

SAMARITANS MILTON KEYNES

England & Wales · Charity number 1170412

Details

Status Registered

Legal form CIO

Registered 2016-11-25

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

Contact

Address The Samaritans
161 Fishermead Boulevard
Fishermead
Milton Keynes
MK6 2AB

Phone 01908 667777

Email miltonkeynes@samaritans.org

Website www.samaritans.org/miltonkeynes

Activities

Objects: TO ENABLE PERSONS IN MILTON KEYNES 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: We provide a listening service for people in the Milton Keynes area, who are experiencing difficulties in their lives.

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

- Milton Keynes

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£39,480	£42,913	-	-
2024-03-31	£56,149	£50,267	-	-
2023-03-31	£52,032	£42,002	-	-
2022-03-31	£41,890	£37,040	-	-
2021-03-31	£18,197	£38,563	-	-

Trustees

Name	Role	Appointed
Dawn Bisset		2020-05-13
Julie Myers		2025-01-01
Nikki Gregory		2024-12-03
Sandhya Reeves		2025-12-02
Sophie Lovejoy		2021-12-07

Linked charities

- THE SAMARITANS (MILTON KEYNES) (1170412-1)

Accounts

SAMARITANS

Milton Keynes



Annual Report 2024–25



**SAMARITANS MILTON KEYNES
TRUSTEES' REPORT AND
UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**



Martin Nye Limited
Chartered Certified Accountants
186 High Street
Winslow
Buckinghamshire
MK18 3DQ

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Samaritans Milton Keynes Trustees' Report For The Year Ended 31 March 2025

The trustees present their report and the financial statements for the year ended 31 March 2025.

Objectives and Activities

Aims and Objectives

The principal activity of the charity in the year under review was the operation of a charity shop and the provision of emotional support via telephone, e-mail and face to face contact.

The objects of the Charity are:

1. To enable persons in Milton Keynes 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 to improve their emotional health and to reduce the incidence of suicide.
2. 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
3. To collaborate with and support Samaritans Central Charity and its affiliated branches in fulfilling these Objects.

SAMARITANS

Our vision



Every life lost to suicide is a tragedy,
and our vision is that fewer people
die by suicide.

Our mission



To be there for anyone who needs someone.
To give people ways to cope and be there
for others. And to campaign to make suicide
prevention a priority.

Our values



Listening

Exploring feelings
alleviates distress
and helps people
to reach a better
understanding
of their situation
and the options
open to them.

Confidentiality

If people feel safe,
they are more likely
to be open about
their feelings.

Non-judgmental

We want people to
be able to talk to
us without fear of
prejudice or rejection.

People making their own decisions

We believe that
people have the
right to find their
own solution and
that telling people
what to do takes
responsibility
away from them.

Human contact

Giving people time,
undivided attention
and empathy meets
a fundamental
emotional need
and reduces distress
and despair.

Samaritans Milton Keynes Trustees' Report (continued) For The Year Ended 31 March 2025

Public Benefit

In setting objectives and planning for activities, the Trustees have given due consideration to general guidance published by the Charity Commission relating to public benefit, including the guidance 'Public benefit: running a charity (PB2)'.

The trustees confirm that they have complied with the requirements of Section 17 of the Charities Act 2011 to have due regard to the Charity Commission's guidance on public benefit.

Achievements and Performance

Main Achievements

Samaritans Milton Keynes became an independent charity affiliated to Samaritans on 1 April 2017.

The Branch Leadership team which consists of the Director, Trustees, and Deputy Directors are responsible for the leadership and management of the branch and its financial affairs.

Branch Director /Chair Trustees Nikki Denison

Branch Treasurer/Trustee Adrian Blair

Branch Secretary/Trustee Dawn Bisset

Trustee Sophie Lovejoy

Trustee Nikki Gregory

Deputy Director (Email) Lesley Phillips

Deputy Director (Outreach) Clair Roberts

Deputy Director (Prisons) Lynne Badr & Lavinia Hoad

Deputy Director (Recruitment) Samantha Edmunson & Paul Standbrook

Deputy Director (Shift Support) Harvey Rainbow

Deputy Director (Training) Nicole McDermott

Deputy Director (Volunteer Care) Sheila Wright

Branch Director & Chair of Trustee Report 1st April 2024 – 31st March 2025

Nikki Denison

Our branch has continued to grow in volunteer numbers and also adapt to a number of changes across the year. We have added to our Leadership Team and through their efforts and the contribution of all volunteers have moved forward in a number of ways/areas and developed a clear plan/priority to further improve and take us into the 2025/2026 year.

Throughout the year the Trustees and BLT have worked to ensure all required legal, HSE and compliance actions were completed.

Thanks should go to Mike Kelly and to Paul Standbrook for the time spent as Branch Director - agreeing to take this on and completing a handover takes both work and commitment and this should not go unrecognised. The initial few months of the year (pre-July) were overseen by a combination of Paul, Mike (as interim Director) and with support of the BLT - particular note going to the roles both Dawn Bisset and Adrian Blair played. It was testament to the shared sense of care and accountability that we worked as a team to complete all required tasks.

In June 2025 I began in the Director role with my official appointment being from 1st July 2025, additional thanks to Mike Kelly for the support given during my handover (and the ongoing support too!).

During the initial months following my appointment I had the pleasure of catching up with the huge number of volunteers who take on roles in addition to that of Listening Volunteer and was humbled by their commitment and passion for the branch and our callers. I was keen that everyone should be supported in role and that growing our BLT would help this. We added a number of people and roles to the Leadership Team for the branch with a longer-term aim of having 2 people in every position to support succession planning.

As part of this over the year; Harvey Rainbow, Sheila Wright, Nicole McDermott, Julie Myers, Lavinia Hoad, Lesley Phillips and Sam Edmunson joined the BLT and Paul Standbrook rejoined. Thank you to Dan Satterthwaite for his huge contribution to training over previous years as he stepped away from this role and also to Nikki Gregory for all she contributed as Volunteer Care DD and for agreeing to remain as part of the Leadership Team by joining the Board of Trustees.

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Samaritans Milton Keynes Trustees' Report (continued) For The Year Ended 31 March 2025

Main Achievements - continued

In October we began preparations for the introduction of the new Listening Centre software which was to replace Link. We had new, centrally funded broadband installed and thanks must go to Peter Cole for his role in supporting this process, attending meetings and acting as the branch liaison with Central Office and ordering the required equipment to ensure a smooth transition. The Listening Centre 'went live' in November and many volunteers attended training sessions in branch ahead of this launch to ensure it was a success. Feedback indicates the call quality is much improved and some of the issues we had with the old system were removed. The shift to a more centrally supported IT provision has also simplified how we fix any issues and made this more accessible to the whole branch/not requiring of the specialist knowledge we had come to rely on previously. A note must be added here for the huge contribution Peter Cole has made to the stability of our IT systems for so many years and that while simplification is a real positive, the reduction in the need for his considerable expertise in this space was a real adjustment and loss.

This year has presented some financial challenges. For the first time we were faced with a downturn in the contribution from the Westcroft Community Shop. Where historically the Branch has not needed to actively fundraise, forecasts from the new Shop Directors continued to show that costs were rising while takings were not and that there was likely to be a considerable reduction in the monies received. Both Rees Mann and Colleen Calais were also required to spend considerable time supporting the day-to-day operations of the shop following a number of changes and challenges which led to the resignation of the long-standing shop manager as well as a number of shop volunteers. Following the appointment of a new Shop Manager the Branch arranged a thank you event for the whole shop team to both recognise the role they play and educate them on what we do in branch. Thank you to both Clair Roberts and Lesley Phillips for supporting with this.

We completed our required annual ongoing mentoring again in September - for the second year running volunteers worked 'side by side' to listen in to each other's calls and share feedback. This was completed by around 70% of the branch.

October also saw the beginning of our QOF Review - a required process following the appointment of a new Director - this was an opportunity for us to review every part of the branch operation and while it would not be completed during the current year of reporting, a number of activities did take place including meetings with the BLT and Branch. Thank you to everyone involved in sharing ideas and areas for improvement, as well as what we're great at, during this process. The initial feedback highlighted what a great branch we are as well as commenting on how proactive and positive the BLT were.

6 Volunteers attended the Regional Conference with me in Corby in October and heard presentations from Karma Nirvana and Impact Autism as well as attending workshop sessions covering Hours of Need, Prison Calls and Taking Challenging Calls. Following positive feedback from this, Jenny Lowey from Impact Autism was chosen to speak at our AGM in December.

I remain humbled by the huge contribution of the whole branch in making sure we are here for our callers, while I can't possibly name everyone and don't wish to duplicate the content from the other reports, I would like to make special mention to a couple of key people/activities.

The quality and number of volunteers coming through training has increased over the year - I attribute this to a revised approach to recruitment paired with the joined-up way the recruitment, training, mentoring and embedding teams are working. The growth of the branch will be underpinned by how successfully we recruit and onboard new volunteers so this shift should not go unrecognised and the increase in the number of volunteers being engaged to support with recruitment, training and mentoring has really highlighted our non-hierarchical structure as well as how many amazing volunteers we have.

A move to a new DBS check requiring the whole branch to complete a digital application would not have been possible without the quiet efficiency of Charlotte Stone so thanks must go to her for this both from a compliance perspective but also for the kind way she supported those that struggle with the process.

Where we began to think about fundraising for the first time, a thank you must go to Clair Roberts for organising a number of events, including our 3rd place ranking in the Charity Christmas Tree competition in the Centre MK. Also, thanks to Amy Hughes for her role in arranging our Just Giving page and QR code link.

DD for Email was a new role to the BLT and recognition must be noted for Lesley Phillips for her work in engaging our email volunteers old and new to develop a better and more consultative way of reviewing emails before they are sent which focuses on the collaborative intent behind this conversation.

A final thank you to all I have failed to mention individually - thank you all so much for all you do.

Trustees Report for Branch Secretary & Health & Safety 1st April 2024 – 31st March 2025

Dawn Bisset

In the reporting year of 2024-2025 the Annual Branch checklists were completed and submitted to Samaritans Central Office at the end of November 2024. These covered the areas of Finance, Governance and Health and Safety. They included statutory compliance requirements that branches must prove are adhered to or must action for the coming year. In this financial year the checklists highlighted some areas for action, including amongst others: Fire Risk Assessment actions to be completed, emergency torches cited around branch, lone workers policy to be agreed, risk assessments for pregnant women to be completed, risk register to be updated and the appointment of a GDPR trustee. Several of these actions were incorporated into the QOF Action plan later in the calendar year.

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Samaritans Milton Keynes Trustees' Report (continued) For The Year Ended 31 March 2025

Main Achievements - continued

Room bookings have produced increased income during the stated financial year with a new increased rate of hire agreed with the main hirer. Much work went into collaborating with a new Support Sam who joined our team, Amanda Saville who shared her fundraising expertise to create a plan for reintroducing face to face listening in the branch. Later in the calendar year these plans came to a halt due to the organisation wide changes including the phasing out of face to face. Our thanks should be noted for Amanda and we hope to work with you on some new fundraising projects again soon.

Behind the scenes, monthly, half yearly and annual health and safety checks have been carried out. These tasks have been assisted by another new Sam who joined our support team this year, Gisela Ebulley. Thank you Gisela for giving up your time once a month to help with Health and Safety checks and administrative tasks that all help keep the branch operating smoothly. Services have been bought in from external organisations to ensure the building and safety equipment such as fire extinguishers, fire alarms, emergency lighting and the stairlift etc. is safe and compliant for all the volunteers. Documentation for these statutory safety checks has been displayed in branch or available to view on 3Rings in Filestore. Various maintenance and repair tasks have been carried out during this financial year including a window replacement in the Annie Cowley room and repairs to stairwell lighting.

Following Director selection, feedback about improving communication in the branch was highlighted. Bi-monthly mini feedbacks to the branch from Branch Leadership Team meetings have been actioned and quarterly newsletters are shared with a round-up of fundraising news, leavers and new numbers etc. This has been combined with increased news sharing on the 3Rings overview to help volunteers feel connected and better informed. Casual feedback has been shared to say this increased communication is appreciated by volunteers.

In my Branch Secretary role I have supported the Prisons Team in producing training resources, evaluating and updating Mentor and Mentee booklets as each new cohort of mentees starts, assisted training and recruitment teams in administrative tasks for their events and supported the Branch Leadership Team in various ongoing tasks.

Deputy Director Report for Outreach 1st April 2024 – 31st March 2025

Clair Roberts

It was a busy year for the outreach and fundraising team and I would like to start my report by thanking every single person who came along and supporting an outreach or fundraising event.

The year began by being invited to offer a presentation at Grenville Lodge of the Oddfellows. This was made possible by the support of Tring school for the donation of a projector and the support of the wonderful Sheila who I couldn't have done it without. Her unwavering support is much appreciated.

We later attended the Sarah Millican shows at the Milton Keynes theatre and raised £1041.68. 100% of all funds raised were retained by the branch.

Our 'Positivitree' that we displayed as part of the midsummer place Christmas tree festival was one of the highlights of the festive season. This campaign not only raised awareness that Samaritans are there for everyone, with an incredible reach, it was also a competition and we were the third-place tree, winning £750.00 for the branch.

Over the festive season, we also had a stall selling handmade items and displaying Samaritans promotional material. This was a wonderful event with lots of volunteers supporting the stall and raising over £200 for the branch.

Deputy Director Report for Prisons 1st April 2024 – 31st March 2025

Lynne Badr & Lavinia Hoad

HMP Woodhill is a category B, high security prison in Milton Keynes.

It has been another very challenging year for HMP Woodhill. Like many other prisons, in the country, HMP Woodhill suffers from a lack of experienced staff, which causes frustration for both us and the Listeners. The level of self-harm and violence is amongst the highest in the country. Listeners choose to do this unpaid role as they genuinely want to help other men who are struggling and it is very rewarding to see the enthusiasm they have for the role. It is underestimated how challenging the Listener role can be as they are on the front-line at what can be an extremely demanding and tough time. Sadly, in January, there was a death in custody and the Listeners played a crucial role in supporting other men on their wings.

We held a very successful Listener training course for eight men in May 2024. The prison arranged a belated Celebration Day at the end of November when the Listeners were allowed to invite their families and prison team members for a lunch. After the lunch, the men were presented with their certificates for successfully completing the Listener training course and photographs were taken. Unfortunately, these photographs have never been received by the men due to a security issue.

We are lucky to work closely with a very supportive Safer Custody officer whose contribution to the Listener scheme is very much appreciated by us and the Listeners. We continue to go in to support the Listeners every two weeks in addition to attending monthly Safer Custody meetings.

HMP Springhill is a category D Open Prison in Grendon Underwood.

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**Samaritans Milton Keynes
Trustees' Report (continued)
For The Year Ended 31 March 2025**

Main Achievements - continued

From April 2024 - March 2025, it has been a fairly difficult year. Up until December we had a good group of five Listeners, then all at once they started work outside and were never back in time for the evening debriefs. This left us with two, then dropping to one, after the other was released. Commitment was a challenge and it was difficult holding a debrief with only one Listener, who sometimes didn't turn up. In contrast to HMP Woodhill, HMP Springhill is generally a much calmer and safer environment.

Deputy Director Report for Shift Support 1st April 2024 – 31st March 2025

Harvey Rainbow

This past year has been a really positive one for us as a branch. It's been a nice year overall, and I want to take a moment to reflect on the support, commitment, and kindness that everyone continues to give.

A huge thank you to each and every one of you for the dedication you show – not only in your regular hours, but also in the extra support you provide to one another. It's this generosity of spirit that truly makes the difference.

We've also been focusing on recruitment, with an aim to bring in more shift supporters and get new people trained up. If you'd like to be involved or find out more, please do come and speak to me or please do reach out to anyone in the shift support team who would be happy to give you a bit of an overview of what it is like to do it.

I'll finish with this thought: every time I see the way our branch pulls together, I'm reminded of just how special Milton Keynes Samaritans is. The kindness, teamwork, and care you show one another – and those who call us – is nothing short of amazing.

Deputy Director Report for Recruitment 1st April 2024 – 31st March 2025

Samantha Edmunson & Paul Standbrook

We offered 5 information sessions during the year, which continue to work well, providing an overview of our branch and our work along with an opportunity to observe the attitudes and reactions of the Potential Volunteers in a group setting. We also ran a couple of extended interviews for those unable to make Saturday sessions.

The rate of uptake to the sessions, and the ratio of those successful at interview, continues to feed healthy numbers into our core training, and two potential volunteers also signed up and began training with the central training school.

Huge thanks as always to our dedicated recruitment team, who continue to give up their Saturdays and make the whole process both effective and fun!

Deputy Director Report for Training 1st April 2024 – 31st March 2025

Nicole McDermott & Dan Satterthwaite

In the past year we have delivered three intakes for new volunteers completing their core development, in November 2024, March & September 2025. Through this training we have successfully put 32 individuals through to mentoring stage, many of which have now gone on to become probationers or fully numbered Samaritans.

This year we took a 'test & learn' approach to how we deliver face to face training, experimenting with which days and times we deliver training based on potential volunteer feedback and demand. This has included delivering a condensed schedule of training on Saturdays, to try to adapt to the changing needs of new potential volunteers, which has worked well. We will continue to offer training sessions with more flexibility as we move into 2026.

Alongside core development, Michelle has done a wonderful job of successfully delivering our embedding training, which has once again seen some innovation in terms of delivery based on volunteer feedback.

As we look forward to 2026, we will continue our regular potential volunteer intakes and embedding training as well as completing a full review of all mandatory training for MK Samaritans volunteers.

Deputy Director Report for Volunteer Care 1st April 2024 – 31st March 2025

Sheila Wright & Nikki Gregory

As Volunteer Care Lead, I'm committed to nurturing and supporting our incredible volunteers, especially those who are taking a break or facing challenges in maintaining their hours. I monitor the volunteers' hours, engaging with them, and understanding their struggles, within the bounds of confidentiality. I collaborate with our embedding team to welcome and empower new volunteers as they embark on their Samaritans journey with us at Fishermead. Every volunteer's voice matters, and I'm dedicated to making sure they feel valued, heard, and supported every step of the way.

Financial Review

Samaritans Milton Keynes Trustees' Report (continued) For The Year Ended 31 March 2025

Financial Position

The Trustees have prepared the accounts in accordance with the Statement of Recommended Practice (SORP) for Charities, which supplements the traditional income and expenditure account with a Statement of Financial Activities (SOFA) which records resources received and spent.

Net incoming resources from all funds were (£3,433) (2024 - £5,882). A detailed review of the financial position is shown in the Statement of Financial Activities.

Reserves Policy

The Trustees' review the amount of reserves that are required to ensure that they are adequate to fulfil the charity's continuing obligations on a quarterly basis at their Management meeting.

In the Trustees' view, the reserves should provide the charity with adequate financial stability and the means for it to meet its charitable objectives for the foreseeable future.

The Trustees propose to maintain the charity's reserves at a level, which is equivalent to twenty four months operational expenditure, having regard to its manner of operation of likely funding streams.

Going Concern

After making appropriate enquiries, the Trustees have a reasonable expectation that the Charity has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements. Further details regarding the adoption of the going concern basis can be found in the accounting policies.

Risk Management

The Trustees carry out an annual review of both the financial and operational risks that the charity may face.

Structure, Governance and Management

Governing Document

Samaritans Milton Keynes is a registered charity, number 1170412, and is constituted under a Trust deed, the charity was established on 25 November 2016. The Registered Office of the charity is 161 Fishermead Boulevard, Fishermead, MK6 2AB.

Trustee Selection Methods

The management of the Charity is the responsibility of the Trustees who are elected and co-opted under the terms of the Trust deed.

Reference and Administrative Details

Trustees

Ms Nikki Denison - Trustee (appointed 01/07/2024)
Ms Julie Myers - Trustee (appointed 01/01/2025)
Ms Dawn Bisset - Trustee
Ms Nikki Gregory - Trustee (appointed 03/12/2024)
Mr Adrian Blair - Trustee
Ms Sophie Lovejoy - Trustee

Charity Number

1170412

Principal Address

161 Fishermead Boulevard
Fishermead
MK6 2AB

**Samaritans Milton Keynes
Trustees' Report (continued)
For The Year Ended 31 March 2025**

Independent Examiner

Mrs. V. J. Bishop BA(Hons) FCCA
Martin Nye Limited
Chartered Certified Accountants
186 High Street
Winslow
Buckinghamshire
MK18 3DQ

**Samaritans Milton Keynes
Trustees' Report (continued)
For The Year Ended 31 March 2025**

Statement of Trustees' Responsibilities

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

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

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The trustees are responsible for keeping adequate accounting records which disclose with reasonable accuracy at anytime the financial position of the charity and to enable them to ensure that the accounts comply with the Charities Act 2011, the Charity (Accounts and Reports) Regulations 2008 and the provisions of the trust deed. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees' report was approved by the board of trustees and signed on its behalf by:



Ms Nikki Denison

Trustee

1st December 2025

Samaritans Milton Keynes
Independent Examiner's Report to the Trustees of Samaritans Milton Keynes
For The Year Ended 31 March 2025

The trustees are responsible for the preparation of the accounts. The trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed.

Having satisfied myself that the charity is not subject to an 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;
- follow the procedures laid down in the general Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act; and
- state whether particular matters have come to my attention.

Responsibilities and Basis of Report

My examination was carried out in accordance with 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

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

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

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



Mrs. V. J. Bishop BA(Hons) FCCA

1st December 2025
Martin Nye Limited
Chartered Certified Accountants
186 High Street
Winslow
Buckinghamshire
MK18 3DQ

**Samaritans Milton Keynes
Statement of Financial Activities
For The Year Ended 31 March 2025**

		2025	2024
		Unrestricted funds	Unrestricted funds
	Notes	£	£
INCOME AND ENDOWMENTS FROM:			
Donations and legacies	3	8,222	7,975
Other trading activities	4	30,767	48,174
Investments	5	491	-
		39,480	56,149
EXPENDITURE ON:			
Raising funds	7	(1,579)	(1,623)
Charitable activities:	7		
Central Charity Charge		(4,149)	(3,203)
Governance Costs		(1,800)	(4,000)
Administration		(6,444)	(7,596)
Premises		(14,857)	(16,761)
General Branch Expenses		(14,084)	(17,084)
		(42,913)	(50,267)
NET (EXPENDITURE)/INCOME		(3,433)	5,882
NET MOVEMENT IN FUNDS		(3,433)	5,882
RECONCILIATION OF FUNDS:			
Total funds brought forward		99,108	93,226
TOTAL FUNDS CARRIED FORWARD	15	95,675	99,108

The notes on pages 12 to 17 form part of these financial statements.

**Samaritans Milton Keynes
Statement of Financial Position
As At 31 March 2025**

		2025	2024
		Unrestricted	Total
	Notes	funds	funds
		£	£
FIXED ASSETS			
Tangible Assets	11	10,040	9,117
Investments	12	3	3
		<u>10,043</u>	<u>9,120</u>
CURRENT ASSETS			
Debtors	13	9,538	14,601
Cash at bank and in hand		88,979	85,913
		<u>98,517</u>	<u>100,514</u>
Creditors: Amounts Falling Due Within One Year	14	<u>(12,885)</u>	<u>(10,526)</u>
NET CURRENT ASSETS (LIABILITIES)		<u>85,632</u>	<u>89,988</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>95,675</u>	<u>99,108</u>
NET ASSETS		<u>95,675</u>	<u>99,108</u>
FUNDS OF THE CHARITY			
Unrestricted Funds		<u>95,675</u>	<u>99,108</u>
TOTAL FUNDS	15	<u>95,675</u>	<u>99,108</u>

On behalf of the board



Ms Nikki Denison

Trustee

1st December 2025

The notes on pages 12 to 17 form part of these financial statements.

Samaritans Milton Keynes Notes to the Financial Statements For The Year Ended 31 March 2025

1. General Information

Samaritans Milton Keynes is a charitable incorporated organisation registered with the Charity Commission, registered charity number 1170412. The principal address is 161 Fishermead Boulevard, Fishermead, MK6 2AB.

The presentation currency is £ Sterling rounded to the nearest £1.

2. Accounting Policies

2.1. Basis of Preparation of Financial Statements

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)", Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" and the Charities Act 2011.

The financial statements have been prepared to give a 'true and fair' view and have departed from the Charities (Accounts and Reports) Regulations 2008 only to the extent required to provide a 'true and fair' view. This departure involved following the Charities SORP (FRS102) published in October 2019 rather than the Accounting and Reporting by Charities: Statement of Recommended Practice effective from 1 April 2005 which has since been withdrawn.

Samaritans Milton Keynes meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

2.2. Going Concern Disclosure

The trustees have not identified any material uncertainties related to events or conditions that may cast significant doubt about the charity's ability to continue as a going concern.

2.3. Significant judgements and estimations

In the application of the company's accounting policies, the directors are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both the current and future periods.

2.4. Fund Accounting

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

Designated funds comprise unrestricted funds that have been set aside by the trustees for a specific purpose.

Restricted funds are to be used for specific purposes as laid down by the donor.

2.5. Incoming Resources

All incoming resources are included on the Statement of Financial Activities when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy.

Donated goods are measured at fair value on initial recognition, which is the expected proceeds from sale less the expected costs of sale. Where it is not practical to measure the value of the resource with sufficient reliability, the income is included in the financial period when the resource is sold.

2.6. Resources Expended

Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

2.7. Tangible Fixed Assets and Depreciation

Tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. Depreciation is provided at rates calculated to write off the cost of the fixed assets, less their estimated residual value, over their expected useful lives on the following bases:

Leasehold	10% straight line
Plant & Machinery	10% and 20% straight line

Samaritans Milton Keynes
Notes to the Financial Statements (continued)
For The Year Ended 31 March 2025

2.8. Investments

Fixed asset investments are a form of financial instrument and are initially recognised at their transaction cost and subsequently measured at fair value at the Balance sheet date, unless the value cannot be measured reliably in which case it is measured at cost less impairment. Investment gains and losses, whether realised or unrealised, are combined and presented as 'Gains/(Losses) on investments' in the Statement of Financial Activities.

2.9. Cash and Cash Equivalents

Cash and cash equivalents are basic financial assets and include cash in hand and deposits held at call with banks, other short-term highly liquid investments that mature in no more than three months from the date of acquisition and are readily convertible to a known amount of cash with insignificant risk of change in value, and bank overdrafts.

2.10. Financial Instruments

The charity only has financial assets and financial liabilities of a kind that qualify as Basic Financial Instruments. Financial instruments are recognised in the charity's Balance Sheet when the company becomes party to the contractual provisions of the instrument. Basic financial instruments are initially recognised at transaction value and subsequently measured at settlement value

3. Income from Donations and Legacies

	2025	2024
	Unrestricted funds	Unrestricted funds
	£	£
Donations and gifts	4,143	3,896
Grants	4,079	4,079
	<u>8,222</u>	<u>7,975</u>

4. Income from Other Trading Activities

	2025	2024
	Unrestricted funds	Unrestricted funds
	£	£
Income from other trading activities	220	-
Fundraising events	2,712	259
Shop income	27,835	47,915
	<u>30,767</u>	<u>48,174</u>

5. Investment Income

	2025	2024
	Unrestricted funds	Unrestricted funds
	£	£
Bank interest receivable	491	-

6. Net Income/(Expenditure)

The net (expenditure)/income is stated after charging/(crediting):

	2025	2024
	£	£
Depreciation of tangible fixed assets - owned	458	2,068

Samaritans Milton Keynes
Notes to the Financial Statements (continued)
For The Year Ended 31 March 2025

7. Analysis of Expenditure

	2025		
	Activities undertaken directly	Support costs (see note 8)	Total
	£	£	£
Raising funds	1,579	-	1,579
Central Charity Charge	4,149	-	4,149
Governance Costs	-	1,800	1,800
Administration	-	6,444	6,444
Premises	-	14,857	14,857
General Branch Expenses	-	14,084	14,084
	<u>5,728</u>	<u>37,185</u>	<u>42,913</u>

	2024		
	Activities undertaken directly	Support costs (see note 8)	Total
	£	£	£
Raising funds	1,623	-	1,623
Central Charity Charge	3,203	-	3,203
Governance Costs	-	4,000	4,000
Administration	-	7,596	7,596
Premises	-	16,761	16,761
General Branch Expenses	-	17,084	17,084
	<u>4,826</u>	<u>45,441</u>	<u>50,267</u>

8. Support Costs

	2025			
	Governance Costs	Administration	Premises	General Branch Expenses
	£	£	£	£
Premises expenses	-	-	14,857	9,497
General administration	-	6,444	-	4,129
Depreciation	-	-	-	458
Governance costs	1,800	-	-	-
	<u>1,800</u>	<u>6,444</u>	<u>14,857</u>	<u>14,084</u>
	<u>1,800</u>	<u>6,444</u>	<u>14,857</u>	<u>37,185</u>

Samaritans Milton Keynes
Notes to the Financial Statements (continued)
For The Year Ended 31 March 2025

					2024
	Governance Costs	Administration	Premises	General Branch Expenses	Total
	£	£	£	£	£
Premises expenses	-	-	16,761	11,254	28,015
General administration	-	7,596	-	3,762	11,358
Depreciation	-	-	-	2,068	2,068
Governance costs	4,000	-	-	-	4,000
	4,000	7,596	16,761	17,084	45,441

9. Independent Examiner's Remuneration

	2025	2024
	£	£
Independent examination of the financial statements	1,800	1,800
Other assurance services	-	-
Tax advisory services	-	-
Other financial services	-	-
	1,800	1,800

10. Average Number of Employees

The charity relies on volunteers and has no staff.

One trustee acted as an administration assistant for the charity in a self-employed capacity and received £4,054 during the year (2024 - £3,748). Average number of employees during the year was: NIL (2024: NIL)

11. Tangible Assets

	Land & Property Leasehold	Plant & Machinery	Total
	£	£	£
Cost			
As at 1 April 2024	11,538	12,252	23,790
Additions	-	1,381	1,381
As at 31 March 2025	11,538	13,633	25,171
Depreciation			
As at 1 April 2024	11,538	3,135	14,673
Provided during the period	-	458	458
As at 31 March 2025	11,538	3,593	15,131
Net Book Value			
As at 31 March 2025	-	10,040	10,040
As at 1 April 2024	-	9,117	9,117

Samaritans Milton Keynes
Notes to the Financial Statements (continued)
For The Year Ended 31 March 2025

12. Investments

	Unlisted £
Cost or Valuation	
As at 1 April 2024	3
As at 31 March 2025	3
Provision	
As at 1 April 2024	-
As at 31 March 2025	-
Net Book Value	
As at 31 March 2025	3
As at 1 April 2024	3

The Investment is shown at cost and relates to a 50% shareholding of the company MK Community Shop (Westcroft) Limited, donations received during the year are shown as income received in the Statement of Financial Activities.

13. Debtors

	2025 £	2024 £
Due within one year		
Trade debtors	60	1,290
Other debtors	9,478	13,311
	9,538	14,601

14. Creditors: Amounts Falling Due Within One Year

	2025 £	2024 £
Trade creditors	3,543	3,996
Accruals and deferred income	9,342	6,530
	12,885	10,526

15. Movement in Funds

	As at 1 April 2024 £	Income £	Expenditure £	As at 31 March 2025 £
Unrestricted funds				
General:				
General unrestricted fund	99,108	39,480	(42,913)	95,675
Total funds	99,108	39,480	(42,913)	95,675

Samaritans Milton Keynes
Notes to the Financial Statements (continued)
For The Year Ended 31 March 2025

	As at 1 April 2023	Income	Expenditure	As at 31 March 2024
	£	£	£	£
Unrestricted funds				
General:				
General unrestricted fund	93,226	56,149	(50,267)	99,108
Total funds	93,226	56,149	(50,267)	99,108

16. Transactions with Trustees

Reimbursed expenses are incurred in order for Trustees and volunteers to fulfil their duties and are not considered payment for goods and services or the remuneration of a Trustee, nor do they count as any kind of personal benefit.

	2025	2024
	£	£
Travel	848	945
Other Expenses	1,446	2,724
	2,294	3,669

Number of trustees reimbursed for expenses during the year was 14 (2024: 16)

17. Related Party Disclosures

There were no related party transactions during the year (2024 - None).

19. Limited by guarantee

The company is limited by guarantee and does not have a share capital. Each member gives a guarantee to contribute a sum not exceeding £0, to the company should it be wound up. At 31 March 2025 there were 6 members.

**Samaritans Milton Keynes
Detailed Statement of Financial Activities
For The Year Ended 31 March 2025**

	2025	2024
	Total funds	Total funds
	£	£
INCOME AND ENDOWMENTS FROM:		
Donations and legacies		
Donations and gifts	4,143	3,896
Grants	4,079	4,079
	<u>8,222</u>	<u>7,975</u>
Other trading activities		
Income from other trading activities	220	-
Fundraising events	2,712	259
Shop income	27,835	47,915
	<u>30,767</u>	<u>48,174</u>
Investments		
Bank interest receivable	491	-
	<u>491</u>	<u>-</u>
	<u>39,480</u>	<u>56,149</u>
EXPENDITURE ON:		
Raising funds		
Training costs	(123)	(317)
Staging fundraising events	(406)	(114)
Travel and subsistence expenses	(848)	(943)
Marketing and advertising costs	(202)	(249)
	<u>(1,579)</u>	<u>(1,623)</u>
Charitable Activities:		
Central Charity Charge		
HQ Contribution	(4,149)	(3,203)
	<u>(4,149)</u>	<u>(3,203)</u>
Governance Costs		
Independent examiner's fees	(1,800)	(1,800)
Legal fees	-	(2,200)
	<u>(1,800)</u>	<u>(4,000)</u>
Administration		
Printing, postage and stationery	(125)	(351)
Telecommunications	(1,982)	(2,677)
Bank charges	(283)	(291)
Administration costs	(4,054)	(4,277)
	<u>(6,444)</u>	<u>(7,596)</u>
Premises		
Rent	(5,400)	(6,900)
Rates and insurance	(1,258)	(1,520)
Utilities	(8,199)	(8,341)
	<u>(14,857)</u>	<u>(16,761)</u>

...CONTINUED

Samaritans Milton Keynes
Detailed Statement of Financial Activities (continued)
For The Year Ended 31 March 2025

General Branch Expenses

Repairs and maintenance	(4,959)	(6,574)
Housekeeping	(4,538)	(4,680)
General branch expenses	(4,129)	(3,762)
Depreciation	(458)	(2,068)
	<u>(14,084)</u>	<u>(17,084)</u>
	<u>(42,913)</u>	<u>(50,267)</u>
NET (EXPENDITURE)/INCOME	<u>(3,433)</u>	<u>5,882</u>

Accounts

Charity number: 1170412

Samaritans Milton Keynes

UNAUDITED ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2024

Prepared By:

Martin Nye Limited
Chartered Certified Accountants
186 High Street
Winslow
Buckinghamshire
MK18 3DQ

**FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024**

TRUSTEES

Dawn Bisset

Nikki Dennison

Neal Andrew Taylor (resigned 06/12/2023)

Robert Arthur Webb (resigned 06/12/2023)

Sophie Lovejoy

Michael Kelly (resigned 31/12/2023)

Adrian Blair

Nikki Gregory

REGISTERED OFFICE

161 Fishermead Boulevard

Fishermead

MK6 2AB

CHARITY NUMBER

1170412

ACCOUNTANTS

Martin Nye Limited

Chartered Certified Accountants

186 High Street

Winslow

Buckinghamshire

MK18 3DQ

**ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2024**

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FOR THE YEAR ENDED 31 MARCH 2024

TRUSTEES' REPORT



FOR THE YEAR ENDED 31 MARCH 2024

TRUSTEES' REPORT

The trustees present their report and accounts for the year ended 31 March 2024

PRINCIPAL ACTIVITIES

The principal activity of the charity in the year under review was the operation of a charity shop and the provision of emotional support via telephone, e-mail and face to face contact.

STRUCTURE GOVERNANCE AND MANAGEMENT

The Trustees present their combined trustees report and directors report on the unaudited financial statements for the year ended 31 March 2024.

The financial statements have been prepared in accordance with the accounting policies set out in the notes to the financial statements and comply with the charity's constitution, the Charities Act 2011 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective from 1 January 2019).

Branch of Samaritans Milton Keynes

Trustees Report 1 April 2023 to 31 March 2024

Samaritans Milton Keynes became an independent charity affiliated to Samaritans on 1 April 2017.

The Branch Leadership team which consists of the Director, Trustees, and Deputy Directors are responsible for the leadership and management of the branch and its financial affairs.

Branch Director /Chair Trustees Nikki Dennison

Branch Treasurer/ Trustee Adrian Blair

Branch Secretary/Trustee Dawn Bisset

Trustee Sophie Lovejoy

Trustee Nikki Gregory

Deputy Director (Email) Lesley Phillips

Deputy Director (Outreach) Clair Roberts

Deputy Director (Prisons) Lynne Badr & Lavinnia Hoad

Deputy Director (Recruitment) Samantha Edmunson

Deputy Director (Shift Support) Harvey Rainbow

Deputy Director (Training) Nicole McDermott

Deputy Director (Volunteer Care) Sheila Wright

FOR THE YEAR ENDED 31 MARCH 2024

TRUSTEES' REPORT

Objectives of Samaritans Milton Keynes

The objects of the Charity are:

1. To enable persons in Milton Keynes 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 to improve their emotional health and to reduce the incidence of suicide.
2. 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
3. To collaborate with and support Samaritans Central Charity and its affiliated branches in fulfilling these Objects.



FOR THE YEAR ENDED 31 MARCH 2024

TRUSTEES' REPORT

Branch Director & Chair of Trustee Report 1st April 2023 to 31st March

2024 Nikki Dennison & Mike Kelly

This reporting year saw the branch continue to grow and thrive both in terms of increasing numbers but also in the growth of the range of activities we undertook.

None of this growth and development came about by chance but had to be arranged and led by our dedicated teams of volunteers.

I should like to thank the following teams for their work and commitment in the following areas.

Recruitment and Selection. Thanks to Samantha Edmunson and Paul Standbrook and their team of dedicated interviewers. All this supported on the admin front by Dawn Bisset.

Training. Thanks to Dan Satterthwaite and his team of trainers who have led on Core training for countless volunteers. In addition, thank you to other Samaritans who have turned up mid evenings to do the dreaded Skills Practice!!

Mentoring. This is a crucial part of the training process and thanks to Emma Gray and her group of Mentors we have been able to share our expertise with our new Samaritans.

Embedding. Thanks to Claire Matthews who continued to support new volunteers through their Embedding phase as they progressed towards achieving their numbers.

Under the leadership of Nikki Dennison we began the September Side by Side initiative designed to encourage Peer Mentoring in the branch.

We also saw the adoption of a new Health and Safety Policy under Dawn's leadership.

Thank you also to the Shift Support Team who have supported volunteers to enable shifts to run.

The Branch Leadership Team have, as ever, been meeting and working in the background to ensure that all aspects of the branch have been kept functioning.

In addition, the Trustees have ensured that all is well in terms of our legal and health and safety responsibilities.

During this reporting year we said goodbye to Robert Webb from the Board of Trustees who for the past six years has been our Treasurer and much more besides. We were able to recognise his contribution to the branch at our last AGM. We also said goodbye and thank you to Neal Taylor who had served for several years as a Trustee.

It was good to welcome Adrian Blair to the substantive role as Treasurer and I want to record my thanks to him for his solid work in keeping our finances in shape.

During this year I was pleased to be able to appoint Clair Roberts as a Deputy Director for External Relations. Already Clair has been able, along with other volunteers to support the Fishermead 70 celebrations, The Baton of Hope, World Suicide Day and some postvention activities. Thanks also to Amy Hughes who has maintained our online presence by creating engaging & interactive posts on X/Twitter.

To further support our great Prison Team, led by Lynne Badr, I was pleased to be able to chair a meeting with all our team and the Woodhill Prison Governor. This was to discuss ongoing operational difficulties we were experiencing at Woodhill.

In terms of the building at Fishermead we have been able to upgrade the Ops. Room lighting and associated fire safety lights, install new external signage (thanks to Neal) agree a new carpet for the training room and a defibrillator thanks to a couple of external donations.

FOR THE YEAR ENDED 31 MARCH 2024

TRUSTEES' REPORT

The Westcroft Charity Shop is a financial lifeline for us, and I was pleased to be able to appoint Rees Mann to be a Director on the Westcroft Board to join Jason Davies. I want to thank Rees especially for the significant amount of work he has undertaken since his appointment.

In September 2023 I announced my decision to step down as Director as from the 31st of December 2023. This was due to promised upcoming surgery. This triggered a New Director Selection Process which resulted in the appointment of Paul Standbrook as my successor.

At the request of the Regional Director, I was happy to take up the role of Interim Director when Paul decided he could not continue.

In closing I know that there are many volunteers who do so much for our branch. Please forgive me if I have not mentioned everybody. It is not intentional.

It has been a real pleasure and privilege to serve you as Director and I know that under our new Director the branch will continue to grow and flourish.

"Ordinary people doing extraordinary things". (Chad Varah)

Thank you for everything that you do. Mike Kelly



Trustees Report for Branch Secretary & Health &

Safety 1st April 2023 to 31st March 2024

Dawn Bisset

In the reporting year of 2023-2024 a new Health & Safety Policy was written & implemented for the branch including online Fire Safety training which is now a requirement for all new branch members who join. This forms part of Samaritans Central Office Health & Safety requirements.

Quotes have been gathered during the reporting year and changes made including carpeting the Training Room, emergency lighting upgrades, & Ops Room lighting upgrades. Quotes have been gathered for new CCTV, a doorbell intercom system & fire doors which are part of planned future refurbishments for the branch & will be required for any potential refurbishment & reopening of the visitor suite in the future.

The annual Branch Volunteer statistical report has been completed and returned. The Annual Branch Health & Safety, Governance & Compliance and Finance checklists were also completed and returned to Samaritans Central Office at the end of November 2023.

FOR THE YEAR ENDED 31 MARCH 2024

TRUSTEES' REPORT

Monthly Health & Safety checks were carried out routinely throughout the reporting year & recorded on displayed records in branch to ensure safety for all branch members. Certificates for all statutory Health & Safety services such as Fire Alarms, Emergency Lighting & Insurance etc were displayed in the Ops Room & also on 3 Rings.

The Branch Secretary continued to assist in administrative preparation for the Recruitment, Training, Mentoring & Branch Leadership teams.



Deputy Director Report for

Outreach 1st April 2023 to 31st March 2024

Clair Roberts

Following the pandemic, March 2023 saw the return of the Outreach to our branch. I was delighted to have been able to take our work into the community and share more about our organisation and the work we all do with the people of Milton Keynes.

The outreach team embarked on a number of projects and were able to be present at several local events and even host some of our own.

We were able to be a part of the Fishermead 50 celebrations in July of 2023 and this was the first time that our branch had a presence in the local community! Despite us being based in the area for many years, making history!

The Baton of Hope, which is a UK wide suicide initiative came through Milton Keynes in July 2023. Samaritans MK hosted the first event and started the day at the MK Rose in Campbell Park, I was joined by several speakers and our very own Lesley started the baton off on its way across the city. We were then joined by Bedford Samaritans at the Mk Dons stadium where we exhibited at the national suicide conference.

We also embarked on a mission to reach the young people of Milton Keynes and attended the Big Park Hang Out working alongside the Parks Trust. We made bracelets with the youngsters and discussed the work we do during the activity, such a rewarding way to reach the youth of today.

When it comes to our own events, we were able to hold a social in our branch and a big thank you event that accompanied our first external AGM and thank you celebration in December of 2023.



FOR THE YEAR ENDED 31 MARCH 2024

TRUSTEES' REPORT

Deputy Director Report for Prisons

1st April 2023 to 31st March 2024

Lynne Badr & Lavinia Hoad

HMP Woodhill is a category B, high security prison in Milton Keynes.

It has been another very challenging year for HMP Woodhill. After an unannounced inspection by the Inspectorate of Prisons in late August 2023 HMP Woodhill was, urgently, put under special measures. Serious concerns were brought up about safety and staffing shortages. The level of violence and self-harm was amongst the highest in the country. As part of the special measures the prison population was reduced to approximately half with some wings closed altogether. The prison population dropped to 300 from nearly 800.

As we had run a successful Listener training course in July 2023 we had a good number of Listeners, although by the end of 2023 a number of these men had been transferred out to other establishments. Throughout this difficult time members of the Samaritans' prison team have continued to go in to support the Listeners every two weeks, in addition to attending monthly Safer Custody meetings.

HMP Springhill is a category D Open Prison in Grendon Underwood

This is a category D prison which holds between 300 and 330 men who are nearing the end of their sentence, a fairly large number go out to work daily and some also have home visits to prepare them for release. The Listener Team fluctuates from between four and seven Listeners.

Over the period 2023 - 2024 two Prison team Samaritans have regularly attended evening Listener debriefs once a month. Because a number of Listeners have been out working not all of them have managed to attend regularly but those on site during the day have built up a trusting relationship with some of the other prisoners. In addition, a member of Samaritan's prison team has attended monthly Safer Custody Meetings.

In contrast to HMP Woodhill, HMP Springhill is on the whole a much calmer and safer environment.



FOR THE YEAR ENDED 31 MARCH 2024

TRUSTEES' REPORT

Deputy Director Report for Shift Support & Ongoing

Mentoring 1st April 2023 to 31st March 2024

Harvey Rainbow & Nikki Dennison

In the beginning half of the year we had a number of shifts at risk as shift support cover was not in place far enough ahead. Following a review of current shift support and a 'check in' to clarify if all current shift support were still happy to undertake the role, it was decided the current headcount should be sufficient to cover all shifts.

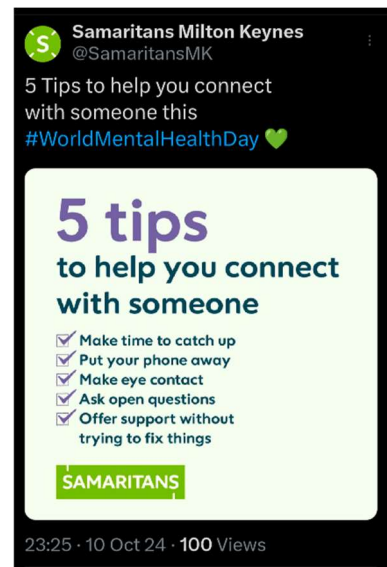
We explored, with Birmingham branch, the possibility of sharing shift support between the two branches – logistically this presented some challenges however ultimately, following feedback gathered from a number of listening volunteers and shift support randomly sampled, we decided not to go forward with this as a possible solution. This decision was driven by feedback that some volunteers might feel uncomfortable offloading to another branch, some expressed concerns about seeking advice where some branches operate in slightly different ways and that our current shift support are able to pick up common themes and providing valuable feedback to the branch which might be lost if another branch were involved.

Following a Shift Support meeting, it was agreed shift support would aim to always be a week ahead on the rota to prevent chases and ensure listening volunteers could see that shifts would run.

A significant change was introduced in August 2023 for overnight offloading – given the importance of offloads and that the new rota had more shifts ending “overnight” there was a concern about the number of volunteers who never offload in person as well as the number who forget/have to be chased to message the following day to offload. It was agreed to begin offloading at the end of every shift, regardless of finish time to give the same support on all shifts.

The shift support team also provided invaluable feedback/input into the brief for ongoing mentoring.

We re-launched ongoing mentoring in September with 'September Side by Side' this was to include all listening volunteers (with the exception of those who only do email or those currently being mentored). While not all volunteers took part on that occasion, the vast majority did, with a number deferring and completing their side by side shifts in October due to holidays. The aim of Side by Side was to fulfil the requirement to complete some form of ongoing mentoring annually while maintaining the branches ethos that no one set of volunteers are superior to any others and that this should be an opportunity to celebrate good practice.



FOR THE YEAR ENDED 31 MARCH 2024

TRUSTEES' REPORT

Deputy Director Report for Recruitment

1st April 2023 to 31st March 2024

Samantha Edmunson & Paul Standbrook

We have continued to offer Information Days during the year, which still seem to be working really well. This gives us a chance to provide an overview of our branch and our work along with an opportunity to observe the attitudes and reactions of the Potential Volunteers in a group setting. We explore a range of issues, including the right to self- determination.

The information sessions were attended by more than 50 potential volunteers, which resulted in 35 successful interviews, with 23 people going on to complete the training.

Huge thanks to the dedicated team of volunteers who willingly give up their time to make this happen!

Deputy Director Report for Training

1st April 2023 to 31st March 2024

Nicole McDermott & Dan Satterthwaite

During the reporting period, there were 11 new trainees enrolled in April/May 2023 and 18 in October/November 2023. All of those were face-to-face, as the Covid years were thankfully over! A large proportion of those trainees remain as active volunteers in the branch now, which is great to see.

At that time, Dan leads the training team with Anne Eaglesfield, Colleen Callais and more recently Aster Mason, so a big thanks to them, as well as the many Sams who came and helped with skills practice sessions.

Some mandatory online training courses were completed by all the branch including email and safeguarding.

FOR THE YEAR ENDED 31 MARCH 2024

TRUSTEES' REPORT

Deputy Director Report for Volunteer

Care 1st April 2023 to 31st March 2024

Sheila Wright & Nikki Gregory

Volunteer Care Lead entails keeping contact and supporting volunteers on an ongoing basis, especially those that are resting. I monitor the hours on a regular basis and try to engage with those volunteers who are struggling to maintain their hours in branch for whatever reason. This I would say has been the biggest challenge since becoming DD for volunteer care. Within the bounds of confidentiality, I keep the Director informed of any difficulties I feel our volunteers may have, in the hope that we are able to offer the best possible support. There is also close links with the training team to try and establish and maintain a relationship with the volunteers as they start their Samaritans journey at Fishermead.



PUBLIC BENEFIT

In setting objectives and planning for activities, the Trustees have given due consideration to general guidance published by the Charity Commission relating to public benefit, including the guidance 'Public benefit: running a charity (PB2)'.

FINANCIAL REVIEW

The Trustees have prepared the accounts in accordance with the Statement of Recommended Practice (SORP) for Charities, which supplements the traditional income and expenditure account with a Statement of Financial Activities (SOFA) which records resources received and spent.

Net incoming resources from all funds were £5,882 (2023 - £10,030). A detailed review of the financial position is shown in the Statement of Financial Activities.

RESERVES POLICY

The Trustees' review the amount of reserves that are required to ensure that they are adequate to fulfil the charity's continuing obligations on a quarterly basis at their Management meeting.

FOR THE YEAR ENDED 31 MARCH 2024

TRUSTEES' REPORT

In the Trustees' view, the reserves should provide the charity with adequate financial stability and the means for it to meet its charitable objectives for the foreseeable future.

The Trustees propose to maintain the charity's reserves at a level, which is equivalent to twenty four months operational expenditure, having regard to its manner of operation of likely funding streams.

GOING CONCERN

After making appropriate enquiries, the Trustees have a reasonable expectation that the Charity has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements. Further details regarding the adoption of the going concern basis can be found in the accounting policies.

RISK MANAGEMENT

The Trustees carry out an annual review of both the financial and operational risks that the charity may face.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Samaritans Milton Keynes is a registered charity, number 1170412, and is constituted under a Trust deed, the charity was established on 25 November 2016. The Registered Office of the charity is 161 Fishermead Boulevard, Fishermead, MK6 2AB.

METHODS OF APPOINTMENT OR ELECTION OF TRUSTEES

The management of the Charity is the responsibility of the Trustees who are elected and co-opted under the terms of the Trust deed.

STATEMENT OF TRUSTEES RESPONSIBILITIES

The Trustees are responsible for preparing the Trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

The law applicable to charities in England & Wales requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the Charity and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP (FRS 102);
- make judgments and accounting estimates that are reasonable and prudent;

FOR THE YEAR ENDED 31 MARCH 2024

TRUSTEES' REPORT

- state whether applicable UK Accounting Standards (FRS 102) have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Charity will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the Charity's transactions and disclose with reasonable accuracy at any time the financial position of the Charity and enable them to ensure that the financial statements comply with the Charities Act 2011, the Charity (Accounts and Reports) Regulations 2008 and the provisions of the Trust deed. They are also responsible for safeguarding the assets of the Charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

This report was approved by the Board of Trustees on 3 December 2024

Nikki Dennison
Trustee



INDEPENDENT EXAMINER'S STATEMENT

FOR THE YEAR ENDED 31 MARCH 2024

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF SAMARITANS MILTON KEYNES

I report on the accounts of the company for the year ended 31 March 2024.

RESPECTIVE RESPONSIBILITIES OF TRUSTEES AND EXAMINER

The trustees are responsible for the preparation of the accounts. The trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed.

Having satisfied myself that the charity is not subject to an 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;
- follow the procedures laid down in the general Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act; and
- state whether particular matters have come to my attention.

BASIS OF INDEPENDENT EXAMINERS STATEMENT

My examination was carried out in accordance with 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 EXAMINERS 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:

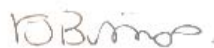
- to keep accounting records in accordance with section 386 of the Companies Act 2006; and

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 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.

Mrs. V. J. Bishop BA(Hons) FCCA

Date: 3 December 2024



Martin Nye Limited
Chartered Certified Accountants
186 High Street
Winslow
Buckinghamshire
MK18 3DQ
01296 715000

Samaritans Milton Keynes

**Statement of Financial Activities
for the year ended 31 March 2024**

	Unrestricted funds	Restricted funds	2024 Total	2023 Total
	£	£	£	£
Income				
Income from generated funds				
Income from charitable activities	56,149	-	56,149	52,032
Total Income and endowments	<u>56,149</u>	<u>-</u>	<u>56,149</u>	<u>52,032</u>
Expenses				
Costs of generating funds				
Expenditure on Raised funds	114	-	114	141
Expenditure on Charitable activities	50,153	-	50,153	41,861
Total Expenses	<u>50,267</u>	<u>-</u>	<u>50,267</u>	<u>42,002</u>
Net gains on investments				
Net Income	5,882	-	5,882	10,030
Gains/(losses) on revaluation of fixed assets				
Net movement in funds:				
Net income for the year	<u>5,882</u>	<u>-</u>	<u>5,882</u>	<u>10,030</u>
Total funds brought forward	93,226	-	93,226	83,196
Net funds carried forward	<u>99,108</u>	<u>-</u>	<u>99,108</u>	<u>93,226</u>

This statement of financial activities includes all gains and losses recognised in the year. All income and expenditure derive from continuing activities

Samaritans Milton Keynes

BALANCE SHEET AT 31 MARCH 2024

	Notes	2024 £	2023 £
FIXED ASSETS			
Tangible assets	2	9,117	1,839
Investments	3	3	3
		<u>9,120</u>	<u>1,842</u>
CURRENT ASSETS			
Debtors (amounts falling due within one year)	4	14,601	4,797
Cash at bank and in hand		<u>85,913</u>	<u>95,754</u>
		100,514	100,551
CREDITORS: Amounts falling due within one year	5	<u>10,526</u>	<u>9,167</u>
NET CURRENT ASSETS		89,988	91,384
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>99,108</u>	<u>93,226</u>
CAPITAL AND RESERVES			
Unrestricted funds	7		
General fund		<u>99,108</u>	<u>93,226</u>
		<u>99,108</u>	<u>93,226</u>

**Approved by the board of trustees on 3 December 2024 and
signed on their behalf by**

.....
Nikki Dennison
Trustee



**NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2024**

1. ACCOUNTING POLICIES

1a. Basis Of Accounting

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Charities Act 2011.

The financial statements have been prepared to give a 'true and fair' view and have departed from the Charities (Accounts and Reports) Regulations 2008 only to the extent required to provide a 'true and fair' view. This departure involved following the Charities SORP (FRS102) published in October 2019 rather than the Accounting and Reporting by Charities: Statement of Recommended Practice effective from 1 April 2005 which has since been withdrawn.

Samaritans Milton Keynes meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

1b. Incoming Resources

All incoming resources are included on the Statement of Financial Activities when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy.

Donated goods are measured at fair value on initial recognition, which is the expected proceeds from sale less the expected costs of sale. Where it is not practical to measure the value of the resource with sufficient reliability, the income is included in the financial period when the resource is sold.

1c. Resources Expended

Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

1d. Allocation And Apportionment Of Costs

All costs relate to the single activity of the charity and are recognised accordingly.

1e. Fund Accounting

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

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

Designated funds are funds set aside by the trustees out of unrestricted general funds for the specific future purposes or projects.

1f. Going Concern

These financial statements have been prepared on the going concern basis.

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern.

1g. Depreciation

Depreciation has been provided at the following rates in order to write off the assets over their estimated useful lives.

Plant and Machinery	straight line 10 and 20%
---------------------	-----------------------------

1h. Turnover

Turnover represents the invoiced value of goods and services supplied by the charity.

1i. Investments

Fixed asset investments are a form of financial instrument and are initially recognised at their transaction cost and subsequently measured at fair value at the Balance sheet date, unless the value cannot be measured reliably in which case it is measured at cost less impairment. Investment gains and losses, whether realised or unrealised, are combined and presented as 'Gains/(Losses) on investments' in the Statement of Financial Activities.

1j. Cash At Bank And In Hand

Cash at bank and in hand are basic financial assets and include cash in hand, deposits held at call with banks and other short-term liquid investments with original maturities of three months or less.

1k. Financial Instruments

The charity only has financial assets and financial liabilities of a kind that qualify as Basic Financial Instruments. Financial instruments are recognised in the charity's Balance Sheet when the company becomes party to the contractual provisions of the instrument. Basic financial instruments are initially recognised at transaction value and subsequently measured at settlement value

11. Judgements And Key Sources Of Estimation Uncertainty

In the application of the company's accounting policies, the directors are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both the current and future periods.

1m. Company Information

Samaritans Milton Keynes is an independent charity limited by guarantee, incorporated in England and Wales.

The registered office is 161 Fishermead Boulevard, Fishermead, MK6 2AB.

The presentation currency is £ Sterling rounded to the nearest £1.

2. TANGIBLE FIXED ASSETS

	Long Leasehold Properties £	Plant and Machinery £	Total £
Cost			
At 1 April 2023	11,538	2,906	14,444
Additions	<u>-</u>	<u>9,346</u>	<u>9,346</u>
At 31 March 2024	<u>11,538</u>	<u>12,252</u>	<u>23,790</u>
Depreciation			
At 1 April 2023	11,538	1,067	12,605
For the year	<u>-</u>	<u>2,068</u>	<u>2,068</u>
At 31 March 2024	<u>11,538</u>	<u>3,135</u>	<u>14,673</u>
Net Book Amounts			
At 31 March 2024	<u>-</u>	<u>9,117</u>	<u>9,117</u>
At 31 March 2023	<u>-</u>	<u>1,839</u>	<u>1,839</u>

3. FINANCIAL ASSETS

	Shares in group companies and participating interests £	Total £
Cost		
At 1 April 2023	3	3
At 31 March 2024	3	3
Amortisation		
Net Book Amounts		
At 31 March 2024	3	3
At 31 March 2023	3	3

The Investment is shown at cost and relates to a 50% shareholding of the company MK Community Shop (Westcroft) Limited, donations received during the year are shown as income received in the Statement of Financial Activities.

4. DEBTORS

	2024 £	2023 £
Amounts falling due within one year:		
Trade debtors	1,290	4,280
Other debtors	13,311	517
	<u>14,601</u>	<u>4,797</u>

5. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2024 £	2023 £
Trade creditors	3,996	1,662
Other creditors	6,530	7,505
	<u>10,526</u>	<u>9,167</u>

6. LIMITED BY GUARANTEE

The company is limited by guarantee and does not have a share capital. Each member gives a guarantee to contribute a sum not exceeding £0, to the company should it be wound up. At 31 March 2024 there were 5 members.

7. UNRESTRICTED FUNDS

	Brought forward	Incoming resources	Outgoing resources	Transfers	Carried forward
	£	£	£	£	£
General fund	93,226	56,149	(50,267)	-	99,108
	<u>93,226</u>	<u>56,149</u>	<u>(50,267)</u>	<u>-</u>	<u>99,108</u>

8. UNRESTRICTED FUNDS - PREVIOUS YEAR

Funds brought forward amounted to £83,196, income amounted to £52,032, expenditure amounted to £42,002.

Unrestricted fund balance as at 31st March 2023 amounted to £93,226.

9. RELATED PARTY TRANSACTIONS

There were no related party transactions during the year (2023 - none).

16 Trustees and volunteers were reimbursed £3,669 (2023 - 18 Trustees £3,602) in respect of mileage, and out of pocket expenses including, branch expenses, travel, housekeeping and asset purchases. Reimbursed expenses are incurred in order for Trustees and volunteers to fulfil their duties and are not considered payment for goods and services or the remuneration of a Trustee, nor do they count as any kind of personal benefit.

10. TRUSTEES' REMUNERATION AND BENEFITS

The charity relies on volunteers and has no staff.

One trustee acted as an administration assistant for the charity in a self-employed capacity and received £3,748 during the year (2023 - £2,613).

11. PAYMENT TO EXAMINER

An accrual of £1,800 (£1,500 + VAT) is included in the accounts in respect of payment to examiner (2023 - £1,800).

Samaritans Milton Keynes

**Incoming Resources
for the year ended 31 March 2024**

	2024	2023
	£	£
Incoming resources		
Incoming resources from generated funds		
Donations		
Donations	3,896	2,344
Trading income	47,915	41,852
Fundraising	259	180
Grants	<u>4,079</u>	<u>7,656</u>
	56,149	52,032
	<u>56,149</u>	<u>52,032</u>
	<u>56,149</u>	<u>52,032</u>

Samaritans Milton Keynes

**Expenses
for the year ended 31 March 2024**

	2024	2023
	£	£
Expenses		
Costs of generating funds		
Costs Of Generating Voluntary Income		
Fundraising	114	141
	<u>114</u>	<u>141</u>
	<u>114</u>	<u>141</u>
Charitable Activities		
Publicity and advertising	249	-
Travel	943	1,080
Rent	6,900	7,400
Rates and insurance	1,520	1,579
Housekeeping	4,680	3,937
Utilities	8,341	5,458
HQ Contribution	3,203	4,676
Training	317	100
Repairs and maintenance	6,574	3,891
Accountancy fees	1,800	1,800
Legal costs	2,200	2,300
General branch expenses	3,762	3,098
Administration expenses	4,277	3,183
Stationery & office supplies	351	496
Telephone	2,677	2,363
Bank charges	291	285
Depreciation of plant and machinery	2,068	215
	<u>50,153</u>	<u>41,861</u>
	<u>50,267</u>	<u>42,002</u>

We're here to listen

Call free day or night on

116 123

Email

jo@samaritans.org

Web

samaritans.org/miltonkeynes

Visit us

161 Fishermead Boulevard
Fishermead
MK6 2AB

SAMARITANS

Samaritans Milton Keynes is a Charitable Incorporated Organisation registered in England and Wales (1170412). Our registered office is located at 161 Fishermead Boulevard, Fishermead, Milton Keynes MK6 2AB.

Accounts

Charity number: 1170412

Samaritans Milton Keynes

UNAUDITED ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2023

Prepared By:
Martin Nye Limited
Chartered Certified Accountants
186 High Street
Winslow
Buckinghamshire
MK18 3DQ

**FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

TRUSTEES

Ali Shemwell (resigned 14/08/2022)
Dawn Bisset
Neal Andrew Taylor
Robert Arthur Webb
Sophie Lovejoy
Michael Kelly
Adrian Blair (appointed 07/12/2022)

REGISTERED OFFICE

161 Fishermead Boulevard
Fishermead
MK6 2AB

CHARITY NUMBER

1170412

ACCOUNTANTS

Martin Nye Limited
Chartered Certified Accountants
186 High Street
Winslow
Buckinghamshire
MK18 3DQ

Samaritans Milton Keynes

**ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2023**

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Detailed Statement of Financial Activities	26

FOR THE YEAR ENDED 31 MARCH 2023

TRUSTEES' REPORT



FOR THE YEAR ENDED 31 MARCH 2023

TRUSTEES' REPORT

The trustees present their report and accounts for the year ended 31 March 2023

PRINCIPAL ACTIVITIES

The principal activity of the charity in the year under review was the operation of a charity shop and the provision of emotional support via telephone, e-mail and face to face contact.

STRUCTURE GOVERNANCE AND MANAGEMENT

The Trustees present their combined trustees report and directors report on the unaudited financial statements for the year ended 31 March 2023.

The financial statements have been prepared in accordance with the accounting policies set out in the notes to the financial statements and comply with the charity's constitution, the Charities Act 2011 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective from 1 January 2019).

Branch of Samaritans Milton Keynes

Trustees Report 1 April 2022 to 31 March 2023

Samaritans Milton Keynes became an independent charity affiliated to Samaritans on 1 April 2017.

The Branch Leadership team which consists of the Director, Trustees, and Deputy Directors are responsible for the leadership and management of the branch and its financial affairs.

Branch Director /Chair Trustees Michael Kelly

Branch Treasurer/Trustee Robert Webb

Shadow Treasurer/ Trustee Adrian Blair

Branch Secretary/Trustee Dawn Bisset

Trustee Sophie Lovejoy

Trustee Neal Taylor

Deputy Director (Volunteer Care) Nikki Gregory

Deputy Director (Prisons) Lynne Badr

Deputy Director (Training) Dan Satterthwaite

Deputy Director (Recruitment) Sophie Lovejoy

FOR THE YEAR ENDED 31 MARCH 2023

TRUSTEES' REPORT

Objectives of Samaritans Milton Keynes

The objects of the Charity are:

1. To enable persons in Milton Keynes 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 to improve their emotional health and to reduce the incidence of suicide.
2. 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
3. To collaborate with and support Samaritans Central Charity and its affiliated branches in fulfilling these Objects.

FOR THE YEAR ENDED 31 MARCH 2023

TRUSTEES' REPORT

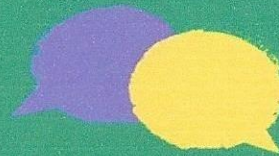
SAMARITANS

Our vision



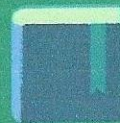
Every life lost to suicide is a tragedy, and our vision is that fewer people die by suicide.

Our mission



To be there for anyone who needs someone. To give people ways to cope and be there for others. And to campaign to make suicide prevention a priority.

Our values



Listening

Exploring feelings alleviates distress and helps people to reach a better understanding of their situation and the options open to them.

Confidentiality

If people feel safe, they are more likely to be open about their feelings.

Non-judgmental

We want people to be able to talk to us without fear of prejudice or rejection.

People making their own decisions

We believe that people have the right to find their own solution and that telling people what to do takes responsibility away from them.

Human contact

Giving people time, undivided attention and empathy meets a fundamental emotional need and reduces distress and despair.

FOR THE YEAR ENDED 31 MARCH 2023

TRUSTEES' REPORT

Branch Director & Chair of Trustee Report 1st April 2022

– 31st March 2023

Mike Kelly

It has been another remarkably busy year in the Branch as we continued to grow and develop the service to our Callers.

It is pleasing to note that throughout this Reporting period we were able to confirm that our Key Areas for Development from our Branch Review in October 2021 were fully met.

The Branch has continued to experience healthy growth in terms of the number of Volunteers and has had successful Recruitment and selection events. It is encouraging that there is no shortage of people wanting to become Samaritans. We have a waiting list of applicants.

We have had several Core training cohorts pass through this year. I should like to thank the Training Team led by Dan and the Mentoring team led by Emma. Thanks also to the volunteers who have generously given their time to additional training within this area.

We have continued to increase the number of Shift Support colleagues who play a vital role in ensuring that all our volunteers are supported when they are on shift. My thanks to all our Shift Support colleagues and to Nikki D who coordinates this work.

We continued to work with our local prisons at HMP Woodhill and Grendon and Springhill. Prisons are under significant pressure, and this has reflected upon our ability to deliver a consistent training program to potential prison volunteers. Thank you for the dedication of our Prison Team under Lynne's leadership who have shown remarkable tenacity often against all the odds.

Our numbers of ESOS and ESOB trained volunteers has grown which has enabled us to support postvention work in local schools and railway stations.

The Branch has delivered several talks about Samaritans to local companies as part of their mental health programs and a Podcast with Sodexo on the theme of Men's Mental Health.

I attended the Council of Samaritans in Birmingham across the weekend of the 9th of September 2022 and numerous other Zoom events as part of the Director role.

We were honored to organise the World Suicide Day event held at Milton Keynes Rose on the 8th of September which was attended by the local Mayor and High Sheriff of Buckingham.

The Branch has received many thousand calls and e mails during this period. We have been designated a Transition Branch for E mails reflective of the large volume that we undertake and of the high quality we produce.

During this reporting period the branch has received:

Incoming Calls. 10,111 Outbound Calls 55 E Mails 3,274

In the light of Central Office guidance, we took the decision to discontinue Face-to-Face Callers. The Branch Leadership Team felt that this decision should be reviewed after a one year period in the light of potential increased capacity.

There has been significant ongoing organisational change to Samaritans this year which has been driven by Central Office progressing their new five strand strategy. We have done our best to keep up with this. I want to thank all Volunteers for their patience with this and their willingness to adapt as best they can. Some of this has been challenging as we implement change.

FOR THE YEAR ENDED 31 MARCH 2023

TRUSTEES' REPORT

I am pleased to report that we have begun to develop closer links with the local Fishermead Community and have visited all the leaders of the various groups on the estate. Our Volunteers have supported food donations to the local food bank.

During this year we were able to fit new blinds into the Ops. Room to improve the ambience for our volunteers.

We now have a smart new Perspex Volunteer photo board which was funded by donations in memory of the late Andrea Burton. This Board has been dedicated to Andrea's memory.

During this year we began to investigate new Ground Floor accommodation. However, everywhere we looked proved too expensive for us. Following a meeting with the Trustees and Milton Keynes City Council Chief Executive we were able to negotiate a renewed 12-year lease that falls within our financial capability. I am grateful to the Council for their ongoing support of Samaritans in Milton Keynes and also to my fellow Trustees that helped with this.

We have installed a Stairlift into the branch which will be of use to our volunteers and to potential recruits. I wish to place on record my thanks to Dawn, our Branch Secretary, for her unwavering help with this and to Milton Keynes City Council for their approval and financial help.

We held a successful and enjoyable branch social on the 21st May which was attended by the Mayor of Milton Keynes. At this event we were proud to celebrate the extraordinarily long service of both Josephine and Peter 61. It was good also to have Mat Shephard, our Regional Director with us for the celebrations.

We have continued to develop sound working relationships with all the other branches in the East Midlands Region. It is important that we share good practice and learn from each other, especially at times of great challenge.

The Trustees and I are incredibly grateful to Westcroft Community Shop for continuing to donate finances to us on a regular basis. As you know Westcroft is vital to our financial health.

I should like to thank Peter Male who has been a Samaritans Director at the shop for all his sterling work over the years. My thanks to Jason who is also a Samaritans Director on the Board.

I should also like to express my thanks to David McCullagh who has for many years functioned as the Chair of the Westcroft Board. These roles are invisible to most of us but essential to the Branch.

Thank you also to our volunteers who continue to be generous in their own donations to the charity shop. Jonathan unfailingly continues to collect and deliver our donations to the shop every month and I thank him for this.

I should like to thank our Trustees, and Deputy Directors who work so hard to keep the branch running. I am grateful for their dedication and commitment.

Thank you to all our Shift Support Leaders, Mentors, IT Support, Rota Coordinator, DBS Coordinator, and all of those who go over and above expectations to provide additional support to our branch. Thanks also go to Emma for leading and training all our mentors. Claire has provided embedding training sessions for new Sams and I thank you for this. Without this wide and varied support from so many of our volunteers we would not be able to answer one call or respond to a single E mail.

FOR THE YEAR ENDED 31 MARCH 2023

TRUSTEES' REPORT

Moreover, I want to pay tribute to all our resolute volunteers who show up for their duties, finding time in their busy lives to support our Branch and our Callers.

A special thanks to all the families and loved ones of our volunteers who put up with so much.

"Ordinary people doing extraordinary things." - Chad Varah, Founder of Samaritans



FOR THE YEAR ENDED 31 MARCH 2023

TRUSTEES' REPORT

Deputy Director Report for Recruitment 1st April 2022 – 31st March 2023

Sophie Lovejoy & Paul Standbrook

During the course of this year we have carried out a thorough review of our recruitment process. The revised process which is now in place has been informed by our learning from the restrictions imposed by Covid as well as embracing the benefits (and challenges) of the new BMT. The new process incorporates information events hosted in branch along with face-to-face interviews.

Our target was to reach 100 volunteers in the branch and our recruitment over this year has worked towards this target. We are now focused on having quality training sessions twice per year with a larger number of trainees.

Deputy Director Report for Training 1st April 2022 – 31st March 2023

Dan Satterthwaite

Since the last AGM there have been two Core training courses delivered, in June and October 2022, with 13 and 18 people enrolled respectively. The January 2023 course was cancelled, as part of a move from 3 to 2 courses a year. These courses were both face-to-face. As of mid November just less than half of those people are still actively engaged with MK Samaritans.

As well as Core training there have been 'Embedding' sessions, for Probationers.

Finally, there have been several mandatory online training packages that all branch members have studied individually, on topics such as Data Security.

Deputy Director Report for Prisons 1st April 2022 – 31st March 2023

Lynne Badr

HMP Woodhill - It was another challenging year for Woodhill due primarily to a severe lack of staff with inexperienced poorly trained prison officers who did not seem to understand the role of Listeners.

We did, however, continue to run the Listener scheme and during the period April to December 2022 had a good number of excellent and enthusiastic Listeners who were quite active in their role despite the staffing issues. However, by January 2023 we lost several Listeners through transferring to other prisons or suspensions. With the continued staffing issues, we were unable to hold any training sessions and the Listeners we did have were not being used to their full potential. Both the Listeners and Prison team members became very demoralised and in March 2023 the situation was so serious that consideration was being given as to whether the scheme should be suspended. To find a way forward a meeting was held in the branch with Mike our branch director, Woodhill's No. 1 Governor, Woodhill's Safer Custody Governor and prison team members Sheena 410, Peter 536 and Lynne 637 to discuss these issues.

This was a difficult time for us all, but the prison team members believed that with the critical situation in the prison it was even more important that the scheme should continue. During this time, we continued to meet with the Listeners every two weeks and attended monthly Safer Custody meetings.

FOR THE YEAR ENDED 31 MARCH 2023

TRUSTEES' REPORT

Sadly, there were two self-inflicted deaths in July 2022. The staffing issues have contributed to a very unstable prison with increasing levels of violence and self-harm.

HMP Springhill is an open prison so most Listeners are out at work during the day which can make it difficult to arrange a convenient time for Listener support meetings. Due to a number of Covid outbreaks, prison team members were not allowed in and it was not until December 2022 that face to face meetings with the Listeners were able to recommence. Nevertheless, Lavinia 399 very successfully managed to keep in touch with the Listeners throughout this period with regular conference calls, arranged through Springhill's Safer Custody team. In December 2022 Nikki 685 joined the prison team and, with Lavinia, attended monthly meetings with the Listeners. Listener numbers during this period ranged from five to six. Lavinia also attended monthly Safer Custody meetings from December 2022.

Deputy Director Report for Volunteer Care 1st April 2022 – 31st March 2023

Nikki Gregory

Volunteer Care Lead entails keeping contact with volunteers on an ongoing basis, especially those that are resting. I monitor the hours on a regular basis and try to support those volunteers who are struggling to maintain their hours in branch for whatever reason. This has been particularly challenging during this past year, I am unsure of the reasons why, but our rota has suffered as a result. Within the bounds of confidentiality, I keep the Director informed of any difficulties I feel our volunteers may have, in the hope that we are able to offer the best possible support. There is also close links with the training team to try and establish and maintain a relationship with the volunteers as they start their Samaritans journey at Fishermead.

Deputy Director Report for Shift Support and ongoing Mentoring 1st April 2022 – 31st March 2023

Nikki Denison

In the beginning half of 2023, a number of shifts were at risk as shift support cover was not in place far enough ahead. Following a review of current shift support and a 'check in' to clarify if all current shift support were still happy to undertake the role, it was decided the current headcount should be sufficient to cover all shifts.

We explored, with Birmingham branch, the possibility of sharing shift support between the two branches – logistically this presented some challenges however ultimately, following feedback gathered from several listening volunteers and shift support randomly sampled, we decided not to go forward with this as a possible solution. This decision was driven by feedback that some volunteers might feel uncomfortable offloading to another branch, some expressed concerns about seeking advice where some branches operate in slightly different ways and that our current shift support are able to pick up common themes and providing valuable feedback to the branch which might be lost if another branch were involved.

Much work has been carried out through 2023 in reviewing and improving the rota with the aim of decreasing shift dropouts. A review of ongoing mentoring was also completed in this time and the new September Side-by-Side was launched in September 2023, these developments will be reported in the next AGM report.

FOR THE YEAR ENDED 31 MARCH 2023

TRUSTEES' REPORT

Trustees Report for Secretariat 1st April 2022 – 31st March 2023

Dawn Bisset

During the reporting year of 1st April 2022 to 31st March 2023, Health & Safety has been a big focus for the branch secretary whilst continuing to provide administrative support to Deputy Directors. This year saw the installation of the new Ops Room blinds. Quotes were tendered for a stairlift, and the project of installation was overseen through to its first use. The stairlift investigations prompted a thorough health & safety and fire risk review supported by Bucks Fire Service. The outcomes of which led to a few changes including the sleeping accommodation being withdrawn from the branch as the current fire alarm system is not loud enough to be used to wake a sleeping person. The Fire Service review also highlighted the need for Fire safety Training for branch volunteers, which was completed during this year. It also raised several action points which are proposed for further investigation in 2024 including a fire door risk assessment. This will tie in with a review of health & safety requirements for the branch to be able to offer face-to-face services to callers in the future.

Ongoing health & safety checks were monitored and reviewed by the branch secretary each month including amongst others: first aid kits, carbon monoxide alarm, servicing of fire alarms and fire safety equipment, boiler, emergency lighting etc. The outcomes of these checks are fed back to SCO in the Annual Branch review which is completed at the end of November each year. These checks highlighted the need for upgraded first aid kits to accommodate larger gatherings of people in the branch. New larger first aid kits were provided during that AGM year. A policy review timetable was set up to ensure that all policies are reviewed and amended regularly as part of an ongoing cycle of review to help keep the branch practices in line with SCO expectations and statutory regulations.

Trustees Report for Strategy & Risk 1st April 2022 – 31st March 2023

Neal Taylor

'Samaritans vision that 'fewer people die by suicide' remains unchanged. The 5 main priorities of the new strategy are summarised below:

- **ACCESS:** Make sure anyone who needs us can access our support
- **REACH:** Reach more people to let them know we're here
- **IMPACT:** Make our voice heard at a national, regional and local level for maximum impact
- **CAPACITY:** Increase our capacity to become one team of valued, diverse, skilled people
- **SUSTAINABILITY:** Build meaningful relationships with our supporters to ensure our sustainability

The local Milton Keynes Branch has continued to support the new e-mail service model roll out, implemented new outreach activities, increased recruitment of volunteers and is building a more meaningful and impactful connection with the local community.

FOR THE YEAR ENDED 31 MARCH 2023

TRUSTEES' REPORT

However, like most organisations, the wider Samaritans organisation has had to respond to the cost-of-living crisis, rising organisational costs and a drop in income for 2022/23. As a result, savings targets have been identified aimed at reducing operational costs plus certain activities have been streamlined, delayed and in some case stopped.

The rest of the year is about supporting the evolution of how Samaritans operates plus communicating and delivering in year priorities, so that Samaritans continues to meet its vision that 'fewer people die by suicide'.

Branch Support Report 1st April 2022 – 31st March 2023

Peter Male

A statement from the Samaritans Director at Westcroft Community Shop, Milton Keynes Samaritans Milton Keynes wishes to acknowledge the indirect financial support it receives from Milton Keynes Community Foundation through the rent subsidies the Foundation grants to MK Community Shop (Westcroft) Ltd. from which company we receive donations annually.

Amy Hughes

The branch would like to thank Amy for maintaining our online presence via Twitter thus ensuring the Samaritans mission is kept in the public forum.



FOR THE YEAR ENDED 31 MARCH 2023

TRUSTEES' REPORT

PUBLIC BENEFIT

In setting objectives and planning for activities, the Trustees have given due consideration to general guidance published by the Charity Commission relating to public benefit, including the guidance 'Public benefit: running a charity (PB2)'.

FINANCIAL REVIEW

The Trustees have prepared the accounts in accordance with the Statement of Recommended Practice (SORP) for Charities, which supplements the traditional income and expenditure account with a Statement of Financial Activities (SOFA) which records resources received and spent.

Net incoming resources from all funds were £10,030 (2022 - £4,850). A detailed review of the financial position is shown in the Statement of Financial Activities.

RESERVES POLICY

The Trustees' review the amount of reserves that are required to ensure that they are adequate to fulfill the charity's continuing obligations on a quarterly basis at their Management meeting.

In the Trustees' view, the reserves should provide the charity with adequate financial stability and the means for it to meet its charitable objectives for the foreseeable future.

FOR THE YEAR ENDED 31 MARCH 2023

TRUSTEES' REPORT

The Trustees propose to maintain the charity's reserves at a level, which is equivalent to twenty four months operational expenditure, having regard to its manner of operation of likely funding streams.

GOING CONCERN

After making appropriate enquiries, the Trustees have a reasonable expectation that the Charity has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements. Further details regarding the adoption of the going concern basis can be found in the accounting policies.

RISK MANAGEMENT

The Trustees carry out an annual review of both the financial and operational risks that the charity may face.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Samaritans Milton Keynes is a registered charity, number 1170412, and is constituted under a Trust deed, the charity was established on 25 November 2016. The Registered Office of the charity is 161 Fishermead Boulevard, Fishermead, MK6 2AB.

METHODS OF APPOINTMENT OR ELECTION OF TRUSTEES

The management of the Charity is the responsibility of the Trustees who are elected and co-opted under the terms of the Trust deed.

STATEMENT OF TRUSTEES RESPONSIBILITIES

The Trustees are responsible for preparing the Trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

The law applicable to charities in England & Wales requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the Charity and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP (FRS 102);
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) have been followed, subject to any material departures disclosed and explained in the financial statements;

FOR THE YEAR ENDED 31 MARCH 2023

TRUSTEES' REPORT

- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Charity will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the Charity's transactions and disclose with reasonable accuracy at any time the financial position of the Charity and enable them to ensure that the financial statements comply with the Charities Act 2011, the Charity (Accounts and Reports) Regulations 2008 and the provisions of the Trust deed. They are also responsible for

safeguarding the assets of the Charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

This report was approved by the Board of Trustees on 1st December 2023

Michael Kelly
Trustee

Maire W. Kelly

INDEPENDENT EXAMINER'S STATEMENT

FOR THE YEAR ENDED 31 MARCH 2023

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF SAMARITANS MILTON KEYNES

I report on the accounts of the company for the year ended 31 March 2023 .

RESPECTIVE RESPONSIBILITIES OF TRUSTEES AND EXAMINER

The trustees are responsible for the preparation of the accounts. The trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed.

Having satisfied myself that the charity is not subject to an 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;
- follow the procedures laid down in the general Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act; and
- state whether particular matters have come to my attention.

BASIS OF INDEPENDENT EXAMINERS STATEMENT

My examination was carried out in accordance with 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 EXAMINERS 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 386 of the Companies Act 2006; 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

**INDEPENDENT EXAMINER'S STATEMENT
FOR THE YEAR ENDED 31 MARCH 2023**

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.

VJB

.....
Mrs. V. J. Bishop BA(Hons) FCCA
Date: 1st December 2023

Martin Nye Limited
Chartered Certified Accountants
186 High Street
Winslow
Buckinghamshire
MK18 3DQ
01296 715000

Samaritans Milton Keynes

**Statement of Financial Activities
for the year ended 31 March 2023**

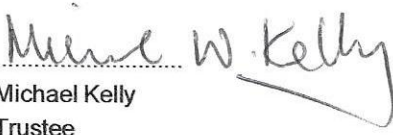
	Unrestricted funds £	Restricted funds £	2023 Total £	2022 Total £
Income				
Income from generated funds	52,032	-	52,032	41,890
Income from charitable activities	<u>52,032</u>	<u>-</u>	<u>52,032</u>	<u>41,890</u>
Total Income and endowments				
Expenses				
Costs of generating funds	141	-	141	49
Expenditure on Raised funds	41,861	-	41,861	36,991
Expenditure on Charitable activities	<u>42,002</u>	<u>-</u>	<u>42,002</u>	<u>37,040</u>
Total Expenses				
Net gains on investments	10,030	-	10,030	4,850
Net Income				
Gains/(losses) on revaluation of fixed assets Net movement in funds:	<u>10,030</u>	<u>-</u>	<u>10,030</u>	<u>4,850</u>
Net income for the year	83,196	-	83,196	78,346
Total funds brought forward	<u>93,226</u>	<u>-</u>	<u>93,226</u>	<u>83,196</u>
Net funds carried forward				

This statement of financial activities includes all gains and losses recognised in the year. All income and expenditure derive from continuing activities

BALANCE SHEET AT 31 MARCH 2023

	Notes	2023 £	2022 £
FIXED ASSETS			
Tangible assets	2	1,839	916
Investments	3	3	3
		<u>1,842</u>	<u>919</u>
CURRENT ASSETS			
Debtors (amounts falling due within one year)	4	4,797	1,341
Cash at bank and in hand		<u>95,754</u>	<u>89,024</u>
		100,551	90,365
CREDITORS: Amounts falling due within one year	5	<u>9,167</u>	<u>8,088</u>
NET CURRENT ASSETS		<u>91,384</u>	<u>82,277</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>93,226</u>	<u>83,196</u>
CAPITAL AND RESERVES			
Unrestricted funds	7		
General fund		<u>93,226</u>	<u>83,196</u>
		<u>93,226</u>	<u>83,196</u>

Approved by the board of trustees on 1st December 2023 and signed on their behalf by


Michael Kelly
Trustee

**NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2023**

1. ACCOUNTING POLICIES

1a. Basis Of Accounting

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Charities Act 2011.

The financial statements have been prepared to give a 'true and fair' view and have departed from the Charities (Accounts and Reports) Regulations 2008 only to the extent required to provide a 'true and fair' view. This departure involved following the Charities SORP (FRS102) published in October 2019 rather than the Accounting and Reporting by Charities: Statement of Recommended Practice effective from 1 April 2005 which has since been withdrawn.

Samaritans Milton Keynes meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

1b. Incoming Resources

All incoming resources are included on the Statement of Financial Activities when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy.

Donated goods are measured at fair value on initial recognition, which is the expected proceeds from sale less the expected costs of sale. Where it is not practical to measure the value of the resource with sufficient reliability, the income is included in the financial period when the resource is sold.

1c. Resources Expended

Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

1d. Allocation And Apportionment Of Costs

All costs relate to the single activity of the charity and are recognised accordingly.

1e. Fund Accounting

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

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

Designated funds are funds set aside by the trustees out of unrestricted general funds for the specific future purposes or projects.

1f. Going Concern

These financial statements have been prepared on the going concern basis.

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern.

1g. Depreciation

Depreciation has been provided at the following rates in order to write off the assets over their estimated useful lives. Plant and Machinery straight line 10%

1h. Turnover

Turnover represents the invoiced value of goods and services supplied by the charity.

1i. Investments

Fixed asset investments are a form of financial instrument and are initially recognised at their transaction cost and subsequently measured at fair value at the Balance sheet date, unless the value cannot be measured reliably in which case it is measured at cost less impairment. Investment gains and losses, whether realised or unrealised, are combined and presented as 'Gains/(Losses) on investments' in the Statement of Financial Activities.

1j. Cash At Bank And In Hand

Cash at bank and in hand are basic financial assets and include cash in hand, deposits held at call with banks and other short-term liquid investments with original maturities of three months or less.

1k. Financial Instruments

The charity only has financial assets and financial liabilities of a kind that qualify as Basic Financial Instruments. Financial instruments are recognised in the charity's Balance Sheet when the company becomes party to the contractual provisions of the instrument. Basic financial instruments are initially recognised at transaction value and subsequently measured at settlement value

11. Judgements And Key Sources Of Estimation Uncertainty

In the application of the company's accounting policies, the directors are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both the current and future periods.

1m. Company Information

Samaritans Milton Keynes is an independent charity limited by guarantee, incorporated in England and Wales.

The registered office is 161 Fishermead Boulevard, Fishermead, MK6 2AB.

The presentation currency is £ Sterling rounded to the nearest £1.

2. TANGIBLE FIXED ASSETS

	Long Leasehold Properties £	Plant and Machinery £	Total £
Cost			
At 1 April 2022	11,538	1,768	13,306
Additions	-	1,138	1,138
At 31 March 2023	11,538	2,906	14,444
Depreciation			
At 1 April 2022	11,538	852	12,390
For the year	-	215	215
At 31 March 2023	11,538	1,067	12,605
Net Book Amounts			
At 31 March 2023	-	1,839	1,839
At 31 March 2022	-	916	916

3. FINANCIAL ASSETS

	Shares in group companies and participating interests £	Total £
Cost		
At 1 April 2022	3	3
At 31 March 2023	3	3
Amortisation		
Net Book Amounts		
At 31 March 2023	3	3
At 31 March 2022	3	3

The Investment is shown at cost and relates to a 50% share holding of the company MK Community Shop (Westcroft) Limited, donations received during the year are shown as income received in the Statement of Financial Activities.

4. DEBTORS

	2023 £	2022 £
Amounts falling due within one year:		
Trade debtors	4,280	-
Other debtors	517	1,341
	<u>4,797</u>	<u>1,341</u>

5. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2023 £	2022 £
Trade creditors	1,662	1,371
Other creditors	7,505	6,717
	<u>9,167</u>	<u>8,088</u>

6. LIMITED BY GUARANTEE

The company is limited by guarantee and does not have a share capital. Each member gives a guarantee to contribute a sum not exceeding £0, to the company should it be wound up. At 31 March 2023 there were 6 members.

7. UNRESTRICTED FUNDS

	Brought forward	Incoming resources	Outgoing resources	Transfers	Carried forward
	£	£	£	£	£
General fund	83,196	52,032	(42,002)	-	93,226
	<u>83,196</u>	<u>52,032</u>	<u>(42,002)</u>	<u>-</u>	<u>93,226</u>

8. UNRESTRICTED FUNDS - PREVIOUS YEAR

Funds brought forward amounted to £78,346, income amounted to £41,890, expenditure amounted to £37,040. Unrestricted fund balance as at 31st March 2022 amounted to £83,196.

9. RELATED PARTY TRANSACTIONS

There were no related party transactions during the year (2022 - none).

18 Trustees and volunteers were reimbursed £3,602 (2022 - 16 Trustees £4,100) in respect of mileage, and out of pocket expenses including, branch expenses, travel, housekeeping and asset purchases. Reimbursed expenses are incurred in order for Trustees and volunteers to fulfil their duties and are not considered payment for goods and services or the remuneration of a Trustee, nor do they count as any kind of personal benefit.

10. TRUSTEES' REMUNERATION AND BENEFITS

The charity relies on volunteers and has no staff.

One trustee acted as an administration assistant for the charity in a self-employed capacity and received £2,613 during the year (2022 - £2,444).

11. PAYMENT TO EXAMINER

An accrual of £1,800 (£1,500 + VAT) is included in the accounts in respect of payment to examiner (2022 - £1,800).

Samaritans Milton Keynes

**Incoming Resources
for the year ended 31 March 2023**

	2023	2022
	£	£
Incoming resources		
Incoming resources from generated funds		
Donations		
Donations	2,344	6,100
Trading income	41,852	35,175
Fundraising	180	56
Grants	<u>7,656</u>	<u>559</u>
	52,032	41,890
	<u>52,032</u>	<u>41,890</u>
	<u>52,032</u>	<u>41,890</u>

Samaritans Milton Keynes

**Expenses
for the year ended 31 March 2023**

	2023	2022
	£	£
Expenses		
Costs of generating funds		
Costs Of Generating Voluntary Income		
Fundraising	141	49
	<u>141</u>	<u>49</u>
	<u>141</u>	<u>49</u>
Charitable Activities		
Travel	1,080	1,503
Rent	7,400	7,400
Rates and insurance	1,579	684
Housekeeping	3,937	4,136
Utilities	5,458	6,820
HQ Contribution	4,676	3,216
Training	100	110
Repairs and maintenance	3,891	3,372
Accountancy fees	1,800	1,970
Legal costs	2,300	-
General branch expenses	3,098	1,604
Administration expenses	3,183	2,747
Stationery & office supplies	496	518
Telephone	2,363	2,488
Bank charges	285	321
Depreciation of plant and machinery	215	102
	<u>41,861</u>	<u>36,991</u>
	<u>42,002</u>	<u>37,040</u>

Accounts

Charity number: 1170412

Samaritans Milton Keynes

UNAUDITED ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2022

Prepared By:
Martin Nye Limited
Chartered Certified Accountants
186 High Street
Winslow
Buckinghamshire
MK18 3DQ

**FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

TRUSTEES

Ali Shemwell (resigned 14/08/2022)
Dawn Bisset
Neal Andrew Taylor
Robert Arthur Webb
Sophie Lovejoy (appointed 07/12/2021)
Michael Kelly (appointed 01/06/2021)
Carolyn Roberts (resigned 07/12/2021)
Nicola Pritchard (resigned 01/06/2021)

REGISTERED OFFICE

161 Fishermead Boulevard
Fishermead
MK6 2AB

CHARITY NUMBER

1170412

ACCOUNTANTS

Martin Nye Limited
Chartered Certified Accountants
186 High Street
Winslow
Buckinghamshire
MK18 3DQ

**ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2022**

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Detailed Statement of Financial Activities	23

FOR THE YEAR ENDED 31 MARCH 2022

TRUSTEES' REPORT



The trustees present their report and accounts for the year ended 31 March 2022

PRINCIPAL ACTIVITIES

The principal activity of the charity in the year under review was the operation of a charity shop and the provision of emotional support via telephone, e-mail and face to face contact .

STRUCTURE GOVERNANCE AND MANAGEMENT

The Trustees present their combined trustees report and directors report on the unaudited financial statements for the year ended 31 March 2022.

The financial statements have been prepared in accordance with the accounting policies set out in the notes to the financial statements and comply with the charity's constitution, the Charities Act 2011 and "Accounting and

Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective from 1 January 2019).

FOR THE YEAR ENDED 31 MARCH 2022

TRUSTEES' REPORT

Branch of Samaritans Milton Keynes

Trustees Report 1 April 2021 to 31 March 2022

Samaritans Milton Keynes became an independent charity affiliated to Samaritans on 1 April 2017.

The Branch Leadership team which consists of the Director, Trustees, and Deputy Directors are responsible for the leadership and management of the branch and its financial affairs.

Branch Director /Chair Trustees Michael Kelly

Branch Treasurer/Trustee Robert Webb

Branch Secretary/Trustee Dawn Bisset

Trustee Sophie Lovejoy

Trustee Neal Taylor

Trustee Ali Shemwell (Resigned)

Deputy Director (Volunteer Care) Nikki Gregory

Deputy Director (Prisons) Lynne Badr

Deputy Director (Training) Dan Satterthwaite

Deputy Director (Recruitment) Sophie Lovejoy

Deputy Director (Leader Support) Nicola Pritchard

Objectives of Samaritans Milton Keynes

The objects of the Charity are:

1. To enable persons in Milton Keynes 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 to improve their emotional health and to reduce the incidence of suicide.
2. 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
3. To collaborate with and support Samaritans Central Charity and its affiliated branches in fulfilling these Objects.

FOR THE YEAR ENDED 31 MARCH 2022

TRUSTEES' REPORT

The Mission

Samaritans is available 24 hours a day to provide confidential emotional support for people who are experiencing feelings of distress or despair, including those which may lead to suicide.

The Vision

Samaritans' vision is for a society in which:

- Fewer people die by suicide
- People can explore their feelings
- People can acknowledge and respect the feelings of others.

The Values

Samaritans' values are based on these beliefs:

- The importance of having the opportunity to explore difficult feelings
- That being listened to, in confidence, and accepted without prejudice, can alleviate despair and suicidal feelings
- That everyone has the right to make fundamental decisions about their own life, including the decision to die by suicide.

DIRECTOR'S REPORT for the period 1 April 2021 to 31 March 2022

This reporting year saw the appointment of Michael Kelly as Branch Director and Chair of Trustees on the 1st of June 2021. This is for a tenure of 36 months ending on the 31st of May 2024.

In October 2021, the branch underwent a Quality Inspection Review which always takes place within a few months of the appointment of a new Director. I am pleased to report that the branch received an exceptionally clean bill of health with areas for development already being identified by the Leadership Team.

I should like to place on record my thanks to my predecessor, Nicola 649 for her dedicated leadership of the branch during the prior three years, and for the detailed handover she extended to me.

The number of shift support leaders has been increased as has the number of trained mentors. This is in line with our development aims outlined in the Branch Review.

FOR THE YEAR ENDED 31 MARCH 2022

TRUSTEES' REPORT

We currently have eighty-six volunteers in the branch with projections to rise to one hundred in approximately January 2023. We have a healthy number of potential volunteers on our waiting list.

There has been a rota review with 51% of the branch responding. We will continue to review the rota into the future. It is never fixed in stone.

During the period 1 April 2021 to 31 March 2022, we have responded to 3501 emails and answered 9750 telephone calls.

Of these contacts 45.7% were male, 51.6% female. Other 4%, Unknown 2.3% and Trans 0.1%.

This is a magnificent achievement particularly significant as the branch navigated its way through the Covid pandemic.

During this year, the branch was able to relax some of the Covid regulations in the light of changing Government guidance and legislation. The branch continues to operate with caution in this area, operating some meetings still on Zoom as well as face to face meetings in the branch.

There has been significant organisational change to Samaritans this year which has been driven by Central Office progressing their new five strand strategy.

In June 2021 I hosted seven Zoom meetings outlining the new approach to Safeguarding.

Since that time, we have seen the development of the E mail and Caller Support Hub. In addition, Central Office have developed the Listening In programme across all branches. These initiatives represent a notable change in organisation and culture with which we are still grappling.

All volunteers have undertaken relevant mandatory online training in relation to these areas.

Our volunteers have responded magnificently to these challenges recognising that change is not easy for any of us.

All branch technology has been updated with the installation of Chrome boxes on each duty desk as well as the opening of the Annie Cowley Room for mentoring.

Desk headsets were replaced which has proved to be successful.

An external IT consultant has been appointed to support our development and maintenance of this area.

We were pleased to open the Annie Cowley room as another Duty Room dedicated to the training of Mentors.

The Trustees commissioned a Health and Safety inspection the results of which are continuing to be considered and implemented.

FOR THE YEAR ENDED 31 MARCH 2022

TRUSTEES' REPORT

During this year the branch Hallway, stairs, Ops. Room and training room were painted thus making the building a more pleasant place to work in.

A heritage board has been set up in the kitchen detailing the history of Samaritans in Milton Keynes over the past 40 years.

Central Office have placed restrictions on all branches in relation to Face 2 Face callers and Schools Outreach. It is expected that this will be lifted in the Spring of 2023.

Our online AGM in December was well attended where we were pleased to welcome our speaker Dave Brown from Samaritans Network Rail.

We have continued to develop sound working relationships with all the other branches in the East Midlands Region in addition to regular contact with the Director of Birmingham Branch. It is important that we share good practice and learn from each other, especially at times of great challenge.

We have good working relationships with all Samaritans Branches in the East Midlands Region.

I have attended numerous online seminars with officials at Central Office including a weekend long Council of Samaritans, an annual event focussed on strategy and leadership.

We were saddened to learn of the death of Andrea Burton who had served for many years in our Branch as a Listener, Secretary and Rota coordinator. We extend our deepest sympathies to Andrea's whole family.

The Trustees and I are incredibly grateful to Westcroft Community Shop for continuing to donate finances to us on a regular basis.

Thank you also to our volunteers who continue to be generous in their own donations to the charity shop.

I should like to thank our Trustees, and Deputy Directors who work so hard to keep the branch running. I am grateful for their dedication and commitment.

Thank you to all our Shift Support Leaders, Mentors, IT support, rota coordinator, 3R Champion and all of those who go over and above their expected 16 hours contribution per month to provide additional support to our branch. Without this we would not be able to answer one call or respond to a single E mail.

More importantly I want to pay tribute to all our dedicated volunteers who show up for their duties, finding time in their busy lives to support Samaritans.

We are all volunteers, and nobody needs to cross the threshold.

Thank you to all our ordinary people doing extraordinary things.

Mike 681 - Director / Chair of Trustees.

FOR THE YEAR ENDED 31 MARCH 2022

TRUSTEES' REPORT

Branch Departmental Reports

Recruitment and Selection

Following the introduction of the central Branch Management Tool and the progression out of Covid lockdowns, we have continued cautiously with recruitment throughout 2021/22. We have conducted both face-to-face and online interviews, with a total of around 60 taking place in that year. It has taken some time for us to fully understand and implement the new BMT processes and we are currently looking at how we can learn from the interviews over the last year to implement new and improved processes moving forward.

Historically, we have been a relatively small branch, but volunteer numbers have increased nearly two-fold over the last 5 years. With a new Director being appointed, we recognised that we had rightfully previously focussed on the imminent issue of growing our branch volunteer numbers. Since achieving huge successes in growing our branch volunteer numbers beyond expectation, we now needed to renew our focus on the processes within recruitment and retention and ensure that we had the infrastructure to continue to retain higher numbers of volunteers (e.g., increasing trained mentors, shift support etc.).

In the next year, we aim to review the recruitment processes; learning from Covid and some of the benefits of the new BMT, whilst also trying to return to more of the face-to-face processes to ensure high quality interviews and the selection of exceptional new volunteers into the branch.

Sophie Lovejoy - Deputy Director / Trustee / Recruitment Lead

Training, Embedding and Mentoring

Since the last AGM there have been three Core training courses delivered, in January, May and October this year, with 12, 13 and 19 people enrolled respectively. These courses have been both online and face-to-face. As of mid-November 2022, approximately half those people are still actively engaged with MK Samaritans.

As well as Core training there have been 'Embedding' sessions, for Probationers, and ad hoc training on topics such as Shift Support and Mentoring.

Finally, there have been several mandatory online training packages that all branch members have studied individually, on topics such as Safeguarding and Email Best Practice. A big thank you to all volunteers who have helped in any way with the training in the branch.

Dan Satterthwaite - Deputy Director / Training Lead

Prisons

FOR THE YEAR ENDED 31 MARCH 2022

TRUSTEES' REPORT

HMP Woodhill

It was another challenging year for Woodhill. We did, however, manage to continue with regular fortnightly debrief sessions with the Listeners until another lockdown put a halt to this in mid-December 2021.

During this period, we had between seven to nine active Listeners. In February 2022, Woodhill allowed two prison team members to go in and meet with the Listeners on their wings. The Listeners had been working very hard in their role and some were struggling themselves, so it was a very worthwhile visit.

In March 2022, we managed to commence a further Listener training course with eight trainees, which due to Woodhill being in semi-lockdown was an intensive, abbreviated training programme with all the men having to take a LFT before attending. I am pleased to say that training was a great success, and we added some excellent and enthusiastic Listeners to the team making a total of fifteen Listeners by end of March 2022.

Two prison team members attended a Postvention meeting at Woodhill in February with representatives from HMPPS Safety Team and a member of Central Office prison team. Woodhill was one of the pilot prisons looking at how staff and prisoners are supported after a suicide in prison. This project was funded by HMPPS. Several resources had been produced for both staff and prisoners as well as an additional module to the Listeners' training. We are pleased to report that there were no self-inflicted deaths during this period.

The Inspectorate of Prisons published a very critical report after their visit to Woodhill in November 2021. A large turnover of staff, staff shortages and several lockdowns contributed to a very unstable prison with increasing levels of violence and self-harm.

We have continued to have a good relationship with the Safer Custody team and the new Safer Custody Governor.

HMP Springhill

As an open prison, most of the Listeners at Springhill are out at work during the day which can make it difficult to arrange a convenient time to speak. Throughout this period, due to the number of covid cases, there were several lockdowns which meant that Lavinia was unable to conduct face-to-face meetings with the Listeners. Nevertheless, she very successfully, managed to keep in touch with the Listeners through regular conference calls, arranged through Springhill's Safer Custody team. Lavinia also attended several Safer Custody meetings, enabling her to keep in touch with the situation there. During this period, there were seven Listeners.

Lynne Badr - Deputy Director / Prisons Lead

Volunteer care

I took over the Volunteer care lead role in June 2021. This entails keeping contact with volunteers on an ongoing basis, especially those that are resting. I monitor the hours on a regular basis and try to support those volunteers who are struggling to maintain their hours in branch for whatever reason. Within the bounds of confidentiality, I keep the Director informed of any difficulties I feel our volunteers may have, in the hope that we are able to offer the best possible support. There is also close links with the training team to try and establish and maintain a relationship with the volunteers as they start their Samaritans journey at Fishermead.

FOR THE YEAR ENDED 31 MARCH 2022

TRUSTEES' REPORT

Nikki Gregory - Deputy Director / Volunteer Care Lead

Strategy and Risk

A new five-year strategy for Samaritans, 'Tackling Suicide Together', was developed and formally signed off. The Samaritan vision that 'fewer people die by suicide' remains unchanged. The 5 main priorities of the new strategy are summarised below and have been based on conversations with volunteers (over 1000), caller advisory groups, staff and other key stakeholders.

- **ACCESS:** Make sure anyone who needs us can access our support
- **REACH:** Reach more people to let them know we're here
- **IMPACT:** Make our voice heard at a national, regional and local level for maximum impact
- **CAPACITY:** Increase our capacity to become one team of valued, diverse, skilled people
- **SUSTAINABILITY:** Build meaningful relationships with our supporters to ensure our sustainability

Overall, these priorities are aligned well with how we see the Milton Keynes branch developing over the next few years particularly the new e-mail service model roll out, new outreach activities, increased recruitment of volunteers (with more diversity) and a more meaningful and impactful connection with the local community.

The rest of the year looks set to be further evolution of how Samaritans operates and continues to meet its vision that 'fewer people die by suicide'.

Neal Taylor - Trustee / Strategy and Risk Lead

Secretariat

The year from 1st April 2021 – 31st March 2022 was another busy administrative year behind the scenes! Quotes were tendered for branch redecorating and new blinds. Advice from the Branch Review prompted a re-organisation of documents in 3Rings Filestore. An external security lighting review was undertaken in response to volunteers concerns and problems remedied. Servicing and maintenance checks, which help the branch adhere to statutory requirements are part of an ongoing rolling programme. These checks have continued through this AGM year. This includes fire-fighting equipment servicing, fire alarm servicing, emergency lighting, water cooler sanitisation, boiler servicing, carbon monoxide alarms, first aid kits, Data Protection checks etc, amongst others. New administrative procedures for potential volunteer applications have been implemented using the new Branch Management Tool (BMT) during this year. The process has been under constant review during that time and improvements made where possible.

FOR THE YEAR ENDED 31 MARCH 2022

TRUSTEES' REPORT

Dawn Bisset - Trustee / Secretary

Shift Support

We have increased our number of trained Shift Leaders who continue to provide vital support to all volunteers whilst on shift and for download at the end of a shift.

The Shift Support Leaders are an essential element in not only providing safeguarding support to our callers but also to all our volunteers. There are plans to recruit and train more Leaders in due course.

Nicola Pritchard - Deputy Director / Shift Support

Online presence

The branch continues to have a Twitter presence with weekly posts to the forum.

Amy Hughes - Support Sam / Online Presence

PUBLIC BENEFIT

In setting objectives and planning for activities, the Trustees have given due consideration to general guidance published by the Charity Commission relating to public benefit, including the guidance 'Public benefit: running a charity (PB2)'.

FINANCIAL REVIEW

The Trustees have prepared the accounts in accordance with the Statement of Recommended Practice (SORP) for Charities, which supplements the traditional income and expenditure account with a Statement of Financial Activities (SOFA) which records resources received and spent.

Net incoming resources from all funds were £4,850 (2021 - Net outgoing resources from all funds were £20,366). A detailed review of the financial position is shown in the Statement of Financial Activities.

RESERVES POLICY

The Trustees' review the amount of reserves that are required to ensure that they are adequate to fulfill the charity's continuing obligations on a quarterly basis at their Management meeting.

In the Trustees' view, the reserves should provide the charity with adequate financial stability and the means for it to meet its charitable objectives for the foreseeable future.

The Trustees propose to maintain the charity's reserves at a level, which is equivalent to twenty four months operational expenditure, having regard to its manner of operation of likely funding streams.

FOR THE YEAR ENDED 31 MARCH 2022

TRUSTEES' REPORT

GOING CONCERN

After making appropriate enquiries, the Trustees have a reasonable expectation that the Charity has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements. Further details regarding the adoption of the going concern basis can be found in the accounting policies.

RISK MANAGEMENT

The Trustees carry out an annual review of both the financial and operational risks that the charity may face.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Samaritans Milton Keynes is a registered charity, number 1170412, and is constituted under a Trust deed, the charity was established on 25 November 2016. The Registered Office of the charity is 161 Fishermead Boulevard, Fishermead, MK6 2AB.

METHODS OF APPOINTMENT OR ELECTION OF TRUSTEES

The management of the Charity is the responsibility of the Trustees who are elected and co-opted under the terms of the Trust deed.

STATEMENT OF TRUSTEES RESPONSIBILITIES

The Trustees are responsible for preparing the Trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

The law applicable to charities in England & Wales requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the Charity and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP (FRS 102);
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Charity will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the Charity's transactions and disclose with reasonable accuracy at any time the financial position of the Charity and enable them to ensure that the financial statements comply with the Charities Act 2011, the Charity (Accounts and Reports) Regulations 2008 and the provisions of the Trust deed. They are also responsible for

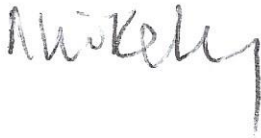
FOR THE YEAR ENDED 31 MARCH 2022

TRUSTEES' REPORT

safeguarding the assets of the Charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

This report was approved by the Board of Trustees on 22 December 2022

Michael Kelly
Trustee

A handwritten signature in dark ink, appearing to read 'Michael Kelly', written over the printed name and title.

INDEPENDENT EXAMINER'S STATEMENT

FOR THE YEAR ENDED 31 MARCH 2022

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF SAMARITANS MILTON KEYNES

I report on the accounts of the company for the year ended 31 March 2022 .

RESPECTIVE RESPONSIBILITIES OF TRUSTEES AND EXAMINER

The trustees are responsible for the preparation of the accounts. The trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed.

Having satisfied myself that the charity is not subject to an 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;
- follow the procedures laid down in the general Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act; and
- state whether particular matters have come to my attention.

BASIS OF INDEPENDENT EXAMINERS STATEMENT

My examination was carried out in accordance with 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 EXAMINERS 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 386 of the Companies Act 2006; 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

INDEPENDENT EXAMINER'S STATEMENT
FOR THE YEAR ENDED 31 MARCH 2022

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.

VJB

.....
Mrs. V. J. Bishop BA(Hons) FCCA

Date: 22 December 2022

Martin Nye Limited
Chartered Certified Accountants
186 High Street
Winslow
Buckinghamshire
MK18 3DQ
01296 715000

**Statement of Financial Activities
for the year ended 31 March 2022**

			2022	<i>2021</i>
	Unrestricted funds	Restricted funds	Total	<i>Total</i>
	£	£	£	£
Income				
Income from generated funds				
Income from charitable activities	41,890	-	41,890	18,197
Total Income and endowments	41,890	-	41,890	18,197
Expenses				
Costs of generating funds				
Expenditure on Raised funds	49	-	49	193
Expenditure on Charitable activities	36,991	-	36,991	38,370
Total Expenses	37,040	-	37,040	38,563
Net gains on investments				
Net Income	4,850	-	4,850	(20,366)
Gains/(losses) on revaluation of fixed assets				
Net movement in funds:				
Net income for the year	4,850	-	4,850	(20,366)
Total funds brought forward	78,346	-	78,346	98,712
Net funds carried forward	83,196	-	83,196	78,346

This statement of financial activities includes all gains and losses recognised in the year. All income and expenditure derive from continuing activities

BALANCE SHEET AT 31 MARCH 2022

	Notes	2022 £	2021 £
FIXED ASSETS			
Tangible assets	2	916	-
Investments	3	3	3
		<u>919</u>	<u>3</u>
CURRENT ASSETS			
Debtors (amounts falling due within one year)	4	1,341	1,864
		<u>89,024</u>	<u>81,796</u>
Cash at bank and in hand		90,365	83,660
		<u>8,088</u>	<u>5,317</u>
CREDITORS: Amounts falling due within one year	5		
		<u>82,277</u>	<u>78,343</u>
NET CURRENT ASSETS		<u>83,196</u>	<u>78,346</u>
TOTAL ASSETS LESS CURRENT LIABILITIES			
CAPITAL AND RESERVES			
Unrestricted funds	7		
General fund		<u>83,196</u>	<u>78,346</u>
		<u>83,196</u>	<u>78,346</u>

Approved by the board of trustees on 22 December 2022 and
signed on their behalf by


Michael Kelly
Trustee

**NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2022**

1. ACCOUNTING POLICIES

1a. Basis Of Accounting

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Charities Act 2011.

The financial statements have been prepared to give a 'true and fair' view and have departed from the Charities (Accounts and Reports) Regulations 2008 only to the extent required to provide a 'true and fair' view. This departure involved following the Charities SORP (FRS102) published in October 2019 rather than the Accounting and Reporting by Charities: Statement of Recommended Practice effective from 1 April 2005 which has since been withdrawn.

Samaritans Milton Keynes meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

1b. Incoming Resources

All incoming resources are included on the Statement of Financial Activities when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy.

Donated goods are measured at fair value on initial recognition, which is the expected proceeds from sale less the expected costs of sale. Where it is not practical to measure the value of the resource with sufficient reliability, the income is included in the financial period when the resource is sold.

1c. Resources Expended

Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

1d. Allocation And Apportionment Of Costs

All costs relate to the single activity of the charity and are recognised accordingly.

1e. Fund Accounting

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

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

Designated funds are funds set aside by the trustees out of unrestricted general funds for the specific future purposes or projects.

1f. Going Concern

These financial statements have been prepared on the going concern basis.

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern.

1g. Depreciation

Depreciation has been provided at the following rates in order to write off the assets over their estimated useful lives.

Plant and Machinery	straight line 10%
---------------------	-------------------

1h. Turnover

Turnover represents the invoiced value of goods and services supplied by the charity.

1i. Investments

Fixed asset investments are a form of financial instrument and are initially recognised at their transaction cost and subsequently measured at fair value at the Balance sheet date, unless the value cannot be measured reliably in which case it is measured at cost less impairment. Investment gains and losses, whether realised or unrealised, are combined and presented as 'Gains/(Losses) on investments' in the Statement of Financial Activities.

1j. Cash At Bank And In Hand

Cash at bank and in hand are basic financial assets and include cash in hand, deposits held at call with banks and other short-term liquid investments with original maturities of three months or less.

1k. Financial Instruments

The charity only has financial assets and financial liabilities of a kind that qualify as Basic Financial Instruments. Financial instruments are recognised in the charity's Balance Sheet when the company becomes party to the contractual provisions of the instrument. Basic financial instruments are initially recognised at transaction value and subsequently measured at settlement value

11. Judgements And Key Sources Of Estimation Uncertainty

In the application of the company's accounting policies, the directors are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both the current and future periods.

1m. Company Information

Samaritans Milton Keynes is an independent charity limited by guarantee, incorporated in England and Wales.

The registered office is 161 Fishermead Boulevard, Fishermead, MK6 2AB.

The presentation currency is £ Sterling.

2. TANGIBLE FIXED ASSETS

	Long Leasehold Properties £	Plant and Machinery £	Total £
Cost			
At 1 April 2021	11,538	750	12,288
Additions	-	1,018	1,018
At 31 March 2022	<u>11,538</u>	<u>1,768</u>	<u>13,306</u>
Depreciation			
At 1 April 2021	11,538	750	12,288
For the year	-	102	102
At 31 March 2022	<u>11,538</u>	<u>852</u>	<u>12,390</u>
Net Book Amounts			
At 31 March 2022	<u>-</u>	<u>916</u>	<u>916</u>

3. FINANCIAL ASSETS

	Shares in group companies and participating interests £	Total £
Cost		
At 1 April 2021	3	3
At 31 March 2022	3	3
Amortisation		
Net Book Amounts		
At 31 March 2022	3	3
At 31 March 2021	3	3
The Investment is shown at cost and relates to a 50% share holding of the company MK Community Shop (Westcroft) Limited, donations received during the year are shown as income received in the Statement of Financial Activities.		

4. DEBTORS

	2022 £	2021 £
Amounts falling due within one year:		
Other debtors	1,341	1,864
	<u>1,341</u>	<u>1,864</u>

5. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2022 £	2021 £
Trade creditors	1,371	3,510
Other creditors	6,717	1,807
	<u>8,088</u>	<u>5,317</u>

6. LIMITED BY GUARANTEE

The company is limited by guarantee and does not have a share capital. Each member gives a guarantee to contribute a sum not exceeding £0, to the company should it be wound up. At 31 March 2022 there were 6 members.

7. UNRESTRICTED FUNDS

	Brought forward	Incoming resources	Outgoing resources	Transfers	Carried forward
	£	£	£	£	£
General fund	78,346	41,890	(37,040)	-	83,196
	<u>78,346</u>	<u>41,890</u>	<u>(37,040)</u>	<u>-</u>	<u>83,196</u>

8. UNRESTRICTED FUNDS - PREVIOUS YEAR

Funds brought forward amounted to £98,712, income amounted to £18,197, expenditure amounted to £38,563.

Unrestricted fund balance as at 31st March 2021 amounted to £78,346.

9. RELATED PARTY TRANSACTIONS

There were no related party transactions during the year (2021 - none).

16 Trustees and volunteers were reimbursed £4,100 (2021 - 3 Trustees £782) in respect of mileage, and out of pocket expenses including, branch expenses, travel, housekeeping and asset purchases. Reimbursed expenses are incurred in order for Trustees and volunteers to fulfil their duties and are not considered payment for goods and services or the remuneration of a Trustee, nor do they count as any kind of personal benefit.

10. TRUSTEES' REMUNERATION AND BENEFITS

The charity relies on volunteers and has no staff.

One trustee acted as an administration assistant for the charity in a self-employed capacity and received £2,444 during the year (2021 - £1,744).

11. PAYMENT TO EXAMINER

An accrual of £1,800 (£1,500 + VAT) is included in the accounts in respect of payment to examiner (2021 - £850).

Samaritans Milton Keynes

**Incoming Resources
for the year ended 31 March 2022**

	2022	<i>2021</i>
	£	<i>£</i>
Incoming resources		
Incoming resources from generated funds		
Donations		
Donations	6,100	8,797
Trading income	35,175	9,215
Fundraising	56	98
Grants	559	87
	<u>41,890</u>	<u>18,197</u>
	<u>41,890</u>	<u>18,197</u>
	<u>41,890</u>	<u>18,197</u>

Samaritans Milton Keynes

**Expenses
for the year ended 31 March 2022**

	2022	2021
	£	£
Expenses		
Costs of generating funds		
Costs Of Generating Voluntary Income		
Fundraising	49	193
	<u>49</u>	<u>193</u>
	<u>49</u>	<u>193</u>
Charitable Activities		
Publicity and advertising	-	598
Travel	1,503	752
Rent	7,400	7,400
Rates and insurance	684	1,464
Housekeeping	4,136	3,854
Utilities	6,820	5,045
HQ Contribution	3,216	3,510
Training	110	17
Repairs and maintenance	3,372	8,465
Accountancy fees	1,970	850
General branch expenses	1,604	1,820
Administration expenses	2,747	1,744
Stationery & office supplies	518	792
Telephone	2,488	2,059
Bank charges	321	-
Depreciation of plant and machinery	102	-
	<u>36,991</u>	<u>38,370</u>
	<u>37,040</u>	<u>38,563</u>

Accounts

SAMARITANS MILTON KEYNES

UNAUDITED

TRUSTEES' REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

SAMARITANS MILTON KEYNES

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SAMARITANS MILTON KEYNES

REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY, ITS TRUSTEES AND ADVISERS FOR THE YEAR ENDED 31 MARCH 2021

Trustees	Ali Shemwell (appointed 8 December 2020) Dawn Bisset (appointed 13 May 2020) Neal Andrew Taylor (appointed 8 December 2020) Robert Arthur Webb Sophie Lovejoy (appointed 7 December 2021) Nicola Pritchard (resigned 1 June 2021) Michael Kelly (appointed 1 June 2021) Carolyn Roberts (appointed 8 December 2020, resigned 7 December 2021) Dan Satterthwaite (resigned 8 December 2020) Katie Evans (resigned 8 December 2020)
Charity registered number	1170412
Principal office	161 Fishermead Boulevard Fishermead MK6 2AB
Accountants	MHA MacIntyre Hudson Chartered Accountants Moorgate House 201 Silbury Boulevard Milton Keynes Buckinghamshire MK9 1LZ

**TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2021**



The Trustees present their report and the unaudited financial statements for the year ended 31 March 2021.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's constitution, the Charities Act 2011 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (effective from 1 January 2019).

Branch of Samaritans Milton Keynes

The Branch Leadership team which consists of the Director, Trustees, Vice Director and Deputy Directors are responsible for the leadership and management of the branch and its financial affairs.

Branch Director /Chair Trustees	Nicola Pritchard	R
Branch Treasurer/Trustee	Robert Webb	
Branch Secretary/Trustee	Dawn Bisset	
Trustee	Carolyn Roberts	
Trustee	Neal Taylor	
Trustee	Ali Shemwell	
Deputy Director (Volunteer Care)	Mike Kelly	
Deputy Director (Prisons)	Lynne Badr	
Deputy Director (Training)	Nicole Baldwin	
Deputy Director (Recruitment)	Sophie Lovejoy	
Deputy Director (Outreach)	Steph Morgan-Jones	R
Deputy Director (Publicity)	Jonathan Smith	R
Deputy Director (Caller Support)	Margaret Minton	

R = retired.

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

Objectives and activities

The objectives of the Charity are:

1. To enable persons in Milton Keynes 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;
2. 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
3. To collaborate with and support Samaritans Central Charity and its affiliated branches in fulfilling these Objects.

The Mission

Samaritans is available 24 hours a day to provide confidential emotional support for people who are experiencing feelings of distress or despair, including those which may lead to suicide.

The Vision

Samaritans' vision is for a society in which:

- Fewer people die by suicide
- People are able to explore their feelings
- People are able to acknowledge and respect the feelings of others.

The Values

Samaritans' values are based on these beliefs:

- The importance of having the opportunity to explore difficult feelings
- That being listened to, in confidence, and accepted without prejudice, can alleviate despair and suicidal feelings
- That everyone has the right to make fundamental decisions about their own life, including the decision to die by suicide.

Public benefit

In setting objectives and planning for activities, the Trustees have given due consideration to general guidance published by the Charity Commission relating to public benefit, including the guidance 'Public benefit: running a charity (PB2)'.

SAMARITANS MILTON KEYNES

TRUSTEES' REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

Achievements and performance

Milton Keynes Samaritans offer emotional support by telephone, email, and face-to-face contact in branch. During the period 1 April 2020 to 31 March 2021, we have run 1,427 shifts totalling 3,381 hours of volunteer time. This is a magnificent achievement particularly significant during the start of the Covid pandemic.

This year has been like no other in the sense that we had to get to grips with running the branch in relation to conforming to the various Covid regulations.

At one stage a sizeable number of our Volunteers were away from the branch shielding themselves and their relatives.

Inevitably this had a negative impact upon our ability to respond to our Callers in the way that we would have liked.

However, we remained open on most days able to respond to the public by telephone and e mail.

Samaritans Central Office immediately banned all branches from conducting Face to Face Interviews. In addition, all training was transferred online, including prospective volunteer interviews.

I would like to pay tribute to members of the Branch Leadership Team who responded so positively to this challenge, managing to maintain business as usual regarding selection and recruitment.

On the 23rd of January 2021 we had the entire branch cleaned by a specialist company as part of our Covid mitigating measures.

The branch Prison work was suspended during this time to ensure the safety of all concerned, as was OGM.

No Outreach activity took place.

The branch developed a Sams4Sams programme that ensured all volunteers received a regular call from at least one fellow Samaritan during the months of the lockdown.

A range of Covid risk assessments were conducted and branch Covid regulations instigated. The Ops. Room was measured out for social distancing and mask wearing rules were put in place.

Volunteers have adhered to these regulations in a positive manner, with a real sense that we were doing this for the protection and care of us all.

The Trustees and I are incredibly grateful to Westcroft Community Shop for continuing to donate to us. Without all their arduous work and support we would not be able to do all the work we do.

I should like to thank our Trustees and Deputy Directors who work so hard to keep the branch running. I am grateful for their dedication and commitment.

Thank you to all our Shift Support Leaders, Mentors, IT support and all of those who go over and above their expected 16 hours contribution per month to provide additional support to our branch.

We would not have a branch if we did not have our amazing volunteers who regularly contribute 16 hours of their time each month responding to Samaritan's callers.

Thank you to all our "ordinary people doing extraordinary things."

Mike 681
Director

**TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021**

Achievements and performance (continued)

RECRUITMENT AND SELECTION TEAM REPORT

This past year has proved difficult for recruitment, including less opportunity to promote PVs and a new entirely online process to recruitment and training. We are one of the final adopters of the Branch Management Tool and we have therefore had to adopt an interim solution to online recruitment following the pandemic which we have utilised for two rounds of recruitment in the last year. This was actually very well received by both the recruitment team and the PVs themselves, with the IT adding a new dimension to recruitment which meant we could interview more people and see them in a more relaxed environment. The feedback from the interviewers has been resoundingly positive and it has set us in good stead for our first round of recruitment using the BMT at the end of this year.

We have successfully recruited 48 volunteers this year over two rounds of recruitment and our total number of Samaritan volunteers in the branch has vastly increased over the last few years, despite the pandemic. This is mostly due to the robust team of interviewers that we have in the branch who have been pivotal to successful recruitment in the last year.

We hope to be able to deliver more information sessions in future, especially face-to-face events, but note that we already have 125 people waiting online to book interviews despite not having an information session since the beginning of 2021.

Sophie 673

Deputy Director Selection

SHIFT & CALLER SUPPORT REPORT

We had a very successful recruitment drive and training sessions for Shift Support and have a fantastic team of volunteers willing to give up their time to support those on duty. Nicola 649 has taken on the role as Shift Support leader and it looks like we are facing the New Year with confidence that all shifts will have support. Wishing Nicola and her team all the best for 2022.

It's been a year of changes for Caller Support with all the system changes happening. It is still unclear whether we will need to have a point of contact within the branches or if everything will be controlled via the CS Hub. The Caller Support form in Elog will be changing and will look similar to Safeguarding. Any escalations will be dealt with directly from the CS Hub, who will send feedback to branches as and when needed.

Margaret 582

Deputy Director Caller Support

PRISON TEAM REPORT

HMP Woodhill

At present we have nine Listeners at HMP Woodhill. We held a Listener Selection on 2nd October and have accepted six men for training which will be held early in 2022. We have therefore not yet had the opportunity to work with the new LCT material.

During the last year all prison work was suspended because of Covid.

Woodhill had managed, until recently, to keep completely clear of Covid 19. Unfortunately, there has been a small outbreak on one of the wings. The prisoners on that wing were isolated and no one was hospitalised. There have been no further outbreaks.

We are now able to go in for debriefs every two weeks and the present group of Listeners are very enthusiastic and do some very good work which is appreciated by the Woodhill Safer Custody team. Much to our frustration the ongoing issue of staff shortages continue to be a challenge. We continually work with Safer Custody on ways to resolve this issue to ensure an efficient Listener scheme.

The Inspectorate of Prisons visited Woodhill recently and a report on their findings will be published soon.

**TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021**

Achievements and performance (continued)

HMP Springhill

We have six Listeners at present and Lavinia 399 continues to keep in touch with them with regular conference calls. She hopes to return shortly to monthly face to face sessions. This has been delayed as they have had Covid 19 outbreaks.

Lynne 637

Deputy Director Training

TRAINING TEAM REPORT

2021 has been a busy year for training. There have been three Core training courses – in February, May, and October – with 7, 16 and 5 bright shiny Samaritans enrolled respectively! I need to thank Anne 686, Abi 687 and Tony 677 for helping with the training, and a whole host of people for helping with Skills Practice.

We've also delivered two lots of 'Embedding' training, thanks going to Claire 689.

All the above has been done over Zoom, as has a training session on Shift Support. To wrap up the year there will be a Zoom training session on mentoring on the 16th of December, to which anyone interested is very welcome to attend.

The only Ongoing Training this year has been the online Safeguarding course; another reminder here that if you haven't done this yet then do so soon! This course is mandatory and all Samaritans are required to complete this by the 31st December 2021

Who knows what Covid restrictions will be in place in 2022, but whether face-to-face or still on Zoom the plan is to run three large Core training courses, in January, June and October, so any assistance with these will be very gratefully received. We also hope to do some branch-wide social/training events, kicking off in February, more details nearer the time.

It's great to have welcomed so many new volunteers into the branch this year, so hopefully in 2022 we'll bring in lots more fresh faces too!

Dan 613

Deputy Director Training

Financial review

The Trustees have prepared the accounts in accordance with the Statement of Recommended Practice (SORP) for Charities, which supplements the traditional income and expenditure account with a Statement of Financial Activities (SOFA) which records resources received and spent.

Net outgoing resources from all funds were £20,369 (2020 net incoming resources £5,192). The loss this year is due to Covid 19 with the countrywide lockdowns and therefore having a limited time to have fundraising or shop sales. A detailed review of the financial position is shown in the Statement of Financial Activities.

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

Reserves policy

The Trustees' review the amount of reserves that are required to ensure that they are adequate to fulfill the charity's continuing obligations on a quarterly basis at their Management meeting.

In the Trustees' view, the reserves should provide the charity with adequate financial stability and the means for it to meet its charitable objectives for the foreseeable future.

The Trustees propose to maintain the charity's reserves at a level, which is equivalent to twenty four months operational expenditure, having regard to its manner of operation of likely funding streams.

Going concern

After making appropriate enquiries, the Trustees have a reasonable expectation that the Charity has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements. Further details regarding the adoption of the going concern basis can be found in the accounting policies.

Structure, governance and management

Samaritans Milton Keynes is a registered charity, number 1170412, and is constituted under a Trust deed, the charity was established on 25 November 2016.

Methods of appointment or election of Trustees

The management of the Charity is the responsibility of the Trustees who are elected and co-opted under the terms of the Trust deed.

SAMARITANS MILTON KEYNES

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

Statement of Trustees' responsibilities

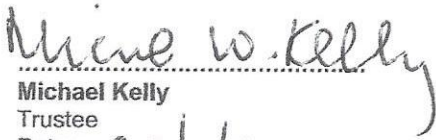
The Trustees are responsible for preparing the Trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

The law applicable to charities in England & Wales requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the Charity and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP (FRS 102);
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Charity will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the Charity's transactions and disclose with reasonable accuracy at any time the financial position of the Charity and enable them to ensure that the financial statements comply with the Charities Act 2011, the Charity (Accounts and Reports) Regulations 2008 and the provisions of the Trust deed. They are also responsible for safeguarding the assets of the Charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Approved by order of the members of the board of Trustees and signed on their behalf by:


Michael Kelly
Trustee
Date: 27/1/22

SAMARITANS MILTON KEYNES

**STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2021**

	Note	Unrestricted funds 2021 £	Total funds 2021 £	<i>Total funds 2020 £</i>
Income from:				
Donations and legacies	3	18,099	18,099	41,355
Fundraising	4	98	98	2,477
Total income		18,197	18,197	43,832
Expenditure on:				
Raising funds		193	193	1,861
Charitable activities		38,370	38,370	36,779
Total expenditure		38,563	38,563	38,640
Net movement in funds		(20,366)	(20,366)	5,192
Reconciliation of funds:				
Total funds brought forward		98,712	98,712	93,520
Net movement in funds		(20,366)	(20,366)	5,192
Total funds carried forward		78,346	78,346	98,712

The Statement of financial activities includes all gains and losses recognised in the year.

The notes on pages 11 to 20 form part of these financial statements.

SAMARITANS MILTON KEYNES

**BALANCE SHEET
AS AT 31 MARCH 2021**

	Note	2021 £	2020 £
Fixed assets			
Tangible assets	7	-	-
Investments	8	3	2
		<u>3</u>	<u>2</u>
Current assets			
Debtors	9	1,864	1,414
Cash at bank and in hand		81,796	107,018
		<u>83,660</u>	<u>108,432</u>
Creditors: amounts falling due within one year	10	(5,317)	(9,722)
Net current assets		<u>78,343</u>	<u>98,710</u>
Total assets less current liabilities		<u>78,346</u>	<u>98,712</u>
Net assets excluding pension asset		<u>78,346</u>	<u>98,712</u>
Total net assets		<u><u>78,346</u></u>	<u><u>98,712</u></u>
Charity funds			
Restricted funds	11	-	-
Unrestricted funds	11	78,346	98,712
Total funds		<u><u>78,346</u></u>	<u><u>98,712</u></u>

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

Michael W. Kelly

Michael Kelly

Trustee

Date:

27/11/22

The notes on pages 11 to 20 form part of these financial statements.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

1. General information

Samaritans (Milton Keynes) is an independent charity limited by guarantee incorporated in England and Wales. The registered office is 161 Fishermead Boulevard, Fishermead, MK6 2AB.

2. Accounting policies

2.1 Basis of preparation of financial statements

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Charities Act 2011.

The financial statements have been prepared to give a 'true and fair' view and have departed from the Charities (Accounts and Reports) Regulations 2008 only to the extent required to provide a 'true and fair' view. This departure has involved following the Charities SORP (FRS 102) published in October 2019 rather than the Accounting and Reporting by Charities: Statement of Recommended Practice effective from 1 April 2005 which has since been withdrawn.

Samaritans Milton Keynes meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

2.2 Income

All income is recognised once the Charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

Grants are included in the Statement of financial activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the Balance sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

2.3 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

Expenditure on raising funds includes all expenditure incurred by the Charity to raise funds for its charitable purposes and includes costs of all fundraising activities events and non-charitable trading.

Expenditure on charitable activities is incurred on directly undertaking the activities which further the Charity's objectives, as well as any associated support costs.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

2. Accounting policies (continued)

2.3 Expenditure (continued)

All expenditure is inclusive of irrecoverable VAT.

2.4 Investments

Fixed asset investments are a form of financial instrument and are initially recognised at their transaction cost and subsequently measured at fair value at the Balance sheet date, unless the value cannot be measured reliably in which case it is measured at cost less impairment. Investment gains and losses, whether realised or unrealised, are combined and presented as 'Gains/(Losses) on investments' in the Statement of financial activities.

2.5 Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

2.6 Cash at bank and in hand

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

2.7 Liabilities and provisions

Liabilities are recognised when there is an obligation at the Balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the Charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised in the Statement of financial activities as a finance cost.

2.8 Financial instruments

The Charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

SAMARITANS MILTON KEYNES

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

2. Accounting policies (continued)

2.9 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Charity for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

3. Income from donations and legacies

	Unrestricted funds 2021 £	Total funds 2021 £
Donations	8,797	8,797
Grants	87	87
Trading income	9,215	9,215
	<u>18,099</u>	<u>18,099</u>
	<i>Unrestricted funds 2020 £</i>	<i>Total funds 2020 £</i>
Donations	1,852	1,852
Grants	1,482	1,482
Trading income	38,021	38,021
	<u>41,355</u>	<u>41,355</u>

SAMARITANS MILTON KEYNES

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

4. Income from other trading activities

Income from fundraising events

	Unrestricted funds 2021 £	Total funds 2021 £
Fundraising	98	98

	<i>Unrestricted funds 2020 £</i>	<i>Total funds 2020 £</i>
Fundraising	2,477	2,477

5. Analysis of expenditure by activities

	Activities undertaken directly 2021 £	Total funds 2021 £
Direct costs	38,370	38,370

	<i>Activities undertaken directly 2020 £</i>	<i>Total funds 2020 £</i>
Direct costs	36,779	36,779

SAMARITANS MILTON KEYNES

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

5. Analysis of expenditure by activities (continued)

Analysis of direct costs

	Direct costs 2021 £	Total funds 2021 £
Telephone	2,059	2,059
General branch expenses	1,820	1,820
Rent	7,400	7,400
Utilities	5,045	5,045
Rates and insurance	1,464	1,464
Training	17	17
Publicity and advertising	598	598
Accountancy	850	850
Postage and stationery	792	792
Travel expenses	752	752
Administration expenses	1,744	1,744
Housekeeping	3,854	3,854
Repairs and maintenance	8,465	8,465
HQ contribution	3,510	3,510
	<u>38,370</u>	<u>38,370</u>

SAMARITANS MILTON KEYNES

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

5. Analysis of expenditure by activities (continued)

Analysis of direct costs (continued)

	<i>Direct costs</i> 2020 £	<i>Total funds</i> 2020 £
Telephone	1,593	1,593
General branch expenses	4,035	4,035
Rent	7,400	7,400
Utilities	4,831	4,831
Training	361	361
Publicity and advertising	1,140	1,140
Postage and stationery	1,169	1,169
Travel expenses	2,554	2,554
Housekeeping	3,669	3,669
Repairs and maintenance	2,649	2,649
HQ contribution	7,378	7,378
	36,779	36,779

6. Trustees' remuneration and expenses

During the year, no Trustees received any remuneration or other benefits (2020 - £NIL).

During the year ended 31 March 2021, expenses were reimbursed of £782 to 3 Trustees (2020 - £2,082 to 5 Trustees). The expenses reimbursed related to mileage costs or for items purchased on behalf of the charity.

SAMARITANS MILTON KEYNES

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

7. Tangible fixed assets

	Long-term leasehold property £	Computer equipment £	Total £
Cost or valuation			
At 1 April 2020	11,538	750	12,288
At 31 March 2021	11,538	750	12,288
Depreciation			
At 1 April 2020	11,538	750	12,288
At 31 March 2021	11,538	750	12,288
Net book value			
At 31 March 2021	-	-	-
At 31 March 2020	-	-	-

8. Fixed asset investments

	Unlisted investments £
Cost or valuation	
At 1 April 2020	2
Additions	1
At 31 March 2021	3
Net book value	
At 31 March 2021	3
At 31 March 2020	2

The Investment is shown at cost and relates to a 50% share holding of the company MK Community Shop (Westcroft) Limited, which donations received during the year are shown as income received in the Statement of Financial Activities.

SAMARITANS MILTON KEYNES

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

9. Debtors

	2021 £	2020 £
Due within one year		
Trade debtors	-	1,414
Prepayments and accrued income	1,864	-
	<u>1,864</u>	<u>1,414</u>

10. Creditors: Amounts falling due within one year

	2021 £	2020 £
Trade creditors	3,510	7,005
Accruals and deferred income	1,807	2,717
	<u>5,317</u>	<u>9,722</u>

11. Statement of funds

Statement of funds - current year

	Balance at 1 April 2020 £	Income £	Expenditure £	Balance at 31 March 2021 £
Unrestricted funds				
General Funds	98,712	18,197	(38,563)	78,346

Statement of funds - prior year

	Balance at 1 April 2019 £	Income £	Expenditure £	Balance at 31 March 2020 £
Unrestricted funds				
General Funds	93,520	43,832	(38,640)	98,712

SAMARITANS MILTON KEYNES

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

12. Summary of funds

Summary of funds - current year

	Balance at 1 April 2020 £	Income £	Expenditure £	Balance at 31 March 2021 £
General funds	98,712	18,197	(38,563)	78,346

Summary of funds - prior year

	Balance at 1 April 2019 £	Income £	Expenditure £	Balance at 31 March 2020 £
General funds	93,520	43,832	(38,640)	98,712

13. Analysis of net assets between funds

Analysis of net assets between funds - current year

	Unrestricted funds 2021 £	Total funds 2021 £
Fixed asset investments	3	3
Current assets	83,660	83,660
Creditors due within one year	(5,317)	(5,317)
Total	78,346	78,346

Analysis of net assets between funds - prior year

	Unrestricted funds 2020 £	Total funds 2020 £
Fixed asset investments	2	2
Current assets	108,432	108,432
Creditors due within one year	(9,722)	(9,722)
Total	98,712	98,712