrewsbury station and Oakwood Prison's Listener service due to the pandemic but are looking forward to starting them again when the guidelines allow.

Our national Freecall number 116123 is well established and means people can call us free from any device, even a mobile with no credit, and their calls will not show up on phone bills

SAMARITANS OF SHREWSBURY

TRUSTEES REPORT CONTINUED

As with many charities our volunteers have been affected by Covid-19. Regardless of whether they have been in branch or at home, our volunteers have pulled together to support one another and adapt to the current environment. We are working hard to continue training and recruit so we remain able to be there when people need us most, especially in those hours where there is less alternative support available: in the evening, night-time and early hours of the morning. We co-ordinate our branch service provision with the overall Samaritans charity, at national and regional levels, guaranteeing availability at given times, to ensure the overall service is available 24 hours a day 365 days a year.

As ever, we are absolutely indebted to our volunteers. Normally, our listening volunteers do seven shifts over two months (five day/evening, one short night and one full overnight shift) and engage actively with compulsory ongoing training and development. We have a mix of listening and support volunteers, many involved in a variety of activities, who all contribute to the successful running of our service and make our branch a friendly and supportive place to volunteer.

2020 AND 2021 (to July) OUTREACH WITH OUR LOCAL COMMUNITIES

OUTREACH STRATEGY

Our Outreach Strategy is based on the Branch Development Plan which sets out the following strategic approach:

REACHING-OUT EFFECTIVELY TO COMMUNITY PARTNERS AND HIGH-RISK GROUPS

Outside the branch, we will use a strategic approach to join and build sustainable local networks so that the Samaritans and our callers "voices" are heard, we will build excellent working relationships and create innovative and effective local informal partnerships so that our "reach" is maximised and we will provide clearly focused emotional support to high-risk groups in order to make best use of scarce volunteer resources.

Given the national data we now have from our central systems, we can see that our in-branch telephone and email helpline services is increasingly busy, a trend that seems set to continue – someone contacts Samaritans every seven seconds, around 5.5 million people did last year.

In addition, we know that there are subsets of the population in our communities who are at higher-than-average risk of suicidality who are "hard to reach" and that there are risky places in our communities. Shropshire and mid-Wales are particularly rural with a dispersed population with a higher proportion of aging people and older men than nationally.

All these factors make a strong case for our strategic and carefully targeted outreach strategy.

NOT EVERYONE IS ABLE TO CONTACT US BY PHONE, EMAIL OR LETTER OR TO VISIT US IN PERSON.

So, as well as doing our Samaritans listening shifts each week, we also work with local people in our many and varied local communities and we work in partnership with other great local charities and public services.

We don't charge for this work. People often give donations but for Samaritans volunteers, supporting people in need is all that matters.

In 2019, our work in the community meant 20 of our volunteers were involved in 118 events and reached out to over 12,400 people locally. In 2020, despite the pandemic, we were still able to be involved in 98 events and reached-out to nearly 6,500 people locally. (56 so far in 2021).

THERE'S A REAL VARIETY TO WHAT WE DO BECAUSE OUR SHROPSHIRE COMMUNITIES ARE SO VARIED.

SAMARITANS OF SHREWSBURY

TRUSTEES REPORT CONTINUED

We have formal partnerships with

- *Network Rail, the Train Companies and British Transport Police* - look for us on Shrewsbury Railway Station every month.
- *Missing People Charity and Police Forces across the UK* and we support Missing People deemed to be at very high risk.
- *Shropshire Public Health* (Under development for the autumn onwards) – as part of the Suicide Prevention agenda to target support more effectively, we're working closely with SPH to engage with a wide range of business and industrial sectors and organisations on issues of emotional and mental wellbeing including running "Having Difficult Conversations" workshops with staff during 2021-22.

We support schools and provide awareness raising sessions with school staff members. We work closely with our local Colleges and University to support their Student Support Services and we work with groups of students doing talks and workshops.

We also support other youth settings such as Scouts, sports clubs etc.

Samaritans Step by Step Programme - In addition to Loren and Richard, we have two specially trained listening volunteers who are members of the small national team of trained Samaritans Postvention Advisors. In addition to their normal shifts, they support schools, colleges, universities and other youth settings, following an unexplained/sudden death and we help Senior Leaders to review and strengthen Critical Incident Plans.

We are part of the Shropshire Sanctuary and work closely with Shropshire MIND, Shrewsbury Street Pastors, West Mercia Police, British Transport Police and local NHS to help sustain this work, hosted so brilliantly by Shropshire MIND.

We're active members of:

- **The County Emergency Volunteers Committee**, supporting our fellow volunteers and local people and communities in times of emergency.
- **Shropshire and Telford + Wrekin Mental Health Forum**, a grouping of local charities supporting people with a wide variety of mental health needs which is also attended by NHS and Council services and government departments.
- **Shropshire and Telford Suicide Prevention Strategy Group** and working hard with our fellow members to reduce suicide in the county and the huge impact it has on everyone.
- **Team Shrewsbury**, the innovative and highly effective multi-agency group that works hard to support the Town Council in making sure Shrewsbury is a great place to live, work and play! We were part of the successful effort to secure and retain Purple Flag status for the town.
- **The Armed Forces Covenant** and are a member of the Partners group, led by the Shropshire Armed Forces Hub. This shares expertise, coordinates and seeks to strengthen support for serving, reserve and ex-service people, their families and friends.

SAMARITANS OF SHREWSBURY

TRUSTEES REPORT CONTINUED

TALKS, STATION, SHIFTS, STALLS AND LISTENING WORKSHOPS

As well as all this, quietly, behind the scenes, we keep meeting a wide range of wonderful local people and great local charities, businesses and services, running stalls at events, holding regular station shifts and doing talks and providing workshops on listening and on supporting suicidal people (118 such events in 2019, 98 in 2020 despite COVID and 21 so far in 2021)

2020 Into 2021...VERY DIFFERENT TIMES...

Very positively, partnership work has continued apace via individual phone and video calls, conference calls, talks and workshops using various video conferencing platforms, we've been able to be part of numerous county-wide "blg conversations".

Samaritans Are Still Here! We continue to use this message in very frequent contacts with our excellent team of Public Health England partners along with NHS and Council services and charities making sure our services are known about and communicated to local people in need including via more third-party calls where we call people at times when they really know they need us, especially in the night.

A Shropshire Bereavement Support Service – This launched on 25 June 2020 - working with great local partners – Shropshire Public Health, Shropshire Council, NHS, Crane Counselling, CRUSE and the Hospice Bereavement Support Volunteers, this new service is designed to support anyone grieving in county whether directly through COVID-19 or through the pandemic causing them to revisit past bereavements.

A Shropshire and Telford Bereaved by Suicide Service – launched in April 2021 – following development work, a successful business case and bid to the NHS by the Suicide Action Group in which we have played an active role, this important new service is a specialist part of the above general service. Two half-time staff have been employed to provide first point of contact and support facilitators to people bereaved by suicide (who, themselves, are at much higher risk of suicide) linking them to a wide range of services and community support across the two local authorities and maintaining that support for up to two years or longer if needed.

Supporting People Suddenly Supporting Others on Phones/Screens – we're offering advice and workshop support to organisations that are suddenly putting their people on phones and in front of screens to support others. This included a series of online talks, listening and suicidality workshops for charities and services across Shropshire and in Telford, with Telford branch involved in some of these.

Close Liaison with Other Shropshire Services and Charities – we are involved in daily phone/video meetings and conversations with great local organisations have taken place recently including, most notably:

Designs in Mind, Oswestry - We've adapted our Listening Workshop to work online on two occasions for their Listen and Connect workers.

The Ark, Shrewsbury – We were part of the planning group for a county wide World Homelessness + Mental Health Week in October

Mayfair Centre, Church Stretton – We've helped create and run six online Listening by Telephone Workshops for befriending volunteers with more now underway for their Compassionate Communities volunteers.

Shropshire Rural Support – We are working together to provide out of hours support

SAMARITANS OF SHREWSBURY

TRUSTEES REPORT CONTINUED

Shropshire Public Health Education Lead – We have been invited to work with her to explore possible new initiatives

Alzheimer's Society Shropshire and Telford – we have run an online learning conversation to support both their staff, volunteers and members

Hands Together Ludlow Befrienders – we have two online sessions booked with their volunteers

Dual Diagnosis (Alcohol/Drugs + Mental Health) Working Group – we're part of this multi-agency group working to build links between two pathways across Shropshire and Telford

Improving Support for Older People – we're part of this multi-agency group working to address gaps in provision and improve partner working across Shropshire and Telford

Street Pastors – We'll be running online Listening and Suicidality Workshops once they resume operations

Shropshire Suicide Prevention Action Group – numerous online meetings to evaluate and re-focus the development work

Team Shrewsbury – online meetings to continue the partnership work

Shropshire Mental Health Partnership Board – online meetings that are the official overview of mental health services across the county.

Hants/Solent Councils and Samaritans – meetings with us and our local Public Health team to share the collaborative innovative work on bereavement and suicide prevention.

Postvention Step by Step Work has continued though the pandemic and in 2020, we supported 10 school/college/university/other settings through very tragic circumstances with a further 16 organisations being supported so far in 2021 including a rising number in Shropshire. So, our Education, Outreach and Partnerships work develops further and we continue to learn during these continuing strange circumstances.

This has led to linking our work with the Bereaved by Suicide Service, the Bereavement Service and Shrops Educational Psychologists to provide a full and coherent support to school/college/university/other settings. This too, may become a more formal partnership in coming months and has been identified as both innovative and effective by people in other parts of the UK.

OUR CORE MESSAGE THROUGHOUT HAS BEEN AND REMAINS:

You don't need to be suicidal to call Samaritans. Whatever you're going through, a Samaritan Listening Volunteer will face it with you. We're here 24 hours a day, 365 days a year.

WORKING TOGETHER IS BETTER!

From all this work locally, we know that people and organisations are stronger together. That's why, as Samaritans in Shropshire and mid-Wales, we stand together with our amazing local communities and great local charities, community organisations and businesses...as well as our local hard-pressed state services.... In the face of a society which to many people, can all too often feel like a lonely and disconnected place.

SAMARITANS OF SHREWSBURY

TRUSTEES REPORT CONTINUED

FOR MORE INFORMATION/A FURTHER CONVERSATION

Please do get in touch with Loren, Pam or Richard at richard703@samaritansofshrewsbury.org

THE FUTURE

The future holds a range of challenges and opportunities for us. Through working together we will continue to adapt to meet the challenges and build on our relationships.

As always at Shrewsbury Branch, we see no room for complacency and we remain clearly focused on our three priority areas.

PRIORITY #1 Recruiting and retaining volunteers – our Samaritans volunteers are our most precious resource and also the most scarce. We always need more people as existing volunteers leave for reasons of family, work, age and illness. We are also looking to expand our current services.

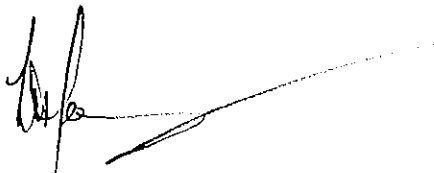
We are mindful that we are recruiting volunteers to a demanding and responsible role in a time of general uncertainty, rising retirement ages, less certain wages and pensions, and ever more challenging social, working and family lives. We are adopting new recruitment and training practices to meet the new demands and ways of working.

PRIORITY #2 Working together internally to continually improve our support to our callers – we work hard to support one another compassionately, during what are all now very busy shifts. We adopt new policies and practices and use ongoing and specialist training opportunities to share best practice, to build on our existing skills and to develop new ones. All this helps us maintain our outstanding levels of quality while managing the level of demand. We will continue to monitor and evaluate our effectiveness in this and improve in any ways we can. We have plans this year to improve our working space and equipment to further support our volunteers.

PRIORITY #3 Working with partners and stakeholders, reaching out to better support people in our local communities – recent years have seen us network more strategically in order to extend our reach and effectiveness. Our work in this area to date has helped achieve a higher profile and more effective working partnerships with charities and statutory services. This work will remain a priority not least because many people's lives are becoming harder and pressure on statutory and voluntary services grows.

In such circumstances, we need to ensure that the Samaritans service can be known, understood and used most effectively to support local people and communities. Being part of the "bigger conversation" and working closely with great local charities and services helps us to help more people in our communities.

All of this is only possible due to the generosity of everyone involved.



L Reeve

Director

Date: 27th October 2021

PLEASE GET IN TOUCH

If you'd like to meet us and explore ways we might support you and your charity, business or service, please email us on enquiries@shrewsburysamaritans.org.uk

INDEPENDENT EXAMINER'S REPORT

TO THE TRUSTEES OF SAMARITANS OF SHREWSBURY

I report on the accounts of the Charity for the year ended 31 March 2021, which are set out on pages 11 to 14.

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 of the Charities Act 2011 (the 2011 Act).

It is my responsibility to:-

- examine the accounts under section 145 of the 2011 Act
- 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
- to state whether particular matters have come to my attention.

Basis of Independent Examiner's Statement

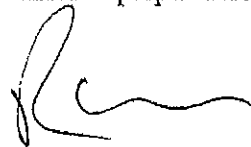
My examination was carried out in accordance with the General Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the Charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or 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 our 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 s.130 of the Charities Act 2011 and
 - to prepare accounts which accord with the accounting records and comply with the accounting requirements of the Charities Act have not been met; or
2. to which, in our opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

James, Holyoak & Parker Ltd
1 Knights Court, Archers Way,
Battlefield Enterprise Park,
SHREWSBURY, SY1 3GA



Robert Humphreys FCA

Chartered Accountant

Date: 27th October 2021

SAMARITANS OF SHREWSBURY

RECEIPTS AND PAYMENTS ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2021

	<u>Note</u>	<u>2021</u> <u>Restricted</u>	<u>2021</u> <u>Unrestricted</u>	<u>Y/e</u> <u>31/3/21</u> <u>Total</u>	<u>Y/e</u> <u>31/3/20</u> <u>Total</u>
<u>RECEIPTS</u>		£	£	£	£
Grants		-	5,000	5,000	-
Shrewsbury Friends of Samaritans		-	-	-	1,750
Fundraising Events		-	8,044	8,044	2,350
Fundraising Activities		-	597	597	364
Donations & Gifts		6,859	50,373	57,232	25,762
Prison Visits		-	-	-	1,500
Gift Aid		-	6,982	6,982	4,162
		6,859	70,996	77,855	35,888
Interest Received		-	21	21	53
Total Receipts		6,859	71,017	77,876	35,941
<u>PAYMENTS</u>					
Direct Charitable Expenditure	5	5,973	33,423	39,396	23,002
Publicity Costs	6	-	-	-	180
Management & Administration Costs	7	109	3,654	3,763	3,095
Total Payments		6,082	37,077	43,159	26,277
Net (payments)/receipts for the Year		777	33,940	34,717	9,664
Transfer between funds		-	-	-	-
Net movement in funds		777	33,940	34,717	9,664
Reconciliation of funds					
Total cash funds brought forward		-	53,238	53,238	43,574
Total cash funds carried forward		777	87,178	87,955	53,238

SAMARITANS OF SHREWSBURY

STATEMENT OF ASSETS & LIABILITIES

FOR THE YEAR ENDED 31 MARCH 2021

		<u>2021</u>	<u>2021</u>	<u>Y/e</u> <u>31/3/21</u>	<u>Y/e</u> <u>31/3/20</u>
	<u>Note</u>	<u>Restricted</u>	<u>Unrestricted</u>	<u>Total</u>	<u>Total</u>
<u>MONETARY ASSETS</u>		£	£	£	£
Bank Current Account		777	13,778	14,555	7,247
Bank Deposit Account		-	69,886	69,886	36,085
Gift Aid Account		-	3,514	3,514	9,906
Cash Account		-	-	-	-
		<u>777</u>	<u>87,178</u>	<u>87,955</u>	<u>53,238</u>

Assets retained for the Charity's own use

Swan House	- Insurance valuation	Unrestricted	324,973
Office Equipment	- estimated current value	Unrestricted	7,000
		Restricted	5,000

Liabilities

Branch contribution to central charity	Unrestricted	3,771
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These financial statements were approved by the board of trustees and authorised for issue
On 27th October 2021, and signed on behalf of the board by:



S Allum
Treasurer

SAMARITANS OF SHREWSBURY

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2021

1. Trustee remuneration and expenses

No remuneration or other benefits from employment with the charity or a related entity were received by the trustees. It is the policy of the charity to reimburse in full all expenses properly incurred by volunteers relating to its charitable activities. During the year expenses to reimburse travel costs totalling £3,420 were paid to the trustees. Of this, £2,871 was donated back to the charity after the year end.

2. Restricted Funds

Donations were received from West Mercia Police of £600 to be spent on extra cleaning costs and which was fully spent in the year, and £6,259 was received from Pears for costs relating to the safety and wellbeing of volunteers of which £5,482 was spent, leaving £777 to be carried forward.

3. Non-Domestic rates

No payment is made for Non-Domestic rates as the charity receives mandatory and discretionary charitable relief for the total charge for the year. To date the policy has been to exclude the charge and relief from the Receipts and Payments Account.

		<u>Y/e</u> <u>31/3/21</u> £	<u>Y/e</u> <u>31/3/20</u> £
4. <u>PREMISES COSTS</u>			
Rates, Insurance, Light & Heat		5,217	2,786
Printing, Stationery & Postage		811	1,053
House Keeping including Repairs		6,040	4,865
Property Maintenance		-	-
		<u>12,068</u>	<u>8,704</u>
Allocated:			
Charitable Expenditure			
Management and Administration	90%	10,861	7,834
	10%	1,207	870
		<u>12,068</u>	<u>8,704</u>

5. DIRECT CHARITABLE EXPENDITURE

		£	£
Telephone Charges		1,971	1,950
Travel & Training Costs		18,316	11,944
Premises Overheads	4	10,861	7,834
Car Parking		350	350
IT		2,906	924
Equipment		4,992	-
		<u>39,396</u>	<u>23,002</u>

SAMARITANS OF SHREWSBURY

SCHEDULE TO THE RECEIPTS & PAYMENTS ACCOUNT CONTINUED

FOR THE YEAR ENDED 31 MARCH 2021

	<u>Note</u>	<u>Y/e</u> <u>31/3/21</u> <u>Net</u>	<u>Y/e</u> <u>31/3/20</u> <u>Net</u>		
6. <u>PUBLICITY</u>		£	£		
Advertising		-	-		
Fundraising		-	180		
		-	180		
7. <u>MANAGEMENT AND ADMINISTRATION</u>		£	£		
Branch Contribution		2,214	1,764		
Independent Examiner's Fees		342	330		
AGM Costs		-	131		
Premises Overheads	4	1,207	870		
		3,763	3,095		
8. <u>FUND RECONCILIATION</u>					
	As at 1 April 2020	Income	Expenditure & Gains/(losses)	Transfers	As at 31 March 2021
Unrestricted:					
General reserve	53,238	71,017	(37,077)	(39,000)	48,178
Designated Funds:					
Internal Improvements	-	-	-	39,000	39,000
Total unrestricted funds	53,238	71,017	(37,077)	-	87,178
Restricted funds:					
Donations (see note 2)	-	6,859	(6,082)	-	777
Total restricted funds	-	6,859	(6,082)	-	777
Total funds	53,238	77,876	(43,159)	-	87,955

The balance maintained on the Designated Fund represents the amount set aside by the charity specifically for internal improvements to the Operations room and training facilities.