

# SAMARITANS OF KINGSTON UPON HULL

England & Wales · Charity number 1170483

## Details

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|             |   |
|-------------|---|
| Other names | HULL SAMARITANS   |
| Status      | Registered  |
| Legal form  | CIO   |
| Registered  | 2016-11-30  |
| Register    | <a href="#">View on the Charity Commission register</a> |

## Contact

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|         |  |
|---------|--|
| Address | The Samaritans<br>75 Spring Bank<br>Hull<br>HU3 1AG                            |
| Phone   | 01482329477  |
| Email   | <a href="mailto:hull.director@samaritans.org">hull.director@samaritans.org</a> |
| Website | <a href="http://hullsamaritans.org">http://hullsamaritans.org</a>              |

## Activities

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**Objects:** THE OBJECTS OF THE CHARITY ARE:1) TO ENABLE PERSONS IN KINGSTON UPON HULL 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; AND3) TO COLLABORATE WITH AND SUPPORT SAMARITANS CENTRAL CHARITY AND ITS AFFILIATED BRANCHES IN FULFILLING THESE OBJECTS

**Activities:** Emotional support by phone, e-mail , plus occasional face to face meetings (paused) in Spring bank Kingston upon Hull.essentially to serve Hull and the East Riding of Yorkshire.The service can spill out with telephony and technology across the UK.

## Classification

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

## Geography

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- East Riding Of Yorkshire
- Kingston Upon Hull City

## Finances

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| Period end | Income  | Expenditure | Assets | Employees |
|------------|---------|-------------|--------|-----------|
| 2025-03-31 | £62,433 | £81,903     | -      | -         |
| 2024-03-31 | £56,169 | £42,689     | -      | -         |
| 2023-03-31 | £23,927 | £45,358     | -      | -         |
| 2022-03-31 | £32,137 | £44,485     | -      | -         |
| 2021-03-31 | £30,917 | £30,430     | -      | -         |

## Trustees

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| Name                       | Role | Appointed  |
|----------------------------|------|------------|
| Ailegh Farrar              |      | 2023-09-19 |
| David Carr Thomson         |      | 2025-04-15 |
| Ian Michael McPhee         |      | 2022-04-20 |
| Joanne Marie Carden        |      | 2025-04-15 |
| Michael David Edward Skues |      | 2023-09-19 |
| Simon Robert Fisk          |      | 2024-09-17 |

## Linked charities

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- SAMARITANS OF KINGSTON UPON HULL (1170483-1)

**SAMARITANS OF KINGSTON UPON HULL**

England & Wales - Charity number 1170483

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# Accounts

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**REGISTERED CHARITY NUMBER: 1170483**

**Report of the Trustees and  
Unaudited Financial Statements for the  
Year Ended 31 March 2025  
for  
Samaritans of Kingston Upon Hull**

## Samaritans of Kingston Upon Hull

### Contents of the Report and Financial Statements for the Year Ended 31 March 2025

| <b>Contents</b>                                | <b>Page</b> |
|--|-------------|
| Legal and Administrative Information           | 3           |
| Report of the Trustees                         | 4 to 10     |
| Independent Examiner's Report                  | 11          |
| Receipts and Payments Account                  | 12          |
| Statement of Assets and Liabilities            | 13          |
| Notes forming part of the financial statements | 14 to 16    |

**Samaritans of Kingston Upon Hull  
Legal and Administrative Information  
for the year ended 31 March 2025**

The Trustees have pleasure in presenting their report together with the financial statements of the charity for the year ended 31 March 2025.

**Charity Name:** Samaritans of Kingston Upon Hull

**Charity Registration Number:** 1170483

**Registered Office and Operational address:** 75 Spring Bank,  
Hull  
East Yorkshire  
HU3 1AG

**Trustees**

The trustees who served the charity during the period were as follows:

|                      |   | Appointment          | Resignation |
|----------------------|---|----------------------|-------------|
|                      | Nicholas Mitchell   | 19/09/2019           | 17/09/2024  |
|                      | Anthony Rheinberg   | 19/09/2019           |             |
|                      | Ian McPhee  | 20/04/2022           |             |
|                      | Michael Skues   | 19/09/2023           |             |
|                      | Ailegh Farrar   | Treasurer 19/09/2023 |             |
|                      | Simon Fisk  | 17/09/2024           |             |
|                      | Michelle Lockyer  | 17/09/2024           |             |
|                      | David Thomson   | Director 15/04/2025  |             |
|                      | Joanne Carden   | Director 15/04/2025  |             |
| Secretary            | Michael Skues   | 19/09/2023           |             |
| Bankers              | Barclays Bank plc<br>Leicester<br>LE87 2BB  |                      |             |
|                      | Cambridge & Counties Bank<br>Charnwood Court, New Walk<br>Leicester LE1 6TE                   |                      |             |
| Solicitors           | Graham & Rosen<br>8 Parliament Square<br>Hull HU1 2BB   |                      |             |
| Independent Examiner | Try Lunn & Co<br>Chartered Accountants<br>Roland House<br>Princes Dock Street<br>HULL HU1 2LD |                      |             |

**Samaritans of Kingston Upon Hull  
Trustees Annual Report  
for the year ended 31 March 2025**

**OBJECTIVES AND ACTIVITIES**

The Charity exists to provide confidential emotional support 24 hours a day to anyone experiencing feelings of distress or despair, including those which may lead to suicide. Our aim is to help reduce the number of suicides.

Support is primarily offered via telephone, though we continue to develop our webchat service. We also engage in face-to-face interactions during outreach events held outside the branch.

Our work is entirely dependent on our dedicated volunteers. While volunteer numbers naturally fluctuate, we typically rely on a core team of around 60 individuals, each contributing an average of three hours per week. Over the course of the year, the number of active volunteers (defined as those completing at least one shift per month) varied, as is expected due to the cyclical nature of volunteering. On average, we maintained 60 active volunteers, comparable to the previous year.

Since the last report, we have seen modest growth in the number of shifts, as well as in outreach and branch-based activities, including training and various meetings.

*VOLUNTEERING*

This past year has brought a sense of steadiness to our day-to-day operations—but it has also highlighted deeper shifts in the world of volunteering. While things may appear more settled on the surface, the realities beneath are evolving.

Today, people face more competing demands than ever. Work-life balance is increasingly difficult to maintain. Pressures from jobs, family, health concerns, and emotional strain have become part of everyday life for many. In this context, we've noticed a change: volunteering, once a fixed and stable commitment, is often the first thing people step back from when life gets overwhelming.

We've felt this at the branch. We've said goodbye to some exceptional volunteers this year, people who gave generously of themselves but found that other responsibilities made continuing unsustainable.

And yet, this year has also brought energy and progress. We've answered more calls, trained an impressive number of new volunteers, expanded our Outreach presence, and deepened the sense of community within the branch. These achievements reflect the incredible resilience and spirit of those who continue to give their time in service to others.

At the same time, the needs of our callers continue to grow. The NHS and mental health services remain stretched. The cost-of-living crisis has left many feeling hopeless and alone. For some, working from home has led to increased isolation. Loneliness is more than a feeling; it's becoming a way of life for too many.

That's why the work we do matters now more than ever. And it's why we must continue finding ways to support our volunteers, those already with us, and those yet to join. Because while the world around us changes, the need for someone to simply listen remains constant.

**ACHIEVEMENTS AND PERFORMANCE**

Our top priority remains being there for our callers. Each week, volunteers continue to cover shifts, including during unsociable hours, with dedication and care.

We continue to run our Rota on a Self-Sign Up system which offer volunteers greater flexibility to fit shifts around their lives. However, this flexibility presents challenges. Without fixed shifts, managing the Rota and ensuring full coverage becomes harder. If a volunteer begins to miss shifts, it can be difficult to re-establish a regular routine. As ever, we rely on the goodwill and commitment of our volunteers to keep the lines open.

To support this evolving way of working, we've introduced several improvements:

- An additional telephone line, allowing up to three volunteers to take calls simultaneously.
- Develop the points system to recognise all forms of contribution, including shifts during anti-social hours

Despite the challenges, our branch continues to perform strongly compared to others in the region in terms of volunteer engagement and shift coverage.

**Samaritans of Kingston Upon Hull  
Trustees Annual Report - continued  
for the year ended 31 March 2025**

**ACHIEVEMENTS AND PERFORMANCE - continued**

*NIGHT SHIFTS ON TARGET, BUT TWILIGHTS LOWER THAN PLANNED*

As a branch, we commit to covering a defined number of Twilight and Night shifts each week in alignment with national service delivery expectations. These late and overnight shifts are particularly important due to the high level of caller need during these hours.

Night Shifts continue to present a significant challenge. Our current coverage stands at 51% of planned shifts—an incremental improvement from 50% in the previous period. Despite this small gain, the fact remains that Samaritans as an organisation are unable to answer approximately 50% of overnight calls during certain hours, which represents a key area for future focus and resourcing.

In contrast, Twilight Shift coverage has shown notable progress. We have increased our delivery rate from 58% to 66%, reflecting improved scheduling and engagement from volunteers during this time slot.

Webchat remains a developing channel at branch level. While we operate hybrid shifts to accommodate webchat alongside telephone support, the actual uptake remains limited, largely due to the small number of trained Webchat Listeners. Increasing the number of trained volunteers in this area will be a future training priority if demand continues to rise.

*TRAINING*

This year, we were pleased to run three training courses for new Samaritans, welcoming 26 new volunteers to the branch. The quality and commitment of those joining us continues to be as strong as ever. While we've seen some fluctuation in application numbers, we believe this reflects changing routines and time pressures following the end of the pandemic.

To respond to this, we've taken a more active role in promoting volunteering opportunities, and we're encouraged to have filled all our training courses, a reflection of the continuing interest in the work we do.

Mentoring remains at the heart of our approach to supporting new Samaritans. Our dedicated Mentoring Team has worked with care and professionalism to guide new volunteers through their early shifts and to help returning volunteers ease back into the role after a break.

We also recognise how important it is to support those already giving their time. Over the course of the year, all our Listening Volunteers have taken part in Ongoing Mentoring, designed to nurture skills, build confidence, and ensure we're always offering the best possible support to our callers.

Our volunteers are at the centre of everything we do, and we remain committed to helping them feel supported, connected, and valued throughout their journey with us.

*CORE STRATEGY*

The branch leadership team and trustees have 5 key areas they concentrate on to ensure they fulfil the objectives of the charity

1. Providing the best possible service for our callers
2. Supporting our volunteers so they can flourish to the best of their ability
3. Building our presence in the local community to increase awareness and collaborate with other local organisations
4. Provide financial stability for the charity
5. Building and maintaining a safe and resilient infrastructure to work in

*PROVIDING THE BEST POSSIBLE SERVICE FOR OUR CALLERS*

New Samaritans are introduced to our core values, which form the foundation of all we do. Our training programme is well-established, engaging, rigorous, and designed to bring everyone to a consistent standard while still allowing space for individuality in how support is offered.

**Samaritans of Kingston Upon Hull  
Trustees Annual Report - continued  
for the year ended 31 March 2025**

**ACHIEVEMENTS AND PERFORMANCE - continued**

*PROVIDING THE BEST POSSIBLE SERVICE FOR OUR CALLERS - continued*

Training is just the beginning. Confidence and capability are built through Mentoring, where new volunteers are supported across a minimum of eight shifts. The mentoring period is flexible, continuing as long as needed to ensure volunteers are ready to take calls independently and safely.

To maintain high standards, all volunteers also take part in Ongoing Mentoring at least once a year.

As a branch, we commit to covering Twilight and Night shifts, recognising that there are periods of high demand across the service. New volunteers are asked to contribute to this by completing at least six-night shifts per year.

*VOLUNTEER SUPPORT AND RETENTION*

Volunteers are the foundation of Samaritans' service delivery. While the role is deeply rewarding, it also demands resilience and emotional strength. Often described as "extreme volunteering," the nature of the work means that every call can be unpredictable and emotionally intense.

Given the significant investment in training and mentoring each volunteer receives, it is a strategic priority to ensure their continued engagement, development, and retention. Our aim is to provide the highest level of support, enabling volunteers to thrive in the role and remain with us for the long term.

Every shift is supported by a Duty Leader, who provides guidance during calls and facilitates a debrief at the end of each shift. This structure ensures that volunteers are never without support when facing challenging conversations. In addition, each volunteer has access to a Volunteer Support Contact, and the broader leadership team, including shift partners and the Branch Director, is available for further support and discussion as needed. It is a mark of our volunteers' dedication that shifts are rarely cancelled due to a lack of Duty Leader coverage.

This year, we also completed a full refurbishment of the branch's Operating Room, creating a more welcoming, modern environment. These improvements were made with several strategic objectives in mind: enhancing volunteer experience, improving service delivery, and supporting long-term volunteer retention and caller care.

*COMMUNITY ENGAGEMENT AND OUTREACH*

Although our calls form part of a national network, maintaining a strong local presence is essential. Over the past year we have expanded local partnerships to raise awareness, attract new volunteers and support a coordinated regional suicide prevention strategy.

Our Outreach included regular visits to the Local Approved Premises, University of Hull, and ongoing collaboration with Network Rail and British Transport Police at Hull Paragon Station

**PUBLIC BENEFIT**

Having regard to the activities and achievements of the Charity during the year as reported above, the Trustees are of the opinion that it has fulfilled its charitable purposes of providing confidential emotional support 24 hours a day to those who are experiencing feelings of distress or despair, including those, which may lead to suicide.

**PUBLIC BENEFIT CONFIRMATION**

The Trustees confirm that they have complied with the duty in section 17(5) of the Charities Act 2011 with regard to public benefit guidance published by the Charity Commission.

**Samaritans of Kingston Upon Hull  
Trustees Annual Report - continued  
for the year ended 31 March 2025**

**FINANCIAL REVIEW**

We are pleased to report that the Hull branch remains financially stable, with continued growth supported by effective fundraising and grant income. Total income received for the year was £62,433 (2024 - £56,169). This included Grant income of £43,900 (2024 - £17,597) and donations of £8,817 (2024 - £25,226). Total expenditure for the year amounted to £81,903 (2024 - £42,689).

Overall, a deficit of £19,470 was realised in the year (2024 - £13,480 surplus).

These results reflect the generosity of our supporters and the dedication of our fundraising team, enabling us to sustain and develop our services.

*PROVIDE FINANCIAL STABILITY FOR THE CHARITY*

As an independently affiliated charity of the central Samaritans organisation, the Hull branch is responsible for securing all its own funding to maintain and deliver local services.

Over the past year, we were fortunate to receive generous financial support from several organisations. We gratefully acknowledge the Sir James Reckitt Charity, The Matthew Good Foundation, and The Deflog Foundation, whose contributions helped support both our core operations and recruitment efforts.

In addition to these essential grants, we also received dedicated funding for the refurbishment of our operations room. We extend special thanks to The Matthew Good Foundation, Horncastle, The Hull and East Riding Charitable Trust, Help for Health, and The Bernard Sunley Foundation plus a private donor who wished to remain anonymous. Together, their grants fully covered the cost of this much-needed project.

Our fundraising team continues to be a cornerstone of our financial stability. The team operates across two key areas: applying for grant funding and organising local fundraising initiatives. Events such as carol singing, sponsored challenges, and community engagement activities have not only raised funds but also increased public awareness. One standout success was our 24-hour rowing event held in Beverley, which raised significant local support in alignment with the national sponsorship of the London Marathon by Samaritans UK.

*BUILDING IMPROVEMENTS AND REFURBISHMENT WORKS*

Throughout the year, Hull Samaritans undertook several essential improvements to our premises, aimed at ensuring safety, supporting volunteer operations, and enhancing the overall functionality of the branch. These works included:

- Roof Repairs (April 2024): A significant repair to the rear dormer roof was completed due to water ingress. The old felt roofing was replaced with more durable fiberglass, which is expected to provide longer-lasting protection.
- Fire Safety Enhancements:
  - o An additional smoke detector was installed in the basement gas valve cupboard (June 2024).
  - o Further smoke detectors were added as part of changes to internal ceilings during the OPS room refurbishment.
  - o The branch's 15-year-old fire alarm system and control panel were fully replaced, significantly improving overall fire safety and compliance.
- Mezzanine Floor Repair (November 2024): After being out of use for two years due to structural issues and challenges finding a qualified contractor, the mezzanine floor was repaired and reinstated, regaining valuable space within the building.
- OPS Room Upgrade (January–February 2025):  
A major refurbishment of the Operations Room (OPS Room) took place between 7th January and 27th February, resulting in a fully modernised and more efficient working space. Key improvements included:
  - o Installation of a fully functioning third listening booth, following a successful trial in a shared space.
  - o Creation of a double-sized mentor booth, enabling better support and space for training new listening volunteers.
  - o A new rear door was added, allowing for the reversal of the back office, rest area, and booths. This effectively increased the available area by 50%.
  - o Lower ceilings with acoustic tiling were installed to improve sound insulation and overall comfort.

These works have significantly improved the branch's operational capacity, safety standards, and ability to support both existing and new volunteers in delivering a high-quality listening service.

**Samaritans of Kingston Upon Hull  
Trustees Annual Report - continued  
for the year ended 31 March 2025**

**PRINCIPAL FUNDING SOURCES**

The Charity's principal funding sources continues to be reliance on donations and fundraising activities. The charity continues to seek funding from a broader base of funders for its future needs.

**INVESTMENT POLICY**

The charity's investment policy is regularly kept under review. The Trustees have decided to hold the general reserves on deposit with Cambridge and Counties Bank. The majority of charity funding is dependent on voluntary donations and fundraising. Most of the funds will be spent over the short to medium term providing services to beneficiaries.

**RESERVES POLICY**

The Trustees have adopted a reserves policy to ensure the charity can withstand potential financial challenges. The policy requires unrestricted funds (not committed or invested in tangible fixed assets) to be maintained at a level equivalent to at least 18 months' operating costs.

As of year-end:

- Unrestricted reserves available: £41,698 (2024: £60,167)
- Forecast expenditure for 2025/26: £30,590
- Reserve coverage: 1.4 years of expenditure

While this currently represents the lower end of our target range, the Trustees are confident that the strength of our grant applications and local fundraising strategy provides assurance for continued service delivery. Maintaining an appropriate level of reserves remains a key financial objective going forward

**GOING CONCERN**

The board of trustees consider that there are no material uncertainties about the ability to continue as a going concern.

**PLANS FOR THE FUTURE**

The charity plans to continue the activities outlined above in the forthcoming years subject to satisfactory funding arrangements and active volunteer participation.

**STRUCTURE, GOVERNANCE AND MANAGEMENT**

*LEGAL STRUCTURE*

The Samaritans of Hull was set up as a registered charity in July 1969. Its governing document was a Constitution, which establishes the objects and powers of the charity, which was amended in March 2013. The charity was constituted as an unincorporated organisation.

In November 2016 the charity was converted to a Charitable Incorporated Organisation (CIO), under a new constitution. Its registered number is 1170483. The year ended 31 March 2018 was the first period as a CIO. All income and expenditure which passed through the previous charity now goes through the CIO. As part of the conversion to the CIO the original charity remains for the purpose of historic legacy arrangements.

*BRANCH LEADERSHIP TEAM (BLT)*

This comprises the Trustee Board and the volunteers with delegated areas of responsibility.

The minimum number of Trustees shall be 3 and the maximum 13. Most of the Trustees are familiar with the practical work of the charity having been volunteers for several years.

**TRUSTEE INDUCTION AND TRAINING**

New trustees are required to complete Samaritans specific online Trustee training.

A pack is prepared drawing information from the various Charity Commission publications signposted through the Commissions guide "the Essential Trustee" as a follow up to these sessions. This pack is distributed to all new and existing trustees

**Samaritans of Kingston Upon Hull  
Trustees Annual Report - continued  
for the year ended 31 March 2025**

*ORGANISATIONAL STRUCTURE*

The Charity has a BLT of up to 13 members who normally meet monthly to review finances, fundraising and activities and are responsible for the strategic direction and policy of the charity. At present, the BLT has 12 members from a variety of backgrounds relevant to the work of the charity.

At the BLT meetings, the trustees regularly conduct a review of the major risks to which the charity is exposed. The charity's risk register is periodically updated.

*MANAGEMENT OF RISKS, SYSTEMS AND PROCEDURES*

The provision of service is the responsibility of the trustees. A system of delegation is in place with day-to-day responsibility resting with the Co- Director.

Where appropriate, systems or procedures have been established to mitigate the risks the charity faces. Heavy reliance is currently placed on donations and fundraising events and has led to the development of a funding strategy to seek out new methods and funders for charitable activities undertaken.

Internal control risks are minimised by the implementation of authorisation procedures for all transactions. Procedures are in place to ensure compliance with health and safety of staff, volunteers, and service users.

The charity is an equal opportunities organisation and is committed to a working environment that is free from any form of discrimination on the grounds of colour, race, ethnicity, religion, sex, sexual orientation or disability. The charity will make reasonable adjustment to meet the needs of staff or volunteers who are or become disabled.

Volunteers are an important resource in undertaking our work. All listening volunteers, and all support volunteers who handle cash or deal with finance, serving with the charity have a DBS check carried out prior to commencement of work or trusteeship. All non DBS checked volunteers and all staff sign a confidentiality agreement. All our trustees give their time freely and no remuneration or expenses were paid to them in the year.

**Samaritans of Kingston Upon Hull  
Trustees Annual Report - continued  
for the year ended 31 March 2025**

**STATEMENT OF TRUSTEES RESPONSIBILITIES**

The trustees are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (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 the 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 in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards 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 operation.

The trustees are responsible for maintaining proper accounting records which disclose with reasonable accuracy at any time financial position of the charity and enable them to ensure that the financial statements comply with the Charities Act 2011, the Charities (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 the trustees on ...20/8/25... and were signed on their behalf by:



D Thomson – Director & Trustee



A Farrar - Trustee

Date...20/8/25.....

**Samaritans of Kingston Upon Hull**

**INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF SAMARITANS OF KINGSTON UPON HULL**

I report to the trustees on my examination of the accounts of Samaritans of Kingston Upon Hull for the year ended 31 March 2025 which are set out on pages twelve to sixteen.

**Responsibilities and basis of report**

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

I report in respect of my examination of the Trustee's accounts carried out under section 145 of the 2011 Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

**Independent examiner's statement**

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

1. accounting records were not kept in respect of the charity as required by section 130 of the Act; or
2. the accounts do not accord with those records; or

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.



ANDREW EWART FCA FCCA  
Try Lunn & Co  
Chartered Accountants  
Roland House  
Princes Dock Street  
HULL HU1 2LD

Date: ..... 20/08/2025 .....

**Samaritans of Kingston Upon Hull  
Receipts and Payments Account for the  
Year Ended 31 March 2025**

| <b>RECEIPTS</b>                                   | Note | 2025              | 2024            |
|---|------|-------------------|-----------------|
| Income receipts from:                             |      | £                 | £               |
| Donations & Legacies                              | 2    | <u>8,817</u>      | <u>25,226</u>   |
| Grants  | 3    | <u>43,900</u>     | <u>17,597</u>   |
| Fundraising Activities                            | 4    | <u>6,597</u>      | <u>9,750</u>    |
| Investment Income                                 | 5    | <u>2,223</u>      | <u>2,062</u>    |
| <b>Other Receipts</b>                             |      |                   |                 |
| Gift Aid  |      | 324               | 892             |
| Electricity income                                |      | 477               | -               |
| Head Office – Sams Prisons                        |      | -                 | 500             |
| Other   |      | <u>95</u>         | <u>142</u>      |
| <b>TOTAL RECEIPTS</b>                             |      | <u>62,433</u>     | <u>56,169</u>   |
| <br>  |      |                   |                 |
| <b>PAYMENTS</b>                                   |      | 2025              | 2024            |
|   |      | £                 | £               |
| Direct Charitable Expenditure                     | 8    | 11,113            | 13,208          |
| Other Expenditure                                 | 9    | 18,533            | 16,892          |
| Other Payments                                    | 10   | <u>52,257</u>     | <u>12,589</u>   |
| <b>TOTAL PAYMENTS</b>                             |      | <u>81,903</u>     | <u>42,689</u>   |
| <br>  |      |                   |                 |
| <b>Net (Payments)/Receipts for the Year</b>       |      | <u>£ (19,470)</u> | <u>£ 13,480</u> |
| <br>  |      |                   |                 |
| <b>Cash at Bank at 1<sup>st</sup> April 2024</b>  |      | <u>£ 63,102</u>   | <u>£ 49,622</u> |
| <br>  |      |                   |                 |
| <b>Cash at Bank at 31<sup>st</sup> March 2025</b> |      | <u>£ 43,632</u>   | <u>£ 63,102</u> |

The notes form part of these financial statements.

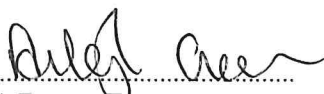
**Samaritans of Kingston Upon Hull**  
**Statement of Assets and Liabilities**  
**as at 31 March 2025**

| <b>FIXED ASSETS:</b>                          | <b>Unrestricted<br/>funds<br/>£</b> | <b>Restricted<br/>funds<br/>£</b> | <b>2025<br/>£</b> | <b>2024<br/>£</b> |
|---|-------------------------------------|-----------------------------------|-------------------|-------------------|
| Tangible Fixed Assets at net realisable value | 153,655                             | -                                 | <u>153,655</u>    | <u>107,860</u>    |
| <br>  |                                     |                                   |                   |                   |
| <b>MONETARY ASSETS</b>                        |                                     |                                   | <b>2025<br/>£</b> | <b>2024<br/>£</b> |
| Barclays Bank 1                               | 1,426                               |                                   | 1,426             | 1,949             |
| Barclays Bank 2                               | 16,300                              |                                   | 16,300            | 17,000            |
| Cambridge & Counties Bank                     | 25,906                              |                                   | <u>25,906</u>     | <u>44,153</u>     |
|   |                                     |                                   | <u>43,632</u>     | <u>63,102</u>     |
| <br>  |                                     |                                   |                   |                   |
| <b>LIABILITIES</b>                            |                                     |                                   | <b>2025<br/>£</b> | <b>2024<br/>£</b> |
| Independent Examiners Fee                     | 756                                 | -                                 | 756               | 708               |
| NBC (New Business Contribution)               | 1,178                               | -                                 | <u>1,178</u>      | <u>2,227</u>      |

The financial statements were approved by the trustees on .....20/03/25..... and were signed on their behalf by:



.....  
D Thomson - Director & Trustee



.....  
A Farrar - Trustee

The notes form part of these financial statements.

**Samaritans of Kingston Upon Hull**  
**Notes to the Accounts**  
**for the Year Ended 31 March 2025**

**1. ACCOUNTING POLICIES**

- i. Income is recognised at the time of receipt.
- ii. Expenditure is recognised at the time of payment.
- iii. Expenditure on fixed assets is written off at the time of payment.
- iv. The financial statements have been prepared using Receipts and Payments under s133 of the Charities Act 2011 and comply with the Charities (Accounts and Reports) Regulation 2008.
- v. In November 2016, the charity was converted to a Charitable Incorporated Organisation (CIO), under a new constitution. Its registered number is 1170483. The year ended 31 March 2018 was the first period as a CIO. All income and expenditure which passed through the previous charity now goes through the CIO.

|                                  |  |              |               |
|----------------------------------|--|--------------|---------------|
| <b>2. Donations and Legacies</b> |  | <b>2025</b>  | <b>2024</b>   |
|                                  |  | <b>£</b>     | <b>£</b>      |
| Donations                        |  | 8,817        | 25,226        |
|                                  |  | <u>8,817</u> | <u>25,226</u> |

|   |                     |                   |               |               |
|---|---------------------|-------------------|---------------|---------------|
| <b>3. Grants</b>                                | <b>Unrestricted</b> | <b>Restricted</b> | <b>2025</b>   | <b>2024</b>   |
|   | <b>£</b>            | <b>£</b>          | <b>£</b>      | <b>£</b>      |
| Sir James Reckitt Trust                         | 7,500               | -                 | 7,500         | 7,500         |
| Matthew Good Foundation                         | 3,000               | -                 | 3,000         | 3,000         |
| Deflog Foundation                               | -                   | 2,400             | 2,400         | -             |
| John Good                                       | -                   | 6,000             | 6,000         | -             |
| The Horncastle Family Foundation                | -                   | 5,000             | 5,000         | -             |
| Hull & East Riding Charitable Trust             | -                   | 5,000             | 5,000         | -             |
| Help for Health                                 | -                   | 10,000            | 10,000        | -             |
| Bernard Sunley Foundation                       | -                   | 5,000             | 5,000         | -             |
| LNER Outreach                                   | -                   | -                 | -             | 5,000         |
| Charles and Elsie Sykes                         | -                   | -                 | -             | 2,000         |
| Hull Business Energy Efficiency Scheme (HBEE's) | -                   | -                 | -             | 97            |
|   | <u>10,500</u>       | <u>33,400</u>     | <u>43,900</u> | <u>17,597</u> |

|                              |  |              |              |
|------------------------------|--|--------------|--------------|
| <b>4. Funding Activities</b> |  | <b>2025</b>  | <b>2024</b>  |
|                              |  | <b>£</b>     | <b>£</b>     |
| Fundraising events           |  | 6,597        | 9,750        |
|                              |  | <u>6,597</u> | <u>9,750</u> |

|                             |  |              |              |
|-----------------------------|--|--------------|--------------|
| <b>5. Investment Income</b> |  | <b>2025</b>  | <b>2024</b>  |
|                             |  | <b>£</b>     | <b>£</b>     |
| Cambridge & Counties Bank   |  | 2,223        | 2,062        |
|                             |  | <u>2,223</u> | <u>2,062</u> |

**Samaritans of Kingston Upon Hull**  
**Notes to the Accounts – continued**  
**for the Year Ended 31 March 2025**

**6. Restricted Funds**

Included in the funds held at 31 March 2025, an amount of £nil (2024 - £nil) was held for restricted purposes.

**7. Unrestricted Funds**

Included in the funds held at 31 March 2025, is an amount of £nil (2024 - £20,000) for a future branch refurbishment project.

| <b>8. Direct Charitable Expenditure</b> | <b>2025</b>   | <b>2024</b>   |
|---|---------------|---------------|
|   | <b>£</b>      | <b>£</b>      |
| Staff & Volunteer costs                 | 4,712         | 4,384         |
| Training                                | 224           | 111           |
| Health & Safety                         | 841           | 840           |
| Telephone costs                         | 1,586         | 2,426         |
| Administration/IT                       | 829           | 841           |
| Fundraising                             | 77            | 89            |
| NBC (New Business Contribution)         | 1,943         | 957           |
| Outreach                                | 901           | 3,560         |
|   | <u>11,113</u> | <u>13,208</u> |

| <b>9. Other Expenditure</b>        | <b>2025</b>   | <b>2024</b>   |
|------------------------------------|---------------|---------------|
|                                    | <b>£</b>      | <b>£</b>      |
| Utilities, Insurance & Council Tax | 6,272         | 7,008         |
| AGM                                | -             | 254           |
| Publicity                          | 136           | 155           |
| Maintenance & Repairs              | 11,342        | 8,815         |
| Independent Examiner's Fees        | 783           | 660           |
|                                    | <u>18,533</u> | <u>16,892</u> |

| <b>10. Other Payments</b>            | <b>2025</b>   | <b>2024</b>   |
|--------------------------------------|---------------|---------------|
|                                      | <b>£</b>      | <b>£</b>      |
| Operations room upgrade              | 52,257        | -             |
| Fire Risk Assessment and remediation | -             | 1,318         |
| Flat roof renovations                | -             | 7,260         |
| New Television                       | -             | 3,656         |
| Laptop                               | -             | 355           |
|                                      | <u>52,257</u> | <u>12,589</u> |

**11. Transactions with Trustees**

No remuneration or expenses were paid to trustees during the year ended 31 March 2025 and 31 March 2024.

**Samaritans of Kingston Upon Hull**  
**Notes to the Accounts – continued**  
**for the Year Ended 31 March 2025**

**12. Related Party Transactions**

There were no related party transactions during the year.

**13. Contingencies**

The trustees have confirmed there were no contingent liabilities to be disclosed at 31 March 2025.

**14. Capital Commitments**

The trustees have confirmed there were no capital commitments at 31 March 2025.

**SAMARITANS OF KINGSTON UPON HULL**

England & Wales - Charity number 1170483

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# Accounts

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**REGISTERED CHARITY NUMBER: 1170483**

**Report of the Trustees and  
Unaudited Financial Statements for the  
Year Ended 31 March 2024  
for  
Samaritans of Kingston Upon Hull**

## **Samaritans of Kingston Upon Hull**

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

| <b>Contents</b>                                | <b>Page</b> |
|--|-------------|
| Legal and Administrative Information           | 3           |
| Report of the Trustees                         | 4 to 10     |
| Independent Examiner's Report                  | 11          |
| Receipts and Payments Account                  | 12          |
| Statement of Assets and Liabilities            | 13          |
| Notes forming part of the financial statements | 14 to 16    |

**Samaritans of Kingston Upon Hull  
Legal and Administrative Information  
for the year ended 31 March 2024**

The Trustees have pleasure in presenting their report together with the financial statements of the charity for the year ended 31 March 2024.

**Charity Name:** Samaritans of Kingston Upon Hull

**Charity Registration Number:** 1170483

**Registered Office and Operational address:** 75 Spring Bank,  
Hull  
East Yorkshire  
HU3 1AG

**Trustees**

The trustees who served the charity during the period were as follows:

|                      |   | Appointment | Resignation |
|----------------------|---|-------------|-------------|
|                      | Graham Davison  | 30/11/2016  | 19/09/2023  |
|                      | Nicholas Mitchell   | 19/09/2019  |             |
|                      | Anthony Rheinberg   | 19/09/2019  |             |
|                      | Ian McPhee  | 20/04/2022  |             |
|                      | Lisa Horsley  | 06/09/2022  | 19/09/2023  |
|                      | Michael Skues   | 19/09/2023  |             |
|                      | Ailegh Farrar   | 19/09/2023  |             |
|                      |   | Director    |             |
|                      |   | Treasurer   |             |
| Secretary            | Michael Skues   | 19/09/2023  |             |
| Bankers              | Barclays Bank plc<br>Leicester<br>LE87 2BB  |             |             |
|                      | Cambridge & Counties Bank<br>Charnwood Court, New Walk<br>Leicester LE1 6TE                   |             |             |
| Solicitors           | Graham & Rosen<br>8 Parliament Square<br>Hull HU1 2BB   |             |             |
| Independent Examiner | Try Lunn & Co<br>Chartered Accountants<br>Roland House<br>Princes Dock Street<br>HULL HU1 2LD |             |             |

**Samaritans of Kingston Upon Hull  
Trustees Annual Report  
for the year ended 31 March 2024**

**OBJECTIVES AND ACTIVITIES**

The Charity's object and principal activities are to provide confidential emotional support 24 hours a day to those who are experiencing feelings of distress or despair, including those feelings which may lead to suicide. Ultimately our goal is to reduce the number of suicides.

The support offered is primarily via telephone although we continue to develop webchat and take occasional face to face calls outside the branch when at outreach events. Since Covid we have not taken face to face calls in branch due to more complicated safety parameters.

Our charitable work is wholly dependent upon our fabulous volunteers. Whilst numbers go up and down, during any normal year we can count on a core of around 60 volunteers who donate on average 3 hours of their time on a weekly basis. During this year the numbers of "active"\* volunteers fluctuated, but that is to be anticipated as the nature of volunteering means there are always leavers and new starters. In general, over the year the number of active volunteers was 56 – about the same as the previous year. (\* Active volunteers = those volunteers doing at least 1 shift in a given month)

Since the last report the year has seen a more stabilised picture following the pandemic. Shifts have returned to normal and more and more activities, such as training and meetings are being conducted back in branch.

*VOLUNTEERING TODAY*

Looking back on the last year we can see a more consistent and settled picture since the disruption of the Covid pandemic. However, we find the environment of volunteering has changed meaning a greater turnover of volunteers and a different view on attitudes to volunteering. What Samaritans volunteers do has always been pretty amazing in terms of the time people commit to the branch but with more and more pressures from outside we have seen that it is volunteering that is often the area that is dropped fastest when things get tough. We have lost a number of good volunteers to the pressures of work, family life, illness and what might be called "burn out".

On the positive side we have taken more calls this year, trained a huge number of new volunteers, undertaken more Outreach and built up the Samaritan community within branch which was lost when we couldn't see each other during the pandemic.

There can be no doubt that the Covid pandemic changed the nature of volunteering and seriously disrupted the branch. Away from the obvious reduction in shifts and active volunteers during the pandemic we have found the nature of what we do has evolved in different ways.

Our callers need us more than ever with continued referrals from the NHS, stretched mental health resources and the impact of the cost-of-living crisis. Again, there is a feeling that callers have also been impacted negatively from the after effect of Covid and its effect on working practices such as working from home and increased loneliness.

**ACHIEVEMENTS AND PERFORMANCE**

Our primary concern is to be there for our callers. Our volunteers remain committed to being available on shifts each week – often at anti-social times. We mentioned in the previous report the new "Self-Sign Up" system for volunteers, which has been popular as it increases flexibility. The system is good as it allows volunteers greater ability to manage their volunteering into their normal lives, but it does cause issues. By not having pre booked shifts it can be difficult to manage the rota and ensure full cover. If a volunteer begins to miss shifts it can be difficult for them to get back into doing shifts. The more regular pattern that the set shift brought is easily broken. Ultimately, we are dependent on the good will of our volunteers to make sure shifts are covered.

To help increase more flexibility and help volunteers plan we have trialled and brought in new ways of doing things. These include a review for every volunteer with their Volunteer carer; an additional telephone line allowing for 3 people to be on shift taking calls at once and a new point system that recognises all the different types of contribution to the branch and the anti-social times of some of our shifts.

We are not alone with these challenges, and we find that we favour well when compared to other branches in our region in terms of the numbers of shifts we do per volunteer and the amount of time and dedication given by our volunteers. Over this period the branch answered 12,283 calls vs 11,300 calls over the same period last year, a 9% increase. This translates into 3,345 hours on the phone with callers.

**Samaritans of Kingston Upon Hull  
Trustees Annual Report - continued  
for the year ended 31 March 2024**

**ACHIEVEMENTS AND PERFORMANCE - continued**

On average our volunteers took 219 calls each in the year or 60 hours in total on the phone. Average call length was 16 minutes.

Of course, there is anything but an “average” call at Samaritans and we find calls can last well over an hour or as little as a few minutes depending on the caller’s circumstances.

*NIGHT SHIFTS ON TARGET, BUT TWILIGHTS LOWER THAN PLANNED*

As a branch we agree to cover an agreed number of Night and Twilight shifts. Nationally Nights are measured as shifts taking place from 2am to 6am and Twilights 10pm to 2am. Night shifts are always a concern as we are unable to answer around 50% of calls at certain times in the night. As a branch our record on night shifts remains solid and to plan. However, Twilights were down to 17.9% of all shift’s vs a plan of 20%.

In addition to taking calls, we continue to trial “Webchat” and had 71 conversations in the year. Webchat is likely to grow in the future and is seen as an important alternative to the phone or emails. In last year’s report we mentioned that emails had been taken away from branches into a dedicated hub. However, it is likely that branches will have the opportunity to start taking emails again in the next few months to ensure demand is covered.

During the year we ran three training courses for new Samaritans and trained 30 new volunteers. The quality of new Samaritans has remained as high as ever, though we have seen fluctuations in the number of potential volunteers applying to be a Samaritan. We believe this is a reflection of the ending of the pandemic and people having less free time available. We have started promoting Volunteering more actively in the year and have been able to fill all our courses.

Mentoring remains crucial to new Samaritans development and the Mentoring team have been very active and professional in mentoring new volunteers coming through as well as helping volunteers who had a break to resume taking calls. It is equally important that we maintain and improve the quality of all our Listeners and to that end every Samaritan has undergone Ongoing Mentoring during the year.

In the Autumn we began working closely with HMP Hull on setting up a Listening Service for the prison. Under this scheme it is the prisoners who take on the “Listener” role under the rules and direction of Samaritans. The scheme has proven challenging and although we managed to train a number of new Listeners, we have found that the turnover of prisoners has meant we were unable to keep many Listeners on the scheme. Hull is a remand prison and turnover is high.

We also found that the prison was very stretched in terms of staff, and we didn’t receive the support we needed from them or from the Central Samaritan office. It was decided after consultation with Region and Central to hand the scheme over to the Bridlington branch to run. They have the expertise and experience that we haven’t got. On a positive note, we established a relationship with the prison which has led to a Listening Scheme.

*CORE STRATEGY*

The branch leadership team and trustees have 5 key areas they concentrate on to ensure they fulfil the objectives of the charity

1. Providing the best possible service for our callers
2. Supporting our volunteers so they can flourish to the best of their ability
3. Building our presence in the local community to increase awareness and collaborate with other local organisations
4. Provide financial stability for the charity
5. Building and maintaining a safe and resilient infrastructure to work in

*PROVIDING THE BEST POSSIBLE SERVICE FOR OUR CALLERS*

From the moment a new recruit starts at Samaritans they are taken through our core values, and these become the foundations in everything we do. The training programme provided by Central is tried and tested and works extremely well in bringing everyone up to a similar level of expertise. It is enjoyable but rigorous; fulfilling but often demanding and takes volunteers out of their comfort zone. But the key aim is to ensure that all callers will be given the same consistent treatment when they call although each and every Samaritan will bring their individual personality into the calls.

**Samaritans of Kingston Upon Hull  
Trustees Annual Report - continued  
for the year ended 31 March 2024**

**ACHIEVEMENTS AND PERFORMANCE - continued**

*PROVIDING THE BEST POSSIBLE SERVICE FOR OUR CALLERS - continued*

Following training it is the Mentoring expertise that builds the confidence and expertise of each Samaritan. Mentoring is very supportive and requires around 36 Core Competencies to be proven before a Newbie Samaritan can move onto the next level. Mentoring is undertaken over a minimum of 8 initial shifts but can go on as long as is deemed necessary to ensure the Newbie can safely take calls on their own.

Ongoing mentoring once a year keeps the standards of every Samaritan at a consistent level.

As a branch we commit to covering Twilight and Night shifts as it is at these times that the Samaritans organisation as a whole struggles to meet demand the most. New Samaritans agree to book onto at least 6-night shifts (1 to 4 am or 4 to 7am) a year and are encouraged to sign up for Twilights (10pm to 1am) as well.

*SUPPORTING OUR VOLUNTEERS SO THEY CAN FLOURISH TO THE BEST OF THEIR ABILITY*

Volunteers are the lifeblood of Samaritans. It is a very fulfilling role to have but it is also demanding. Being a Samaritan has been likened to “extreme volunteering”. A Samaritan doesn’t know what any call is going to be like until they pick up the phone.

It is because of this that we want to provide the very best support and resources for our volunteers. We want to keep volunteers who have had a lot of time invested in them during training and mentoring, so they can mature and flourish in the role for the long term.

All Samaritans have a Duty Leader when they are taking calls to whom they offload every call at the end of the shift. The Duty Leader is there for them if they need help or advice during the call. Samaritans have a volunteer support person they can talk to. And everyone in the branch from shift partners right the way up to the Director are available to talk through any concerns they have. It is testament to the commitment of volunteers that shifts are hardly ever closed due to the lack of a Duty Leader.

In Hull the building which we operate from on Spring Bank has not been fully modernised since we bought it in 1974. It is the nature of Samaritans that they tend to think of other people’s comfort before themselves. Following a generous donation from a benefactor we have established a Fundraising team who have been applying for grants to allow us to completely refurbish the Operating Room where we take our calls and the training room in the basement. We are hopeful that we will have enough resources to begin improvements in 2024. This will have the effect of supporting our volunteers, improving retention, providing the best service for our callers and establishing an even stronger footing for our branch in the future.

*BUILDING OUR PRESENCE IN THE LOCAL COMMUNITY TO INCREASE AWARENESS AND COLLABORATE WITH OTHER LOCAL ORGANISATIONS*

Our place in the local community is very important even though the calls we take are part of a national network. We have been increasing our local links and activities during the last year in order to increase awareness of what we do, attract new volunteers and to begin dovetailing with other charities and local organisations to provide a stronger local suicide prevention strategy for the region.

During the year we engaged in a multitude of Outreach activities including a renewed monthly visit to the Local approved Premises, continued visits to Hull university and more engagement with Network Rail and the British Transport Police at the station. We have maintained links to the Humber Bridge team as well. We joined Bridlington Branch in July for the Driffield show and received a lot of interest from the public and potential volunteers. During Mental Health week we attended sessions at Cranswick Foods and later in the year engaged with BAE systems in Brough. We ran events at Rooted – a local community garden in Hull and attended the conference for Loneliness at the university. Other activities included a walk over the Humber Bridge on 24/7, Reuban’s voice and the establishment of a monthly session at the Hull Paragon station wellbeing hub.

Earlier in the year we began working closer with Hull council and became part of the Hull City Council’s Mental Health Development Group’s integrated suicide prevention initiative. We also engaged with the local Peel Street project and attended 2 events.

**Samaritans of Kingston Upon Hull  
Trustees Annual Report - continued  
for the year ended 31 March 2024**

**ACHIEVEMENTS AND PERFORMANCE - continued**

*PROVIDE FINANCIAL STABILITY FOR THE CHARITY*

As a separate affiliated charity to the central Samaritans charity, we have to provide all our own funding. We target to maintain a minimum of 1.5 years funds as recommended by the charities commission.

During the year we have been lucky to receive funds from a number of organisations including Sir James Reckitt Charity, Charles and Elsie Sykes, The Matthew Good Foundation, a Grant from LNER for Outreach, donations from Timloc who chose Hull Samaritans as their charity of the year and a very generous donation of £20,000 from an anonymous benefactor.

We are fortunate to have a strong fundraising team which is split into 2 main activities - raising money from grant applications or organising and engaging in local fundraising events such as Carol Singing, sponsored events and many other creative activities. Two stand out occasions need mentioning - a concert organised by one of our volunteers at Lowgate Church which was attended by 70 people and helped fundraise and increase awareness of what we do; and a bucket collection at the 2 Sarah Millican concerts in March which collected over £2,300 in 2 nights.

*BUILDING AND MAINTAINING A SAFE AND RESILIENT INFRASTRUCTURE TO WORK IN*

Our premises from which we operate is an old 3 story Victorian building with basement and takes a lot of looking after and maintenance. We are fortunate to own the building and have plenty of space to carry out our activities in and it includes a car park where volunteers can safely leave their cars.

During the year we had to replace 3 flat roofs and provide additional security following 2 attempted break ins. The premises now has additional lighting and more CCTV cameras, and we hope this will deter further break ins.

The solar panels that were added to the building last year are now generating electricity for us and helping to keep down energy costs. The addition of battery storage means we can store lower cost electricity from the grid.

**PUBLIC BENEFIT**

Having regard to the activities and achievements of the Charity during the year as reported above, the Trustees are of the opinion that it has fulfilled its charitable purposes of providing confidential emotional support 24 hours a day to those who are experiencing feelings of distress or despair, including those, which may lead to suicide.

**PUBLIC BENEFIT CONFIRMATION**

The Trustees confirm that they have complied with the duty in section 17(5) of the Charities Act 2011 with regard to public benefit guidance published by the Charity Commission.

**FINANCIAL REVIEW**

We were pleased to appoint a new treasurer in December. Ailegh replaces Graham who has been treasurer for a number of years. The trustees would like to thank Graham for all his work on Finance and as a Trustee and appreciate that he is continuing to look after the building and health and safety.

Following a successful year of active fundraising and generous donations the charity continues to plan and develop its services. Total income received for the year was £56,169 (2023 - £23,927). This included Grant income of £17,597 (2023 - £10,599) and donations of £25,226 (2023 - £5,249). Total expenditure for the year amounted to £42,689 (2023 - £45,358).

Overall, a surplus of £13,480 was realised in the year (2023 - £21,431 deficit).

**Samaritans of Kingston Upon Hull  
Trustees Annual Report - continued  
for the year ended 31 March 2024**

**PRINCIPAL FUNDING SOURCES**

The Charity's principal funding sources continues to be reliance on donations and fundraising activities. The charity continues to seek funding from a broader base of funders for its future needs.

**INVESTMENT POLICY**

The charity's investment policy is regularly kept under review. The Trustees have decided to hold the general reserves on deposit with Cambridge and Counties Bank. The majority of charity funding is dependent on voluntary donations and fundraising. Most of the funds will be spent over the short to medium term providing services to beneficiaries.

**RESERVES POLICY**

The Trustees have established a policy whereby the unrestricted funds not committed or invested in tangible fixed assets held by the charity, should equate to a minimum of 18 months' reserves in order to avert major crises in service provision. The reserves are needed to support working capital requirements of the charity and the Trustees are confident that at this level they would be able to continue their current charitable activities in the event of a significant drop in funding.

Unrestricted funds not committed or invested in tangible fixed assets are £60,167 of which an amount of £20,000 is designated for a future branch refurbishment leaving a balance of £40,167. The 2024/25 budget, agreed by the trustees, forecasts a total expenditure for the forthcoming year of £35,947. The level of unrestricted reserves which are not earmarked is, therefore, 1.1 years of expenditure. This represents a lower level of the target range that they are committed to achieving. The trustees are confident that this will not impact activities due to the strong fundraising and grant application process mentioned above.

The Trustees will continue to monitor existing activities and expenditure against their annual business plan to ensure funding is available to maintain operations at an acceptable standard.

**GOING CONCERN**

The board of trustees consider that there are no material uncertainties about the ability to continue as a going concern.

**PLANS FOR THE FUTURE**

The charity plans to continue the activities outlined above in the forthcoming years subject to satisfactory funding arrangements and active volunteer participation.

**STRUCTURE, GOVERNANCE AND MANAGEMENT**

*LEGAL STRUCTURE*

The Samaritans of Hull was set up as a registered charity in July 1969. Its governing document was a Constitution, which establishes the objects and powers of the charity, which was amended in March 2013. The charity was constituted as an unincorporated organisation.

In November 2016, the charity was converted to a Charitable Incorporated Organisation (CIO), under a new constitution. Its registered number is 1170483. The year ended 31 March 2018 was the first period as a CIO. All income and expenditure which passed through the previous charity now goes through the CIO. As part of the conversion to the CIO the original charity remains for the purpose of historic legacy arrangements. to the CIO the original charity remains for the purpose of historic legacy arrangements.

*BRANCH LEADERSHIP TEAM (BLT)*

This comprises the Trustee Board and the volunteers with delegated areas of responsibility.

The minimum number of Trustees shall be 3 and the maximum 13. Most of the Trustees are familiar with the practical work of the charity having been volunteers for several years.

**Samaritans of Kingston Upon Hull  
Trustees Annual Report - continued  
for the year ended 31 March 2024**

*TRUSTEE INDUCTION AND TRAINING*

New trustees are required to complete Samaritans specific online Trustee training.

A pack is prepared drawing information from the various Charity Commission publications signposted through the Commissions guide "the Essential Trustee" as a follow up to these sessions. This pack is distributed to all new and existing trustees.

*ORGANISATIONAL STRUCTURE*

The Charity has a BLT of up to 13 members who normally meet monthly to review finances, fundraising and activities and are responsible for the strategic direction and policy of the charity. At present, the BLT has 12 members from a variety of backgrounds relevant to the work of the charity.

At the BLT meetings, the trustees regularly conduct a review of the major risks to which the charity is exposed. The charity's risk register is periodically updated.

*MANAGEMENT OF RISKS, SYSTEMS AND PROCEDURES*

The provision of service is the responsibility of the trustees. A system of delegation is in place with day-to-day responsibility resting with the Director.

Where appropriate, systems or procedures have been established to mitigate the risks the charity faces. Heavy reliance is currently placed on donations and fundraising events and has led to the development of a funding strategy to seek out new methods and funders for charitable activities undertaken.

Internal control risks are minimised by the implementation of authorisation procedures for all transactions. Procedures are in place to ensure compliance with health and safety of staff, volunteers, and service users.

The charity is an equal opportunities organisation and is committed to a working environment that is free from any form of discrimination on the grounds of colour, race, ethnicity, religion, sex, sexual orientation, or disability. The charity will make reasonable adjustment to meet the needs of staff or volunteers who are or become disabled. As an employer we comply with the Living Wage Foundation recommendations.

Volunteers are an important resource in undertaking our work. All listening volunteers, and all support volunteers who handle cash or deal with finance, serving with the charity have a DBS check carried out prior to commencement of work or trusteeship. All non-DBS checked volunteers and all staff sign a confidentiality agreement. All our trustees give their time freely and no remuneration or expenses were paid to them in the year.

**Samaritans of Kingston Upon Hull  
Trustees Annual Report - continued  
for the year ended 31 March 2024**

**STATEMENT OF TRUSTEES RESPONSIBILITIES**

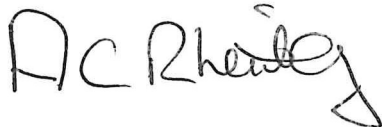
The trustees are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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 the incoming resources and application of resources of the charity 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 in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards 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 operation.

The trustees are responsible for keeping proper accounting records that 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 Charities (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 the trustees on 09/07/2024 and were signed on their behalf by:



.....  
A C Rheinberg – Director & Trustee



.....  
A Farrar - Trustee

Date 09/07/2024

**Samaritans of Kingston Upon Hull**

**INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF SAMARITANS OF KINGSTON UPON HULL**

I report to the charity trustees on my examination of the accounts of the charity for the year ended 31 March 2024 which are set out on pages twelve to sixteen.

**Responsibilities and basis of report**

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

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

**Independent examiner's statement**

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

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

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



ANDREW EWART FCA FCCA  
Try Lunn & Co  
Chartered Accountants  
Roland House  
Princes Dock Street  
HULL HU1 2LD

Date: 12 July 2024

**Samaritans of Kingston Upon Hull  
Receipts and Payments Account for the  
Year Ended 31 March 2024**

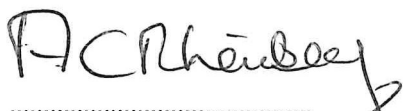
| <b>RECEIPTS</b>                                   | <b>Note</b> | <b>2024</b>     | <b>2023</b>       |
|---|-------------|-----------------|-------------------|
| <b>Income receipts from:</b>                      |             | <b>£</b>        | <b>£</b>          |
| Donations & Legacies                              | 2           | <u>25,226</u>   | <u>5,249</u>      |
| Grants  | 3           | <u>17,597</u>   | <u>10,599</u>     |
| Fundraising Activities                            | 4           | <u>9,750</u>    | <u>5,706</u>      |
| Investment Income                                 | 5           | <u>2,062</u>    | <u>1,102</u>      |
| <b>Other Receipts</b>                             |             |                 |                   |
| Gift Aid  |             | 892             | 750               |
| Head Office – Sams Prisons                        |             | 500             | -                 |
| Other   |             | <u>142</u>      | <u>521</u>        |
| <b>TOTAL RECEIPTS</b>                             |             | <u>56,169</u>   | <u>23,927</u>     |
| <br>  |             |                 |                   |
| <b>PAYMENTS</b>                                   |             | <b>2024</b>     | <b>2023</b>       |
|   |             | <b>£</b>        | <b>£</b>          |
| Direct Charitable Expenditure                     | 8           | 13,208          | 10,656            |
| Other Expenditure                                 | 9           | 16,892          | 17,017            |
| Other Payments                                    | 10          | <u>12,589</u>   | <u>17,685</u>     |
| <b>TOTAL PAYMENTS</b>                             |             | <u>42,689</u>   | <u>45,358</u>     |
| <br>  |             |                 |                   |
| <b>Net Receipts/(Payments) for the Year</b>       |             | <u>£ 13,480</u> | <u>£ (21,431)</u> |
| <br>  |             |                 |                   |
| <b>Cash at Bank at 1<sup>st</sup> April 2023</b>  |             | <u>£ 49,622</u> | <u>£ 71,052</u>   |
| <br>  |             |                 |                   |
| <b>Cash at Bank at 31<sup>st</sup> March 2024</b> |             | <u>£ 63,102</u> | <u>£ 49,622</u>   |

The notes form part of these financial statements.

**Samaritans of Kingston Upon Hull  
Statement of Assets and Liabilities  
as at 31 March 2024**

| <b>FIXED ASSETS:</b>                          | <b>Unrestricted<br/>funds<br/>£</b> | <b>Restricted<br/>funds<br/>£</b> | <b>2024<br/>£</b> | <b>2023<br/>£</b> |
|---|-------------------------------------|-----------------------------------|-------------------|-------------------|
| Tangible Fixed Assets at net realisable value | 107,860                             | -                                 | <u>107,860</u>    | <u>109,027</u>    |
| <b>MONETARY ASSETS</b>                        |                                     |                                   | <b>2024<br/>£</b> | <b>2023<br/>£</b> |
| Barclays Bank 1                               | 1,949                               |                                   | 1,949             | 2,293             |
| Barclays Bank 2                               | 17,000                              |                                   | 17,000            | 2,000             |
| Cambridge & Counties Bank                     | 44,153                              |                                   | <u>44,153</u>     | <u>45,329</u>     |
|   |                                     |                                   | <u>63,102</u>     | <u>49,622</u>     |
| <b>LIABILITIES</b>                            |                                     |                                   | <b>2024<br/>£</b> | <b>2023<br/>£</b> |
| Independent Examiners Fee                     | 708                                 | -                                 | 708               | 660               |
| NBC (New Business Contribution)               | 2,227                               | -                                 | <u>2,227</u>      | <u>957</u>        |

The financial statements were approved by the trustees on 09/07/2024 and were signed on their behalf by:

  
.....  
A C Rheinberg - Director & Trustee

  
.....  
A Farrar - Trustee

The notes form part of these financial statements.

**Samaritans of Kingston Upon Hull**  
**Notes to the Accounts**  
**for the Year Ended 31 March 2024**

**1. ACCOUNTING POLICIES**

- i. Income is recognised at the time of receipt.
- ii. Expenditure is recognised at the time of payment.
- iii. Expenditure on fixed assets is written off at the time of payment.
- iv. The financial statements have been prepared using Receipts and Payments under s133 of the Charities Act 2011 and comply with the Charities (Accounts and Reports) Regulation 2008.
- v. In November 2016, the charity was converted to a Charitable Incorporated Organisation (CIO), under a new constitution. Its registered number is 1170483. The year ended 31 March 2018 was the first period as a CIO. All income and expenditure which passed through the previous charity now goes through the CIO.

|                                  |               |              |
|----------------------------------|---------------|--------------|
| <b>2. Donations and Legacies</b> | <b>2024</b>   | <b>2023</b>  |
|                                  | <b>£</b>      | <b>£</b>     |
| Donations                        | 25,226        | 5,249        |
|                                  | <u>25,226</u> | <u>5,249</u> |

|   |                     |                   |               |               |
|---|---------------------|-------------------|---------------|---------------|
| <b>3. Grants</b>                                | <b>Unrestricted</b> | <b>Restricted</b> | <b>2024</b>   | <b>2023</b>   |
|   | <b>£</b>            | <b>£</b>          | <b>£</b>      | <b>£</b>      |
| Sir James Reckitt Trust                         | 7,500               | -                 | 7,500         | 7,500         |
| Matthew Good Foundation                         | 3,000               | -                 | 3,000         | -             |
| LNER Outreach                                   | -                   | 5,000             | 5,000         | -             |
| Charles and Elsie Sykes                         | -                   | 2,000             | 2,000         |               |
| Hull Business Energy Efficiency Scheme (HBEE's) | -                   | 97                | 97            | 3,099         |
|   | <u>10,500</u>       | <u>7,097</u>      | <u>17,597</u> | <u>10,599</u> |

|                              |              |              |
|------------------------------|--------------|--------------|
| <b>4. Funding Activities</b> | <b>2024</b>  | <b>2023</b>  |
|                              | <b>£</b>     | <b>£</b>     |
| Fundraising events           | 9,750        | 5,706        |
|                              | <u>9,750</u> | <u>5,706</u> |

|                             |              |              |
|-----------------------------|--------------|--------------|
| <b>5. Investment Income</b> | <b>2024</b>  | <b>2023</b>  |
|                             | <b>£</b>     | <b>£</b>     |
| Cambridge & Counties Bank   | 2,062        | 1,102        |
|                             | <u>2,062</u> | <u>1,102</u> |

**6. Restricted Funds**

Included in the funds held at 31 March 2024, an amount of £nil (2023 - £nil) was held for restricted purposes.

**Samaritans of Kingston Upon Hull**  
**Notes to the Accounts – continued**  
**for the Year Ended 31 March 2024**

**7. Unrestricted Funds**

Included in the funds held at 31 March 2024, is an amount of £20,000 (2023 - £nil) for a future branch refurbishment project.

| <b>8. Direct Charitable Expenditure</b> | <b>2024</b>   | <b>2023</b>   |
|---|---------------|---------------|
|   | <b>£</b>      | <b>£</b>      |
| Staff & Volunteer costs                 | 4,384         | 3,918         |
| Training                                | 111           | 538           |
| Health & Safety                         | 840           | 948           |
| Telephone costs                         | 2,426         | 2,298         |
| Administration/IT                       | 841           | 644           |
| Fundraising                             | 89            | -             |
| NBC (New Business Contribution)         | 957           | 1,412         |
| Outreach                                | 3,560         | 897           |
|   | <u>13,208</u> | <u>10,656</u> |

| <b>9. Other Expenditure</b>        | <b>2024</b>   | <b>2023</b>   |
|------------------------------------|---------------|---------------|
|                                    | <b>£</b>      | <b>£</b>      |
| Utilities, Insurance & Council Tax | 7,008         | 7,479         |
| AGM                                | 254           | 30            |
| Publicity                          | 155           | -             |
| Maintenance & Repairs              | 8,815         | 8,908         |
| Independent Examiner's Fees        | 660           | 600           |
|                                    | <u>16,892</u> | <u>17,017</u> |

| <b>10. Other Payments</b>            | <b>2024</b>   | <b>2023</b>   |
|--------------------------------------|---------------|---------------|
|                                      | <b>£</b>      | <b>£</b>      |
| Fire Risk Assessment and remediation | 1,318         | -             |
| Flat roof renovations                | 7,260         | -             |
| New Television                       | 3,656         | -             |
| Laptop                               | 355           | -             |
| Solar panels                         | -             | 13,495        |
| Basement wall cavity insulation      | -             | 815           |
| LED light conversion                 | -             | 395           |
| Face-to-face room upgrade            | -             | 2,620         |
| Property valuation                   | -             | 360           |
|                                      | <u>12,589</u> | <u>17,685</u> |

**11. Transactions with Trustees**

No remuneration or expenses were paid to trustees during the year ended 31 March 2024 and 31 March 2023.

**12. Related Party Transactions**

There were no related party transactions during the year.

**Samaritans of Kingston Upon Hull**  
**Notes to the Accounts – continued**  
**for the Year Ended 31 March 2024**

**13. Contingencies**

The trustees have confirmed there were no contingent liabilities to be disclosed at 31 March 2024.

**14. Capital Commitments**

The trustees have confirmed there were no capital commitments at 31 March 2024.

**SAMARITANS OF KINGSTON UPON HULL**

England & Wales - Charity number 1170483

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# Accounts

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**REGISTERED CHARITY NUMBER: 1170483**

**Report of the Trustees and  
Unaudited Financial Statements for the  
Year Ended 31 March 2023  
for  
Samaritans of Kingston Upon Hull**

## **Samaritans of Kingston Upon Hull**

### **Contents of the Report and Financial Statements for the Year Ended 31 March 2023**

| <b>Contents</b>                                | <b>Page</b> |
|--|-------------|
| Legal and Administrative Information           | 3           |
| Report of the Trustees                         | 4 to 8      |
| Independent Examiner's Report                  | 9           |
| Receipts and Payments Account                  | 10          |
| Statement of Assets and Liabilities            | 11          |
| Notes forming part of the financial statements | 12 to 13    |

**Samaritans of Kingston Upon Hull  
Legal and Administrative Information  
for the year ended 31 March 2023**

The Trustees have pleasure in presenting their report together with the financial statements of the charity for the year ended 31 March 2023.

**Charity Name:** Samaritans of Kingston Upon Hull

**Charity Registration Number:** 1170483

**Registered Office and Operational address:** 75 Spring Bank,  
Hull  
East Yorkshire  
HU3 1AG

**Trustees**

The trustees who served the charity during the period were as follows:

|                      |   | Appointment          | Resignation |
|----------------------|---|----------------------|-------------|
|                      | Graham Davison  | Treasurer 30/11/2016 |             |
|                      | Robert Carlisle   | 27/09/2017           | 31/03/2022  |
|                      | Nicholas Mitchell   | 19/09/2019           |             |
|                      | Anthony Rheinberg   | Director 19/09/2019  |             |
|                      | Claire Martin   | 25/08/2020           | 01/07/2022  |
|                      | Ian McPhee  | 20/04/2022           |             |
|                      | Lisa Horsley  | 06/09/2022           |             |
| Secretary            | Charlotte Howe McCartin   | 15/06/2021           | 01/07/2022  |
| Bankers              | Barclays Bank plc<br>Leicester<br>LE87 2BB  |                      |             |
|                      | Cambridge & Counties Bank<br>Charnwood Court, New Walk<br>Leicester LE1 6TE                   |                      |             |
| Solicitors           | Graham & Rosen<br>8 Parliament Square<br>Hull HU1 2BB   |                      |             |
| Independent Examiner | Try Lunn & Co<br>Chartered Accountants<br>Roland House<br>Princes Dock Street<br>HULL HU1 2LD |                      |             |

**Samaritans of Kingston Upon Hull  
Trustees Annual Report  
for the year ended 31 March 2023**

**OBJECTIVES AND ACTIVITIES**

The Charity's object and principal activities are to provide confidential emotional support 24 hours a day to those who are experiencing feelings of distress or despair, including those feelings which may lead to suicide.

During normal times support is offered via telephone, email, and face to face callers. However, the Face-to-Face service still remains suspended following the pandemic.

Our charitable work is wholly dependent upon our fabulous volunteers. Whilst numbers go up and down, during any normal year we can count on a core of 60 to 70 volunteers who donate on average 3 hours of their time on a weekly basis. During this year, the numbers of "active" volunteers fluctuated, but that is to be anticipated as the nature of volunteering means there are always leavers and new starters. In general, over the year the numbers have seen a small rise.

Since the last report, the year has seen a more stabilised picture following the pandemic. Shifts have returned to normal and more and more activities, such as training and meetings are being conducted back in branch.

**RETURNING TO "NORMALITY" FOLLOWING CORONAVIRUS (COVID-19) PANDEMIC**

In the last 2 reports we have reported on the impact of the Covid-19 pandemic and the disruption it caused to the branch. Although Covid is still with us the branch has been a lot more settled during the period and we have seen a post pandemic "normality" settle in.

Volunteers remain responsible and cancel shifts if they have Covid and we continue to use the ventilation system in branch to refresh the air.

Central Samaritans have resumed face to face calls with new recommended rules. However, the Hull branch has decided that with a fairly low demand for face-to-face calls and the requirements to have at least 2 volunteers free during a face-to-face call, plus additional cameras etc., to be installed we will not be resuming face to face for the time being. We will keep the possibility of face to face open in the future.

It was noted in the previous trustee's report that many of our callers had increased Mental health problems during the pandemic. This increase in Mental Health issues has continued with the added strains of the cost of living crisis and stretched NHS/mental health services nationally.

**ACHIEVEMENTS AND PERFORMANCE**

Our primary concern is to be there for our callers. Our volunteers remain committed to being available on shifts each week – often at anti-social times. We introduced a "Self-Sign Up" system for volunteers, which has been popular as it increases flexibility, though it has meant an increase in closed shifts. The number of closed shifts however has largely levelled out and we remain a reliable branch within the Yorkshire and Humberside Region. Our "night shift and twilight hours" record remains fairly stable but could undoubtedly be improved and is an area we are always looking at.

During the year we ran another three training events for new Samaritans – these were all conducted in house, which is a great improvement from running via Zoom. The quality of new Samaritans has remained as high as ever, though we have seen a tailing off of the number of potential volunteers applying for Samaritans slowing down. We believe this is a reflection of the ending of the pandemic and people having less free time available. We have started promoting Volunteering more actively in the year and have been able to fill all our courses.

Mentoring remains crucial to new Samaritans development and the Mentoring team have been very active and professional in mentoring new volunteers coming through as well as helping volunteers who had a break to resume taking calls. With the resumption of Ongoing Training, we successfully listened to every volunteer, and it has been a good process. However, this has added to additional pressures on the Mentoring team.

During April 2022 to March 2023, we responded to 11,300 telephone calls for emotional support, 278 emails and 66 Online chats. Since December Emails are being handled by a Central Hub and have ended at the Hull branch. Webchat is still on trial, and we have limited take up. We are looking at adding more shifts.

**Samaritans of Kingston Upon Hull  
Trustees Annual Report - continued  
for the year ended 31 March 2023**

**ACHIEVEMENTS AND PERFORMANCE - continued**

In October we had an audit of the branch – the Quality Outcome Framework – that happens after a new Director is appointed. Their key comments at the overview are shown below. The collaboration and enthusiasm among the Leadership Team and their keenness to take on board and pursue new ideas is exceptional.

There is a high level of engagement with the local community in person and via social media with particular current emphasis on the Humber Bridge and the University, and the intention to return to the Bail Hostel.

The review led to 4 specific actions for the future:

- Develop a strategy to improve rota cover and reduce shift closures.
- Develop and implement rotation and refresher training for Duty Leaders.
- Build a strategy to develop Outreach services.
- Increase volunteer numbers with focus on retention.

Plans are already in place to cover each of these.

There is a very proactive and planned approach to the improvement and ongoing maintenance of the premises, supported by successful grant applications.

We have had a busy Outreach this year including continued monthly visits to the University where we have regularly had a stall in the Student Union, aimed at increasing awareness of the service we offer. We joined Bridlington Branch in July for the Driffield show and received a lot of interest from the public and potential volunteers. At the end of the year, we resumed our links with the local approved premises, offering support for those who have just left prison. Other activities have included Reubens voice, Brew Monday and the Small Talk Cost Lives Campaign at Hull station and a visit to Rooted in Hull (a community Garden who work with people with mental health problems). Outreach is important to our branch as we see this as a way to engage with the community and we have recently won a LNER grant to help fund further activity.

Special thanks should go to the Sir James Reckitt Charity for their generous donation of £7,500. Also, thanks to all those who have donated money to the branch as an individual donation or during our various fund-raising activities we ran during the year.

In March we had a special visit by the Minister for Loneliness and charities, Stuart Andrew MP together with Julie Bentley, CEO. The visit went very well and gave Julie and us the opportunity to tell Stuart more about what we do as an organisation and for Stuart to recognise the work we do from referrals by the NHS to Samaritans.

**PUBLIC BENEFIT**

Having regard to the activities and achievements of the Charity during the year as reported above, the Trustees are of the opinion that it has fulfilled its charitable purposes of providing confidential emotional support 24 hours a day to those who are experiencing feelings of distress or despair, including those, which may lead to suicide.

**PUBLIC BENEFIT CONFIRMATION**

The Trustees confirm that they have complied with the duty in section 17(5) of the Charities Act 2011 with regard to public benefit guidance published by the Charity Commission.

**FINANCIAL REVIEW**

Following a further year of active fundraising and generous donations the charity continues to plan and develop its services. Total income received for the year was £23,927 (2022: £32,137). This included Grant income of £10,599 (2022: £12,000) and donations of £5,249 (2022: £8,681). Total expenditure for the year amounted to £45,358 (2022: £44,485).

Overall, a deficit of £21,431 was realised in the year (2022: £12,348 deficit).

This amounted to almost twice the 2022 deficit, but we spent £13,495 on solar panels and storage batteries to reduce our electricity costs in future years.

**Samaritans of Kingston Upon Hull  
Trustees Annual Report - continued  
for the year ended 31 March 2023**

**PRINCIPAL FUNDING SOURCES**

The Charity's principal funding sources continues to be reliance on donations and fundraising activities. The charity continues to seek funding from a broader base of funders for its future needs.

**INVESTMENT POLICY**

The charity's investment policy is regularly kept under review. The Trustees have decided to hold the general reserves on deposit with Cambridge and Counties Bank. The majority of charity funding is dependent on voluntary donations and fundraising. Most of the funds will be spent over the short to medium term providing services to beneficiaries.

**RESERVES POLICY**

The Trustees have established a policy whereby the unrestricted funds not committed or invested in tangible fixed assets held by the charity, should equate to a minimum of 18 months' reserves in order to avert major crises in service provision. The reserves are needed to support working capital requirements of the charity and the Trustees are confident that at this level they would be able to continue their current charitable activities in the event of a significant drop in funding.

At the end of the year the charity's net assets stood at £157,032 (2022: £165,899).

Total Expenditure for the forthcoming year is £49,900 including a £9,500 contingency for a Two-Year Fire Review, flat roof repairs and a mezzanine floor toilet refurbishment. The level of unrestricted Reserves represents just under 1.5 years of expenditure at the normal budget. The Trustees accept that this is in the target range that they are committed to achieving and continue to give thanks for all the donations received during the year, which has enabled them to continue operations.

The Trustees will continue to monitor existing activities and expenditure against their annual business plan to ensure funding is available to maintain operations at an acceptable standard.

**GOING CONCERN**

The board of trustees consider that there are no material uncertainties about the ability to continue as a going concern.

**PLANS FOR THE FUTURE**

The charity plans to continue the activities outlined above in the forthcoming years subject to satisfactory funding arrangements and active volunteer participation.

**STRUCTURE, GOVERNANCE AND MANAGEMENT**

*LEGAL STRUCTURE*

The Samaritans of Hull was set up as a registered charity in July 1969. Its governing document was a Constitution, which establishes the objects and powers of the charity, which was amended in March 2013. The charity was constituted as an unincorporated organisation.

In November 2016, the charity was converted to a Charitable Incorporated Organisation (CIO), under a new constitution. Its registered number is 1170483. The year ended 31 March 2018 was the first period as a CIO. All income and expenditure which passed through the previous charity now goes through the CIO. As part of the conversion to the CIO the original charity remains for the purpose of historic legacy arrangements. to the CIO the original charity remains for the purpose of historic legacy arrangements.

**Samaritans of Kingston Upon Hull  
Trustees Annual Report - continued  
for the year ended 31 March 2023**

*BRANCH LEADERSHIP TEAM (BLT)*

This comprises the Trustee Board and the volunteers with delegated areas of responsibility.

The minimum number of Trustees shall be 3 and the maximum 13. Most of the Trustees are familiar with the practical work of the charity having been volunteers for several years.

*TRUSTEE INDUCTION AND TRAINING*

New trustees are required to complete Samaritans specific online Trustee training.

A pack is prepared drawing information from the various Charity Commission publications signposted through the Commissions guide "the Essential Trustee" as a follow up to these sessions. This pack is distributed to all new and existing trustees.

*ORGANISATIONAL STRUCTURE*

The Charity has a BLT of up to 13 members who normally meet monthly to review finances, fundraising and activities and are responsible for the strategic direction and policy of the charity. At present, the BLT has 12 members from a variety of backgrounds relevant to the work of the charity.

At the BLT meetings, the trustees regularly conduct a review of the major risks to which the charity is exposed. The charity's risk register is periodically updated.

*MANAGEMENT OF RISKS, SYSTEMS AND PROCEDURES*

The provision of service is the responsibility of the trustees. A system of delegation is in place with day-to-day responsibility resting with the Director.

Where appropriate, systems or procedures have been established to mitigate the risks the charity faces. Heavy reliance is currently placed on donations and fundraising events and has led to the development of a funding strategy to seek out new methods and funders for charitable activities undertaken.

Internal control risks are minimised by the implementation of authorisation procedures for all transactions. Procedures are in place to ensure compliance with health and safety of staff, volunteers, and service users.

The charity is an equal opportunities organisation and is committed to a working environment that is free from any form of discrimination on the grounds of colour, race, ethnicity, religion, sex, sexual orientation, or disability. The charity will make reasonable adjustment to meet the needs of staff or volunteers who are or become disabled.

Volunteers are an important resource in undertaking our work. All listening volunteers, and all support volunteers who handle cash or deal with finance, serving with the charity have a DBS check carried out prior to commencement of work or trusteeship. All non-DBS checked volunteers and all staff sign a confidentiality agreement. All our trustees give their time freely and no remuneration or expenses were paid to them in the year.

**Samaritans of Kingston Upon Hull  
Trustees Annual Report - continued  
for the year ended 31 March 2023**

**STATEMENT OF TRUSTEES RESPONSIBILITIES**

The trustees are responsible for preparing the Trustees' Annual 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 the incoming resources and application of resources of the charity 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 in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards 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 operation.

The trustees are responsible for keeping proper accounting records that 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 Charities (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 the trustees on .....18/07/2023..... and were signed on their behalf by:

  
.....  
G Davison - Trustee

  
.....  
A C Rheinberg – Director & Trustee

Date.....18.7.23.....

**Samaritans of Kingston Upon Hull**

**INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF SAMARITANS OF KINGSTON UPON HULL**

I report to the charity trustees on my examination of the accounts of the charity for the year ended 31 March 2023 which are set out on pages nine to twelve.

**Responsibilities and basis of report**

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

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

**Independent examiner's statement**

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

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

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



ANDREW EWART FCA FCCA  
Try Lunn & Co  
Chartered Accountants  
Roland House  
Princes Dock Street  
HULL HU1 2LD

Date: 18 July 2023

**Samaritans of Kingston Upon Hull  
Receipts and Payments Account for the  
Year Ended 31 March 2023**

| <b>RECEIPTS</b>                                   | <b>Note</b> | <b>2023</b>       | <b>2022</b>       |
|---|-------------|-------------------|-------------------|
| <b>Income receipts from:</b>                      |             | <b>£</b>          | <b>£</b>          |
| Donations & Legacies                              | 2           | <u>5,249</u>      | <u>8,681</u>      |
| Grants  | 3           | <u>10,599</u>     | <u>12,000</u>     |
| Fundraising Activities                            | 4           | <u>5,706</u>      | <u>6,471</u>      |
| Investment Income                                 | 5           | <u>1,102</u>      | <u>687</u>        |
| <b>Other Receipts</b>                             |             |                   |                   |
| Gift Aid  |             | 750               | 454               |
| Listen  |             | -                 | 3,182             |
| Other   |             | <u>521</u>        | <u>662</u>        |
| <b>TOTAL RECEIPTS</b>                             |             | <u>23,927</u>     | <u>32,137</u>     |
| <b>PAYMENTS</b>                                   |             | <b>2023</b>       | <b>2022</b>       |
|   |             | <b>£</b>          | <b>£</b>          |
| Direct Charitable Expenditure                     | 7           | 10,656            | 12,298            |
| Other Expenditure                                 | 8           | 17,017            | 12,994            |
| Other Payments                                    | 9           | <u>17,685</u>     | <u>19,193</u>     |
| <b>TOTAL PAYMENTS</b>                             |             | <u>45,358</u>     | <u>44,485</u>     |
| <b>Net Payments for the Year</b>                  |             | <u>£ (21,431)</u> | <u>£ (12,348)</u> |
| <b>Cash at Bank at 1<sup>st</sup> April 2022</b>  |             | <u>£ 71,052</u>   | <u>£ 83,400</u>   |
| <b>Cash at Bank at 31<sup>st</sup> March 2023</b> |             | <u>£ 49,622</u>   | <u>£ 71,052</u>   |

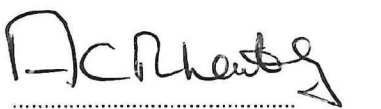
The notes form part of these financial statements.

**Samaritans of Kingston Upon Hull**  
**Statement of Assets and Liabilities**  
as at 31 March 2023

| <b>FIXED ASSETS:</b>                          | <b>Unrestricted<br/>funds<br/>£</b> | <b>Restricted<br/>funds<br/>£</b> | <b>2023<br/>£</b> | <b>2022<br/>£</b> |
|---|-------------------------------------|-----------------------------------|-------------------|-------------------|
| Tangible Fixed Assets at net realisable value | 109,027                             | -                                 | <u>109,027</u>    | <u>97,055</u>     |
| <b>MONETARY ASSETS</b>                        |                                     |                                   | <b>2023<br/>£</b> | <b>2022<br/>£</b> |
| Barclays Bank 1                               | 2,293                               |                                   | 2,293             | 4,054             |
| Barclays Bank 2                               | 2,000                               |                                   | 2,000             | 100               |
| Cambridge & Counties Bank                     | 45,329                              |                                   | <u>45,329</u>     | <u>66,898</u>     |
|   |                                     |                                   | <u>49,622</u>     | <u>71,052</u>     |
| <b>LIABILITIES</b>                            |                                     |                                   | <b>2023<br/>£</b> | <b>2022<br/>£</b> |
| Independent Examiners Fee                     | 660                                 | -                                 | 660               | 600               |
| NBC (New Business Contribution)               | 957                                 | -                                 | <u>957</u>        | <u>1,608</u>      |

The financial statements were approved by the trustees on 18/07/2023 and were signed on their behalf by:

  
.....  
G Davison - Trustee

  
.....  
A C Rheinberg - Director & Trustee

The notes form part of these financial statements.

**Samaritans of Kingston Upon Hull**  
**Notes to the Accounts**  
**for the Year Ended 31 March 2023**

**1. ACCOUNTING POLICIES**

- i. Income is recognised at the time of receipt.
- ii. Expenditure is recognised at the time of payment.
- iii. Expenditure on fixed assets is written off at the time of payment.
- iv. The financial statements have been prepared using Receipts and Payments under s133 of the Charities Act 2011 and comply with the Charities (Accounts and Reports) Regulation 2008.
- v. In November 2016, the charity was converted to a Charitable Incorporated Organisation (CIO), under a new constitution. Its registered number is 1170483. The year ended 31 March 2018 was the first period as a CIO. All income and expenditure which passed through the previous charity now goes through the CIO.

|                                  |  |              |              |
|----------------------------------|--|--------------|--------------|
| <b>2. Donations and Legacies</b> |  | <b>2023</b>  | <b>2022</b>  |
|                                  |  | <b>£</b>     | <b>£</b>     |
| Donations                        |  | 5,249        | 8,681        |
|                                  |  | <u>5,249</u> | <u>8,681</u> |

|   |                     |                   |               |               |
|---|---------------------|-------------------|---------------|---------------|
| <b>3. Grants</b>                                | <b>Unrestricted</b> | <b>Restricted</b> | <b>2023</b>   | <b>2022</b>   |
|   | <b>£</b>            | <b>£</b>          | <b>£</b>      | <b>£</b>      |
| Sir James Reckitt Trust                         | 7,500               | -                 | 7,500         | 6,000         |
| Hull Business Energy Efficiency Scheme (HBEE's) | -                   | 3,099             | 3,099         | -             |
| Pears Foundation/DCMS                           | -                   | -                 | -             | 6,000         |
|   | <u>7,500</u>        | <u>3,099</u>      | <u>10,599</u> | <u>12,000</u> |

|                              |  |              |              |
|------------------------------|--|--------------|--------------|
| <b>4. Funding Activities</b> |  | <b>2023</b>  | <b>2022</b>  |
|                              |  | <b>£</b>     | <b>£</b>     |
| Fundraising events           |  | 5,706        | 6,471        |
|                              |  | <u>5,706</u> | <u>6,471</u> |

|                             |  |              |             |
|-----------------------------|--|--------------|-------------|
| <b>5. Investment Income</b> |  | <b>2023</b>  | <b>2022</b> |
|                             |  | <b>£</b>     | <b>£</b>    |
| Cambridge & Counties Bank   |  | 1,102        | 687         |
|                             |  | <u>1,102</u> | <u>687</u>  |

**6. Restricted Funds**

Included in the funds held at 31 March 2023, an amount of £nil (2022 - £nil) was held for restricted purposes.

**Samaritans of Kingston Upon Hull**  
**Notes to the Accounts – continued**  
**for the Year Ended 31 March 2023**

|  |               |               |
|--|---------------|---------------|
| <b>7. Direct Charitable Expenditure</b>  | <b>2023</b>   | <b>2022</b>   |
|  | <b>£</b>      | <b>£</b>      |
| Staff & Volunteer costs  | 3,918         | 3,832         |
| Training   | 538           | 101           |
| Health & Safety  | 948           | 1,258         |
| Telephone costs  | 2,298         | 2,062         |
| Administration/IT  | 644           | 674           |
| Fundraising  | -             | 70            |
| NBC (New Business Contribution)  | 1,412         | 3,074         |
| Outreach   | 897           | 1,227         |
|  | <u>10,656</u> | <u>12,298</u> |
| <b>8. Other Expenditure</b>  | <b>2023</b>   | <b>2022</b>   |
|  | <b>£</b>      | <b>£</b>      |
| Utilities, Insurance & Council Tax   | 7,479         | 5,285         |
| AGM  | 30            | 371           |
| Publicity  | -             | 89            |
| Maintenance & Repairs  | 8,908         | 6,679         |
| Independent Examiner's Fees  | 600           | 570           |
|  | <u>17,017</u> | <u>12,994</u> |
| <b>9. Other Payments</b>   | <b>2023</b>   | <b>2022</b>   |
|  | <b>£</b>      | <b>£</b>      |
| Solar panels   | 13,495        | -             |
| Basement wall cavity insulation  | 815           | -             |
| LED light conversion   | 395           | -             |
| Face-to-face room upgrade  | 2,620         | 3,695         |
| Property valuation   | 360           | -             |
| Fire Risk Assessment and remediation   | -             | 2,940         |
| Heating, ventilation and air conditioning  | -             | 9,042         |
| 'Listen' book costs  | -             | 3,516         |
|  | <u>17,685</u> | <u>19,193</u> |
| <b>10. Transactions with Trustees</b>  |               |               |
| No remuneration or expenses were paid to trustees during the year ended 31 March 2023 and 31 March 2022. |               |               |
| <b>11. Related Party Transactions</b>  |               |               |
| There were no related party transactions during the year.  |               |               |
| <b>12. Contingencies</b>   |               |               |
| The trustees have confirmed there were no contingent liabilities to be disclosed at 31 March 2023.       |               |               |
| <b>13. Capital Commitments</b>   |               |               |
| The trustees have confirmed there were no capital commitments at 31 March 2023.                          |               |               |

**SAMARITANS OF KINGSTON UPON HULL**

England & Wales - Charity number 1170483

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# Accounts

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**REGISTERED CHARITY NUMBER: 1170483**

**Report of the Trustees and  
Unaudited Financial Statements for the  
Year Ended 31 March 2022  
for  
Samaritans of Kingston Upon Hull**

**Samaritans of Kingston Upon Hull**

**Contents of the Report and Financial Statements  
for the Year Ended 31 March 2022**

| <b>Contents</b>                                | <b>Page</b> |
|--|-------------|
| Legal and Administrative Information           | 3           |
| Report of the Trustees                         | 4 to 7      |
| Independent Examiner's Report                  | 8           |
| Receipts and Payments Account                  | 9           |
| Statement of Assets and Liabilities            | 10          |
| Notes forming part of the financial statements | 11 to 12    |

## Samaritans of Kingston Upon Hull

The trustees have pleasure in presenting their report together with the financial statements of the charity for the year ended 31 March 2022.

### Legal and Administrative Information for the year ended 31 March 2022

**Charity Name:** Samaritans of Kingston Upon Hull

**Charity Registration Number:** 1170483

**Registered Office and Operational address:** 75 Spring Bank,  
Hull  
East Yorkshire  
HU3 1AG

### Trustees

The trustees who served the charity during the period were as follows:

|                      |   | Appointment          | Resignation |
|----------------------|---|----------------------|-------------|
|                      | Graham Davison  | Treasurer 30/11/2016 |             |
|                      | Robert Carlisle   | Director 27/09/2017  |             |
|                      | Leigh Glossop   | Secretary 27/09/2017 | 15/06/2021  |
|                      | Nicholas Mitchell   | 19/09/2019           |             |
|                      | Anthony Rheinberg   | 19/09/2019           |             |
|                      | Claire Martin   | 25/08/2020           |             |
| Secretary            | Charlotte Howe McCartin   | 15/06/2021           |             |
| Bankers              | Barclays Bank plc<br>Leicester<br>LE87 2BB  |                      |             |
|                      | Cambridge & Counties Bank<br>Charnwood Court, New Walk<br>Leicester LE1 6TE                   |                      |             |
| Solicitors           | Graham & Rosen<br>8 Parliament Square<br>Hull HU1 2BB   |                      |             |
| Independent Examiner | Try Lunn & Co<br>Chartered Accountants<br>Roland House<br>Princes Dock Street<br>HULL HU1 2LD |                      |             |

## **Samaritans of Kingston Upon Hull**

### **Trustees Annual Report for the year ended 31 March 2022**

#### **OBJECTIVES AND ACTIVITIES**

The Charity's object and principal activities are to provide confidential emotional support 24 hours a day to those who are experiencing feelings of distress or despair, including those feelings which may lead to suicide.

During normal times support is offered via telephone, email and face to face callers. However, the Face-to-Face service still remains suspended following the pandemic.

Our charitable work is wholly dependent upon our fabulous volunteers. Whilst numbers go up and down, during any normal year we can count on a core of 60 to 70 volunteers who donate on average 3 hours of their time on a weekly basis. During this year the numbers of "active" volunteers fluctuated, largely because of the impact of the pandemic, however there has been an improvement on the previous year with the impact of lock downs and the pandemic easing.

The pandemic has continued to impact how we function – recruitment and training remained online. Numbers in the branch remain reduced, but shifts have largely returned to normal with the installation of the ventilation system ending the need to have intervals between shifts.

#### **THE CONTINUED IMPACT OF CORONAVIRUS (COVID-19)**

The charity has continued to be impacted by the coronavirus pandemic, although as the year progressed the branch returned to a greater sense of normality. Confidence increased with the installation of the ventilation system that safely accommodates the 2 to 3 people who are typically in the branch during a 3-hour shift.

Volunteers exercise a high degree of responsibility and always pull out of shifts if they are tested positive. This has meant that the stability of regular shifts has been interrupted during the year with many 2 person shifts having to close.

In line with Samaritans National Policy, we are currently not receiving face to face callers and during the year we have had to run classroom training and interviews on line away from the branch. This has just started to change with a new classroom-based training module that started in branch in March, facilitated by a new ventilation system in the training room. Currently we await a decision on the future of Face-to-Face calls.

For our callers, increased Mental health problems have been evident during the pandemic and many of the services available nationally are stretched. We have found this has had a huge impact on our callers.

#### **ACHIEVEMENTS AND PERFORMANCE**

Our primary concern is to be there for our callers. Our volunteers remain committed to being available on shifts each week – often at anti-social times. During the year we moved from a formal planned rota shift programme to a self-sign-up system in line with the majority of Samaritan branches. This gives our volunteers more flexibility in planning their shifts around busy lives but it has meant that we are closing more shifts than we used to. However, we remain a reliable branch within the Yorkshire and Humberside Region and on a recent "night shift and twilight hours" review, initiated by the central charity, Hull was seen as delivering higher coverage than many branches and well within the proportion of expected shifts delivered.

During the year we ran another three training events for new Samaritans – these were all online, although the most recent training is now back in branch as previously stated. The quality of new Samaritans has remained as high as ever and we have been conscious of the fact that new Samaritans have had a different experience training away from the branch and their integration is all the more important.

Mentoring remains crucial to new Samaritans development and the Mentoring team have settled into Mentoring at a distance from mentees and observing safe conditions.

During the year we responded to 11,269 telephone calls for emotional support and 954 emails.

Outreach resumed in the year with a special new focus on the University where we have regularly had a stall in the student union from September, aimed at increasing awareness of the service we offer.

The year 2021 has been the 60th anniversary of a Samaritans branch in Hull. To celebrate this a group of volunteers produced a book of written work and art and photography focusing on the word "Listen". The book was very well received and has sold over 400 copies through outlets such as Waterstones in Hull, via other Samaritans branches and via friends and families. The book was publicised by both the CEO and Chairman of Samaritans. We are very grateful to Smith and Nephew for kindly

## **Samaritans of Kingston Upon Hull**

covering the production costs. The culmination of our celebrations ended with a 60<sup>th</sup> birthday party and buildings in the city floodlit in green in November.

Special thanks should go to the Sir James Reckitt Charity for their generous donation of £6000. Also, thanks to the Samaritans Central Charity for helping to arrange the £6,000 Pears/DCMS grant for our ground floor Ventilation system.

This has been another challenging year for the branch but the future is looking brighter with the commitment shown by the volunteers being as impressive as ever.

### **PUBLIC BENEFIT**

Having regard to the activities and achievements of the Charity during the year as reported above, the Trustees are of the opinion that it has fulfilled its charitable purposes of providing confidential emotional support 24 hours a day to those who are experiencing feelings of distress or despair, including those, which may lead to suicide.

### **PUBLIC BENEFIT CONFIRMATION**

The Trustees confirm that they have complied with the duty in section 17(5) of the Charities Act 2011 with regard to public benefit guidance published by the Charity Commission.

### **FINANCIAL REVIEW**

Following a further year of active fundraising and generous donations the charity continues to plan and develop its services. Total income of £32,137 (2021 £30,917) was received in the year. Grant income of £12,000 (2021 £16,913) and donations of £8,681 (2021 £6,759). Total expenditure for the year amounted to £44,485 (2021 £30,430). Overall, a deficit of £12,348 was realised in the year. (2021 £487 surplus).

### **PRINCIPAL FUNDING SOURCES**

The Charity's principal funding sources continues to be reliance on donations and fundraising activities. The charity continues to seek funding from a broader base of funders for its future needs.

### **INVESTMENT POLICY**

The charity's investment policy is regularly kept under review. The Trustees have decided to hold the general reserves on deposit with Cambridge and Counties Bank. The majority of charity funding is dependent on voluntary donations and fundraising. Most of the funds will be spent over the short to medium term providing services to beneficiaries.

### **RESERVES POLICY**

The Trustees have established a policy whereby the unrestricted funds not committed or invested in tangible fixed assets held by the charity, should equate to a minimum of 18 months' reserves in order to avert major crises in service provision. The reserves are needed to support working capital requirements of the charity and the Trustees are confident that at this level they would be able to continue their current charitable activities in the event of a significant drop in funding.

At the end of the year, the charity's net assets stood at £165,899 (2021 £169,421)

Total Expenditure for the forthcoming year is £37,750 including a £10,750 contingency for the Face 2Face room and a solar PV system to reduce our fuel costs. The level of unrestricted Reserves represents just under 2 years of expenditure. The Trustees are aware that this figure represents a higher level of the target range that they are committed to achieving and continue to give thanks for all the donations received during the year, which has enabled them to continue operations.

The Trustees will continue to monitor existing activities and expenditure against their annual business plan to ensure funding is available to maintain operations at an acceptable standard.

## **Samaritans of Kingston Upon Hull**

### **GOING CONCERN**

The board of trustees consider that there are no material uncertainties in relation to the charity's ability to continue as a going concern. In holding this view, the trustees have, in addition to the normal considerations, reflected on the impact on the charity of the covid-19 pandemic. Whilst there was an impact on the charity caused by the pandemic, beginning in March 2020, the charity responded to the challenges it faced. As the 2021/22 year progressed the branch returned to a greater sense of normality. The charity continues to be cautious in what it is doing. It is the trustees view that the charity has, and will continue to have sufficient reserves and any future challenges faced by covid-19 will be resolved without undue financial harm being done to the charity.

### **PLANS FOR THE FUTURE**

The charity plans to continue the activities outlined above in the forthcoming years subject to satisfactory funding arrangements and active volunteer participation.

## **STRUCTURE, GOVERNANCE AND MANAGEMENT**

### *LEGAL STRUCTURE*

The Samaritans of Hull was set up as a registered charity in July 1969. Its governing document was a constitution, which establishes the objects and powers of the charity, which was amended in March 2013. The charity was constituted as an unincorporated organisation.

In November 2016 the charity was converted to a Charitable Incorporated Organisation (CIO), under a new constitution. Its registered number is 1170483. The year ended 31 March 2018 was the first period as a CIO. All income and expenditure which passed through the previous charity now goes through the CIO. As part of the conversion to the CIO the original charity remains for the purpose of historic legacy arrangements.

### *BRANCH LEADERSHIP TEAM (BLT)*

This comprises the Trustee Board and the volunteers with delegated areas of responsibility.

The minimum number of Trustees shall be 3 and the maximum 13. Most of the Trustees are familiar with the practical work of the charity having been volunteers for several years.

### *TRUSTEE INDUCTION AND TRAINING*

New trustees are required to complete Samaritans specific online Trustee training.

A pack is prepared drawing information from the various Charity Commission publications signposted through the Commissions guide "the Essential Trustee" as a follow up to these sessions. This pack is distributed to all new and existing trustees

### *ORGANISATIONAL STRUCTURE*

The Charity has a BLT of up to 13 members who normally meet monthly to review finances, fundraising and activities and are responsible for the strategic direction and policy of the charity. At present, the BLT has 4 trustee members from a variety of backgrounds relevant to the work of the charity.

At the BLT meetings, the trustees regularly conduct a review of the major risks to which the charity is exposed. The charity's risk register is periodically updated.

### *MANAGEMENT OF RISKS, SYSTEMS AND PROCEDURES*

The provision of service is the responsibility of the trustees. A system of delegation is in place with day-to-day responsibility resting with the Director.

Where appropriate, systems or procedures have been established to mitigate the risks the charity faces. Heavy reliance is currently placed on donations and fundraising events and has led to the development of a funding strategy to seek out new methods and funders for charitable activities undertaken.

## Samaritans of Kingston Upon Hull

Internal control risks are minimised by the implementation of authorisation procedures for all transactions. Procedures are in place to ensure compliance with health and safety of staff, volunteers, and service users.

The charity is an equal opportunities organisation and is committed to a working environment that is free from any form of discrimination on the grounds of colour, race, ethnicity, religion, sex, sexual orientation or disability. The charity will make reasonable adjustment to meet the needs of staff or volunteers who are or become disabled.

Volunteers are an important resource in undertaking our work. All listening volunteers, and all support volunteers who handle cash or deal with finance, serving with the charity have a DBS check carried out prior to commencement of work or trusteeship. All non-DBS checked volunteers and all staff sign a confidentiality agreement. All our trustees give their time freely and no remuneration or expenses were paid to them in the year.

### STATEMENT OF TRUSTEES RESPONSIBILITIES

The trustees are responsible for preparing the Trustees' Annual 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 the incoming resources and application of resources of the charity 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 in the Charities SORP 2015 (FRS 102);
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards 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 operation.

The trustees are responsible for keeping proper accounting records that 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 Charities (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 the trustees on ... 12/07/2022 and were signed on their behalf by:

  
.....  
G Davison - Trustee

  
.....  
A C Rheinberg – Director & Trustee

Date... 12.7.22 .....

**Samaritans of Kingston Upon Hull**

**INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF SAMARITANS OF KINGSTON UPON HULL**

I report to the charity trustees on my examination of the accounts of the charity for the year ended 31 March 2022 which are set out on pages nine to twelve.

**Responsibilities and basis of report**

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


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

**Independent examiner's statement**

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

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

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



ANDREW EWART FCA FCCA  
Try Lunn & Co  
Chartered Accountants  
Roland House  
Princes Dock Street  
HULL HU1 2LD

Date: 12 July 2022

**Samaritans of Kingston Upon Hull**

**Receipts and Payments Account for the  
Year Ended 31 March 2022**

| <b>RECEIPTS</b>                                       | <b>Note</b> | <b>2022</b>                   | <b>2021</b>                   |
|---|-------------|-------------------------------|-------------------------------|
| <b>Income receipts from:</b>                          |             | <b>£</b>                      | <b>£</b>                      |
| Donations & Legacies                                  | <b>2</b>    | <u>8,681</u>                  | <u>6,759</u>                  |
| Grants  | <b>3</b>    | <u>12,000</u>                 | <u>16,913</u>                 |
| Fundraising Activities                                | <b>4</b>    | <u>6,471</u>                  | <u>5,406</u>                  |
| Investment Income                                     | <b>5</b>    | <u>687</u>                    | <u>871</u>                    |
| <b>Other Receipts</b>                                 |             |                               |                               |
| Gift Aid  |             | 454                           | 748                           |
| Listen  |             | 3,182                         | -                             |
| Other   |             | <u>662</u>                    | <u>220</u>                    |
| <b>TOTAL RECEIPTS</b>                                 |             | <u>32,137</u>                 | <u>30,917</u>                 |
| <br><b>PAYMENTS</b>                                   |             | <br><b>2022</b>               | <br><b>2021</b>               |
|   |             | <b>£</b>                      | <b>£</b>                      |
| Direct Charitable Expenditure                         | <b>7</b>    | 12,298                        | 13,009                        |
| Other Expenditure                                     | <b>8</b>    | 12,994                        | 10,865                        |
| Other Payments  | <b>9</b>    | <u>19,193</u>                 | <u>6,556</u>                  |
| <b>TOTAL PAYMENTS</b>                                 |             | <u>44,485</u>                 | <u>30,430</u>                 |
| <br><b>Net Receipts / (Payments) for the Year</b>     |             | <br><b>£</b><br>(12,348)      | <br><b>£</b><br>487           |
| <br><b>Cash at Bank at 1<sup>st</sup> April 2021</b>  |             | <br><b>£</b><br>83,400        | <br><b>£</b><br>82,913        |
| <br><b>Cash at Bank at 31<sup>st</sup> March 2022</b> |             | <br><b>£</b><br><u>71,052</u> | <br><b>£</b><br><u>83,400</u> |

The notes form part of these financial statements.

**Samaritans of Kingston Upon Hull**

**Statement of Assets and Liabilities  
as at 31 March 2022**

| <b>FIXED ASSETS:</b>                          | <b>Unrestricted<br/>funds</b> | <b>Restricted<br/>funds</b> | <b>2022<br/>£</b> | <b>2021<br/>£</b> |
|---|-------------------------------|-----------------------------|-------------------|-------------------|
|   | £                             | £                           |                   |                   |
| Tangible Fixed Assets at net realisable value | 97,055                        | -                           | <u>97,055</u>     | <u>90,680</u>     |
| <br><b>MONETARY ASSETS</b>                    |                               |                             |                   |                   |
|   |                               |                             | <b>2022<br/>£</b> | <b>2021<br/>£</b> |
| Barclays Bank 1                               | 4,054                         |                             | 4,054             | 4,881             |
| Barclays Bank 2                               | 100                           |                             | 100               | 8,500             |
| Cambridge & Counties Bank                     | 66,898                        |                             | <u>66,898</u>     | <u>70,019</u>     |
|   |                               |                             | <u>71,052</u>     | <u>83,400</u>     |
| <br><b>LIABILITIES</b>                        |                               |                             |                   |                   |
|   |                               |                             | <b>2022<br/>£</b> | <b>2021<br/>£</b> |
| Independent Examiners Fee                     | 600                           | -                           | 600               | 570               |
| NBC (New Business Contribution)               | 1,608                         | -                           | <u>1,608</u>      | <u>4,089</u>      |

The financial statements were approved by the trustees on 12/07/2022 and were signed on their behalf by:

  
.....  
G Davison - Trustee

  
.....  
A C Rheinberg - Director & Trustee

The notes form part of these financial statements.

## Samaritans of Kingston Upon Hull

### Notes to the Accounts for the Year Ended 31 March 2022

#### 1. ACCOUNTING POLICIES

- i. Income is recognised at the time of receipt
- ii. Expenditure is recognised at the time of payment
- iii. Expenditure on fixed assets is written off at the time of payment
- iv. The financial statements have been prepared using Receipts and Payments under s133 of the Charities Act 2011 and comply with the Charities (Accounts and Reports) Regulation 2008.
- v. In November 2016 the charity was converted to a Charitable Incorporated Organisation (CIO), under a new constitution. Its registered number is 1170483. The year ended 31 March 2018 was the first period as a CIO. All income and expenditure which passed through the previous charity now goes through the CIO.

|                                  |                     |                   |               |               |
|----------------------------------|---------------------|-------------------|---------------|---------------|
| <b>2. Donations and Legacies</b> |                     | <b>2022</b>       | <b>2021</b>   |               |
|                                  |                     | <b>£</b>          | <b>£</b>      |               |
| Donations                        |                     | 8,681             | 6,759         |               |
| Legacy                           |                     | -                 | -             |               |
|                                  |                     | <u>8,681</u>      | <u>6,759</u>  |               |
| <b>3. Grants</b>                 | <b>Unrestricted</b> | <b>Restricted</b> | <b>2022</b>   | <b>2021</b>   |
|                                  | <b>£</b>            | <b>£</b>          | <b>£</b>      | <b>£</b>      |
| Sir James Reckitt Trust          | 6,000               | -                 | 6,000         | 6,000         |
| Smith and Nephew                 | -                   | -                 | -             | 2,600         |
| Humberside Rotary Charity        | -                   | -                 | -             | 1,243         |
| COVID grant                      | -                   | -                 | -             | 6,883         |
| Furlough                         | -                   | -                 | -             | 187           |
| Pears Foundation/DCMS            | -                   | 6,000             | 6,000         | -             |
|                                  | <u>6,000</u>        | <u>6,000</u>      | <u>12,000</u> | <u>16,913</u> |
| <b>4. Funding Activities</b>     |                     | <b>2022</b>       | <b>2021</b>   |               |
|                                  |                     | <b>£</b>          | <b>£</b>      |               |
| Fundraising events               |                     | 6,471             | 5,406         |               |
|                                  |                     | <u>6,471</u>      | <u>5,406</u>  |               |
| <b>5. Investment Income</b>      |                     | <b>2022</b>       | <b>2021</b>   |               |
|                                  |                     | <b>£</b>          | <b>£</b>      |               |
| Cambridge & Counties Bank        |                     | 687               | 871           |               |
|                                  |                     | <u>687</u>        | <u>871</u>    |               |
| <b>6. Restricted Funds</b>       |                     |                   |               |               |

Included in the funds held at 31 March 2022, an amount of £nil (2021 - £2,600) was held for restricted purposes.

## Samaritans of Kingston Upon Hull

### Notes to the Accounts – continued for the Year Ended 31 March 2022

|            |  |                  |                  |
|------------|--|------------------|------------------|
| <b>7.</b>  | <b>Direct Charitable Expenditure</b>   | <b>2022</b><br>£ | <b>2021</b><br>£ |
|            | Staff & Volunteer costs  | 3,832            | 4,228            |
|            | Training   | 101              | 268              |
|            | Health & Safety  | 1,258            | 1,007            |
|            | Telephone costs  | 2,062            | 2,838            |
|            | Administration/IT  | 674              | 400              |
|            | Fundraising  | 70               | 450              |
|            | NBC (New Business Contribution)  | 3,074            | 3,702            |
|            | Outreach   | 1,227            | 116              |
|            |  | <u>12,298</u>    | <u>13,009</u>    |
| <b>8.</b>  | <b>Other Expenditure</b>   | <b>2022</b><br>£ | <b>2021</b><br>£ |
|            | Utilities, Insurance & Council Tax   | 5,285            | 5,189            |
|            | AGM  | 371              | -                |
|            | Publicity  | 89               | 71               |
|            | Maintenance & Repairs  | 6,679            | 5,065            |
|            | Independent Examiner's Fees  | 570              | 540              |
|            |  | <u>12,994</u>    | <u>10,865</u>    |
| <b>9.</b>  | <b>Other Payments</b>  | <b>2022</b><br>£ | <b>2021</b><br>£ |
|            | Property refurbishment/repairs   | -                | 604              |
|            | Covid costs  | -                | 5,952            |
|            | Fire Risk Assessment   | 2,940            | -                |
|            | Face-to-face room upgrade  | 3,695            | -                |
|            | Heating, ventilation and air conditioning  | 9,042            | -                |
|            | 'Listen' book costs  | 3,516            | -                |
|            |  | <u>19,193</u>    | <u>6,556</u>     |
| <b>10.</b> | <b>Transactions with Trustees</b>  |                  |                  |
|            | No remuneration or expenses were paid to trustees during the year ended 31 March 2022 or for the period ended 31 March 2021. |                  |                  |
| <b>11.</b> | <b>Related Party Transactions</b>  |                  |                  |
|            | There were no related party transactions during the year.  |                  |                  |
| <b>12.</b> | <b>Contingencies</b>   |                  |                  |
|            | The trustees have confirmed there were no contingent liabilities to be disclosed at 31 March 2022.                           |                  |                  |
| <b>13.</b> | <b>Capital Commitments</b>   |                  |                  |
|            | The trustees have confirmed there were no capital commitments at 31 March 2022.  |                  |                  |

**SAMARITANS OF KINGSTON UPON HULL**

England & Wales - Charity number 1170483

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# Accounts

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REGISTERED CHARITY NUMBER: 1170483

**Report of the Trustees and  
Unaudited Financial Statements for the  
Year Ended 31 March 2021  
for  
Samaritans of Kingston Upon Hull**

**Samaritans of Kingston Upon Hull**

**Contents of the Report and Financial Statements  
for the Year Ended 31 March 2021**

| <b>Contents</b>                                | <b>Page</b> |
|--|-------------|
| Legal and Administrative Information           | 3           |
| Report of the Trustees                         | 4 to 7      |
| Independent Examiner's Report                  | 8           |
| Receipts and Payments Account                  | 9           |
| Statement of Assets and Liabilities            | 10          |
| Notes forming part of the financial statements | 11 to 12    |

## Samaritans of Kingston Upon Hull

The trustees have pleasure in presenting their report together with the financial statements of the charity for the year ended 31 March 2021.

### Legal and Administrative Information for the year ended 31 March 2021

|   |  |
|---|--|
| Charity Name:                                 | Samaritans of Kingston Upon Hull                     |
| Charity Registration Number:                  | 1170483  |
| Registered Office and<br>Operational address: | 75 Spring Bank,<br>Hull<br>East Yorkshire<br>HU3 1AG |

### Trustees

The trustees who served the charity during the period were as follows:

|                         |   | Appointment | Resignation |
|-------------------------|---|-------------|-------------|
|                         | Graham Davison  | Treasurer   | 30/11/2016  |
|                         | Robert Carlisle   | Director    | 27/09/2017  |
|                         | Leigh Glossop   |             | 27/09/2017  |
|                         | Nicholas Mitchell   |             | 19/09/2019  |
|                         | Anthony Rheinberg   |             | 19/09/2019  |
|                         | Claire Martin   |             | 25/08/2020  |
| Secretary               | Leigh Glossop   |             | 09/01/2018  |
| Bankers                 | Barclays Bank plc<br>Leicester<br>LE87 2BB  |             |             |
|                         | Cambridge & Counties Bank<br>Charnwood Court, New Walk<br>Leicester LE1 6TE                   |             |             |
| Solicitors              | Graham & Rosen<br>8 Parliament Square<br>Hull HU1 2BB   |             |             |
| Independent<br>Examiner | Try Lunn & Co<br>Chartered Accountants<br>Roland House<br>Princes Dock Street<br>HULL HU1 2LD |             |             |

## Samaritans of Kingston Upon Hull

### Trustees Annual Report for the year ended 31 March 2021

#### OBJECTIVES AND ACTIVITIES

The Charity's object and principal activities are to provide confidential emotional support 24 hours a day to those who are experiencing feelings of distress or despair, including those feelings which may lead to suicide.

During normal times support is offered via telephone, email and face to face callers. However, the Face-to-Face service has been suspended during this time of the pandemic.

Our charitable work is wholly dependent upon our fabulous volunteers. Whilst numbers go up and down, during any normal year we can count on a core of 72 volunteers who donate on average 3 hours of their time on a weekly basis. During this year the numbers of "active" volunteers went down substantially with, in the early part of the year, up to a third of the volunteers self-isolating. Many of those volunteers who were able to come into the branch gave much more than the usual time commitment to keep the service going.

The pandemic impacted of every aspect of how we function – recruitment and training went online. Numbers in the branch were reduced, with intervals between shifts to allow for ventilation and everybody adhering to social distancing and mask wearing. Cleaning was increased – both by our cleaner and individuals. We have also spent much money on improving the ventilation system in the branch.

#### CORONAVIRUS (COVID-19)

The charity has been impacted since mid- March 2020 by the coronavirus pandemic. Approximately one third of the volunteers initially went into isolation. The Branch took and continues to take every possible step to make sure that the environment is as safe as can be for those volunteers who are able to come in to the branch. Strict hygiene measures were brought in - insistence on regular handwashing and the use of sanitisers coupled with wiping down phones and screens etc before and after use. The cleaner was given extra cleaning duties. In addition the charity has invested in a ventilation system. In order to minimise the number of volunteers in the building at any one time we introduced a system of having a half hour interval between shifts. In line with Samaritans National Policy we no longer receive face to face callers nor do we deliver classroom training or interviews in the branch. Such matters are now carried out online. We continually review our operating procedures in line with government advice and by doing so we are still able to safely provide emotional support via telephone and e mail. The covid-19 pandemic is not over and the charity continues to be cautious in what it is doing. However the ongoing vaccine roll out and the lifting of restrictions which began earlier in 2021 and which, most recently on 19 July 2021, has resulted in all restrictions being lifted means that the future looks more positive.

#### ACHIEVEMENTS AND PERFORMANCE

Our primary concern is to be there for our callers. Such is the commitment among our volunteers that having to close a shift due to lack of available volunteers is something that rarely happens. As ever we are one of the most reliable branches in the Yorkshire and Humber Region.

During the year we ran three training events for new Samaritans – these were all online. We were among the first branches in the region to fully embrace this new method of delivering training. The quality of new Samaritans has remained as high as ever.

Mentoring of new Samaritans posed a slight problem because of the physical proximity of mentors to mentees. We asked all existing mentors if they felt comfortable to continue to mentor and for those that were happy to continue, we insisted on mentors sitting outside the listening booths behind a partition.

During the year we responded to 12098 telephone calls for emotional support and 1310 emails

Outreach has been suspended throughout the year yet the director gave online talks to some local organisations. He also spoke on BBC Radio Humberside about the impact the pandemic was having on our caller's mental health. The Annual National Samaritans Conference as well as the Yorkshire and Humber Regional one was both switched to the virtual world.

In February the Director had a one-to-one conversation with Julie Bentley, the newly appointed Chief Executive of Samaritans who promised to join in our 60th anniversary celebration later in 2021

## **Samaritans of Kingston Upon Hull**

The year 2021 sees the 60th anniversary of a Samaritans branch in Hull. To celebrate this a group of volunteers got together and decided that they wanted to produce a book of written work and art and photography focussed on the word "Listen". This has been an exciting project and we look forward to the finished article next year. We are very grateful to Smith and Nephew for kindly covering the production costs.

Special thanks should go to the Sir James Reckitt Charity for their generous donation of £6000. We were also grateful to Hull City Council who granted us £5000 to support us during the pandemic.

This has definitely been a challenging year for the branch and while the future still looks unclear the commitment shown by the volunteers is as ever impressive and bodes well for the future.

### **PUBLIC BENEFIT**

Having regard to the activities and achievements of the Charity during the year as reported above, the Trustees are of the opinion that it has fulfilled its charitable purposes of providing confidential emotional support 24 hours a day to those who are experiencing feelings of distress or despair, including those, which may lead to suicide.

### **PUBLIC BENEFIT CONFIRMATION**

The Trustees confirm that they have complied with the duty in section 17(5) of the Charities Act 2011 with regard to public benefit guidance published by the Charity Commission.

### **FINANCIAL REVIEW**

Following a further year of active fundraising and generous donations the charity continues to plan and develop its services. Total income of £30,917 (2020 £33,644) was received in the year. Grant income of £16,913 (2020 £11,000) and donations of £6,759 (2020 £8,563). Total expenditure for the year amounted to £30,430 (2020 £36,879). Overall, a surplus of £487 was realised in the year. (2020 £3,235 deficit).

### **PRINCIPAL FUNDING SOURCES**

The Charity's principal funding sources continues to be reliance on donations and fundraising activities. The charity continues to seek funding from a broader base of funders for its future needs.

### **INVESTMENT POLICY**

The charity's investment policy is regularly kept under review. The Trustees have decided to hold the general reserves on deposit with Cambridge and Counties Bank. The majority of charity funding is dependent on voluntary donations and fundraising. Most of the funds will be spent over the short to medium term providing services to beneficiaries.

### **RESERVES POLICY**

The Trustees have established a policy whereby the unrestricted funds not committed or invested in tangible fixed assets held by the charity, should equate to a minimum of 18 months' reserves in order to avert major crises in service provision. The reserves are needed to support working capital requirements of the charity and the Trustees are confident that at this level they would be able to continue their current charitable activities in the event of a significant drop in funding.

At the end of the year, the charity's net assets stood at £169,421 (2020 £167,153)

Total expenditure for the forthcoming year is budgeted at £43,950 with an £19,250 contingency for works including improving the ventilation of the building due to the age of the existing system. The level of unrestricted reserves represents approximately 2.7 years of expenditure. The Trustees are aware that this figure represents a higher level of the target range that they are committed to achieving and continue to give thanks for all the donations received during the year, which has enabled them to continue operations.

The Trustees will continue to monitor existing activities and expenditure against their annual business plan to ensure funding is available to maintain operations at an acceptable standard.

## Samaritans of Kingston Upon Hull

### GOING CONCERN

The board of trustees consider that there are no material uncertainties in relation to the charity's ability to continue as a going concern. In holding this view, the trustees have, in addition to the normal considerations, reflected on the impact on the charity of the ongoing covid-19 pandemic. Whilst there has been an impact on the charity caused by the pandemic, beginning in March 2020, the charity has responded to the challenges it has faced. The covid-19 pandemic is not over and the charity continues to be cautious in what it is doing. However, the ongoing vaccine roll out and the lifting of restrictions which began earlier in 2021 and which, most recently on 19 July 2021, has resulted in all restrictions being lifted means that the future looks more positive. It is the trustees view that the charity has, and will continue to have sufficient reserves and the challenges faced by covid-19 will be resolved without undue financial harm being done to the charity.

### PLANS FOR THE FUTURE

The charity plans to continue the activities outlined above in the forthcoming years subject to satisfactory funding arrangements and active volunteer participation.

### STRUCTURE, GOVERNANCE AND MANAGEMENT

#### *LEGAL STRUCTURE*

The Samaritans of Hull was set up as a registered charity in July 1969. Its governing document was a Constitution, which establishes the objects and powers of the charity, which was amended in March 2013. The charity was constituted as an unincorporated organisation.

In November 2016 the charity was converted to a Charitable Incorporated Organisation (CIO), under a new constitution. Its registered number is 1170483. The year ended 31 March 2018 was the first period as a CIO. All income and expenditure which passed through the previous charity now goes through the CIO. As part of the conversion to the CIO the original charity remains for the purpose of historic legacy arrangements.

#### *BRANCH LEADERSHIP TEAM (BLT)*

This comprises the Trustee Board and the volunteers with delegated areas of responsibility.

The minimum number of Trustees shall be 3 and the maximum 13. Most of the Trustees are familiar with the practical work of the charity having been volunteers for several years.

#### *TRUSTEE INDUCTION AND TRAINING*

New trustees are required to complete Samaritans specific online Trustee training.

A pack is prepared drawing information from the various Charity Commission publications signposted through the Commissions guide "the Essential Trustee" as a follow up to these sessions. This pack is distributed to all new and existing trustees

#### *ORGANISATIONAL STRUCTURE*

The Charity has a BLT of up to 13 members who normally meet monthly to review finances, fundraising and activities and are responsible for the strategic direction and policy of the charity. At present, the BLT has 6 members from a variety of backgrounds relevant to the work of the charity.

At the BLT meetings, the trustees regularly conduct a review of the major risks to which the charity is exposed. The charity's risk register is periodically updated.

#### *MANAGEMENT OF RISKS, SYSTEMS AND PROCEDURES*

The provision of service is the responsibility of the trustees. A system of delegation is in place with day-to-day responsibility resting with the Director.

Where appropriate, systems or procedures have been established to mitigate the risks the charity faces. Heavy reliance is currently placed on donations and fundraising events and has led to the development of a funding strategy to seek out new methods and funders for charitable activities undertaken.

**Samaritans of Kingston Upon Hull**

Internal control risks are minimised by the implementation of authorisation procedures for all transactions. Procedures are in place to ensure compliance with health and safety of staff, volunteers, and service users.

The charity is an equal opportunities organisation and is committed to a working environment that is free from any form of discrimination on the grounds of colour, race, ethnicity, religion, sex, sexual orientation or disability. The charity will make reasonable adjustment to meet the needs of staff or volunteers who are or become disabled.

Volunteers are an important resource in undertaking our work. All listening volunteers, and all support volunteers who handle cash or deal with finance, serving with the charity have a DBS check carried out prior to commencement of work or trusteeship. All non DBS checked volunteers and all staff sign a confidentiality agreement. All our trustees give their time freely and no remuneration or expenses were paid to them in the year.

**STATEMENT OF TRUSTEES RESPONSIBILITIES**

The trustees are responsible for preparing the Trustees' Annual 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 the incoming resources and application of resources of the charity 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 in the Charities SORP 2015 (FRS 102);
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards 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 operation.

The trustees are responsible for keeping proper accounting records that 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 Charities (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 the trustees on 17/08/2021 and were signed on their behalf by:

  
.....  
G Davison - Trustee

  
.....  
R Carlisle – Director & Trustee

Date..... 20/8/2021.....

Samaritans of Kingston Upon Hull

**INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF SAMARITANS OF KINGSTON UPON HULL**

I report to the charity trustees on my examination of the accounts of the charity for the year ended 31 March 2021 which are set out on pages nine to twelve.

**Responsibilities and basis of report**

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

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

**Independent examiner's statement**

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

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

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



ANDREW EWART FCA FCCA  
Try Lunn & Co  
Chartered Accountants  
Roland House  
Princes Dock Street  
HULL HU1 2LD

Date: 26/08/2021

Samaritans of Kingston Upon Hull

Receipts and Payments Account for the  
Year Ended 31 March 2021

| RECEIPTS  | Note | 2021<br>£     | 2020<br>£     |
|---|------|---------------|---------------|
| <b>Income receipts from:</b>                      |      |               |               |
| Donations & Legacies                              | 2    | <u>6,759</u>  | <u>8,563</u>  |
| Grants  | 3    | <u>16,913</u> | <u>11,000</u> |
| Fundraising Activities                            | 4    | <u>5,406</u>  | <u>11,972</u> |
| Investment Income                                 | 5    | <u>871</u>    | <u>1,264</u>  |
| <b>Other Receipts</b>                             |      |               |               |
| Gift Aid  |      | 748           | 460           |
| Other   |      | <u>220</u>    | <u>385</u>    |
| <b>TOTAL RECEIPTS</b>                             |      | <u>30,917</u> | <u>33,644</u> |
| <br>  |      |               |               |
| <b>PAYMENTS</b>                                   |      |               |               |
|   |      | 2021          | 2019<br>£     |
| Direct Charitable Expenditure                     | 7    | 13,009        | 13,449        |
| Other Expenditure                                 | 8    | 10,865        | 10,415        |
| Other Payments                                    | 9    | <u>6,556</u>  | <u>13,015</u> |
| <b>TOTAL PAYMENTS</b>                             |      | <u>30,430</u> | <u>36,879</u> |
| <br>  |      |               |               |
| <b>Net Receipts / (Payments) for the Year</b>     |      | 487           | £<br>(3,235)  |
| <br>  |      |               |               |
| <b>Cash at Bank at 1<sup>st</sup> April 2020</b>  |      | 82,913        | £<br>86,148   |
| <br>  |      |               |               |
| <b>Cash at Bank at 31<sup>st</sup> March 2021</b> |      | <u>83,400</u> | <u>82,913</u> |

The notes form part of these financial statements.


Samaritans of Kingston Upon Hull

Statement of Assets and Liabilities  
as at 31 March 2021

| FIXED ASSETS:                                 | Unrestricted<br>funds | Restricted<br>funds | 2021<br>£     | 2020<br>£     |
|---|-----------------------|---------------------|---------------|---------------|
| Tangible Fixed Assets at net realisable value | 90,680                | -                   | <u>90,680</u> | <u>88,488</u> |
| <b>MONETARY ASSETS</b>                        |                       |                     | <b>2021</b>   | <b>2020</b>   |
|   |                       |                     | £             | £             |
| Barclays Bank 1                               | 2,281                 | 2,600               | 4,881         | 4,026         |
| Barclays Bank 2                               | 8,500                 | -                   | 8,500         | 9,100         |
| Cambridge & Counties Bank                     | 70,019                | -                   | <u>70,019</u> | <u>69,787</u> |
|   |                       |                     | <u>83,400</u> | <u>82,913</u> |
| <b>LIABILITIES</b>                            |                       |                     | <b>2021</b>   | <b>2020</b>   |
|   |                       |                     | £             | £             |
| Independent Examiners Fee                     | 570                   | -                   | 570           | 545           |
| NBC (New Business Contributions)              | 4,089                 | -                   | <u>4,089</u>  | <u>3,703</u>  |

The financial statements were approved by the trustees on 17/05/2021 and were signed on their behalf by:

  
.....  
G Davison - Trustee

  
.....  
R Carlisle - Director & Trustee

The notes form part of these financial statements.

Samaritans of Kingston Upon Hull

Notes to the Accounts  
for the Year Ended 31 March 2021

1. ACCOUNTING POLICIES

- i. Income is recognised at the time of receipt
- ii. Expenditure is recognised at the time of payment
- iii. Expenditure on fixed assets is written off at the time of payment
- iv. The financial statements have been prepared using Receipts and Payments under s133 of the Charities Act 2011 and comply with the Charities (Accounts and Reports) Regulation 2008.
- v. In November 2016 the charity was converted to a Charitable Incorporated Organisation (CIO), under a new constitution. Its registered number is 1170483. The year ended 31 March 2018 was the first period as a CIO. All income and expenditure which passed through the previous charity now goes through the CIO.

|                           |  |              |              |
|---------------------------|--|--------------|--------------|
| 2. Donations and Legacies |  | 2021         | 2020         |
|                           |  | £            | £            |
| Donations                 |  | 6,759        | 3,063        |
| Legacy                    |  | -            | 5,500        |
|                           |  | <u>6,759</u> | <u>8,563</u> |

|                           |              |              |               |               |
|---------------------------|--------------|--------------|---------------|---------------|
| 3. Grants                 | Unrestricted | Restricted   | 2021          | 2020          |
|                           | £            | £            | £             | £             |
| Sir James Reckitt Trust   | 6,000        | -            | 6,000         | 6,000         |
| Smith and Nephew          | -            | 2,600        | 2,600         | 5,000         |
| Humberside Rotary Charity | 1,243        | -            | 1,243         | -             |
| COVID grant               | -            | 6,883        | 6,883         | -             |
| Furlough                  | -            | 187          | 187           | -             |
|                           | <u>7,243</u> | <u>9,670</u> | <u>16,913</u> | <u>11,000</u> |

|                       |              |               |
|-----------------------|--------------|---------------|
| 4. Funding Activities | 2021         | 2020          |
|                       | £            | £             |
| Fundraising events    | 5,406        | 11,972        |
|                       | <u>5,406</u> | <u>11,972</u> |

|                           |            |              |
|---------------------------|------------|--------------|
| 5. Investment Income      | 2021       | 2020         |
|                           | £          | £            |
| Cambridge & Counties Bank | 871        | 1,264        |
|                           | <u>871</u> | <u>1,264</u> |

6. Restricted Funds

Included in the funds held at 31 March 2021, an amount of £2,600 (2020 - nil) was held for restricted purposes.

Samaritans of Kingston Upon Hull

Notes to the Accounts – continued  
for the Year Ended 31 March 2021

|  |               |               |
|--|---------------|---------------|
| <b>7. Direct Charitable Expenditure</b>  | <b>2021</b>   | <b>2020</b>   |
|  | £             | £             |
| Staff & Volunteer costs  | 4,228         | 4,692         |
| Training   | 268           | 400           |
| Health & Safety  | 1,007         | 573           |
| Telephone costs  | 2,838         | 2,076         |
| Administration/IT  | 400           | 589           |
| Fundraising  | 450           | 207           |
| BREF/BRAF Levy   | 3,702         | 4,350         |
| Outreach   | 116           | 562           |
|  | <u>13,009</u> | <u>13,449</u> |
| <b>8. Other Expenditure</b>  | <b>2021</b>   | <b>2020</b>   |
|  | £             | £             |
| Utilities, Insurance & Council Tax   | 5,189         | 4,097         |
| AGM  | -             | 40            |
| Publicity  | 71            | 80            |
| Maintenance & Repairs  | 5,065         | 5,678         |
| Independent Examiner's Fees  | 540           | 520           |
|  | <u>10,865</u> | <u>10,415</u> |
| <b>9. Other Payments</b>   | <b>2021</b>   | <b>2020</b>   |
|  | £             | £             |
| Accommodation Visits – Hotel costs for visitors  | -             | 242           |
| Property refurbishment/repairs   | 604           | 12,448        |
| Covid Costs  | 5,952         | -             |
| Computer costs   | -             | 325           |
|  | <u>6,556</u>  | <u>13,015</u> |
| <b>10. Transactions with Trustees</b>  |               |               |
| No remuneration or expenses were paid to trustees during the year ended 31 March 2021 or for the period ended 31 March 2020. |               |               |
| <b>11. Related Party Transactions</b>  |               |               |
| There were no related party transactions during the year.  |               |               |
| <b>12. Contingencies</b>   |               |               |
| The trustees have confirmed there were no contingent liabilities to be disclosed at 31 March 2021.                           |               |               |
| <b>13. Capital Commitments</b>   |               |               |
| The trustees have confirmed there were no capital commitments at 31 March 2021.  |               |               |