

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:

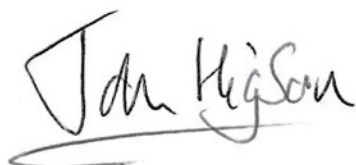
(1) which gives me reasonable cause to believe that in any material respect the requirements:

- 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	Total Funds
<u>Receipts</u>				
Shrewsbury Friends of Samaritans			798	798
Fundraising Events			301	301
Fundraising Activities			40	40
Donations and Gifts			19,208	26,383
Gift Aid	7,175		203	203
Prison Receipt			3,000	3,000
Interest Received			653	653
Total Receipts		7,175	24,203	31,378
<u>Expenditure</u>				
Charitable Expenses				
Telephone Charges			800	800
Travel & Training Costs	2,964		9,956	12,920
Car Parking			403	403
IT			3,103	3,103
Donations Made			1,000	1,000
Premises Overhead(90%)				
Rates, Insurance, Light & Heat			5,937	5,937
Printing, Stationery & Postage			956	956
Bank Charges			201	201
House Keeping including Repairs	2,700		7,220	9,920
Fundraising				3578
Management & Administration				
Branch Contribution			2,433	2,433
Independent Examiners Report			480	480
AGM Costs			107	107
Premises Overhead (10%)				
Rates, Insurance, Light & Heat			660	660
Printing, Stationery & Postage			107	107
Bank Charges			22	22
House Keeping including Repairs	300		846	1,146
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	2,175
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