

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

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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 Leicester LE87 2BB | | |
| | Cambridge & Counties Bank Charnwood Court, New Walk Leicester LE1 6TE | | |
| Solicitors | Graham & Rosen 8 Parliament Square Hull HU1 2BB | | |
| Independent Examiner | Try Lunn & Co Chartered Accountants Roland House Princes Dock Street 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 on18/07/2023..... 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**

| RECEIPTS | Note | 2023 | 2022 |
|---|-------------|------------------------------|------------------------------|
| Income receipts from: | | £ | £ |
| 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> |
| Other Receipts | | | |
| Gift Aid | | 750 | 454 |
| Listen | | - | 3,182 |
| Other | | <u>521</u> | <u>662</u> |
| TOTAL RECEIPTS | | <u>23,927</u> | <u>32,137</u> |
| PAYMENTS | | 2023 | 2022 |
| | | £ | £ |
| 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> |
| TOTAL PAYMENTS | | <u>45,358</u> | <u>44,485</u> |
| Net Payments for the Year | | <u>£ (21,431)</u> | <u>£ (12,348)</u> |
| Cash at Bank at 1st April 2022 | | <u>£ 71,052</u> | <u>£ 83,400</u> |
| Cash at Bank at 31st March 2023 | | <u>£ 49,622</u> | <u>£ 71,052</u> |

The notes form part of these financial statements.

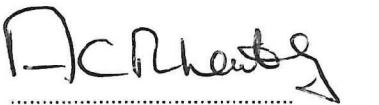
Samaritans of Kingston Upon Hull
Statement of Assets and Liabilities
as at 31 March 2023

| FIXED ASSETS: | Unrestricted funds £ | Restricted funds £ | 2023 £ | 2022 £ |
|---|-------------------------------------|-----------------------------------|-------------------|-------------------|
| Tangible Fixed Assets at net realisable value | 109,027 | - | <u>109,027</u> | <u>97,055</u> |
| MONETARY ASSETS | | | 2023 £ | 2022 £ |
| 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> |
| LIABILITIES | | | 2023 £ | 2022 £ |
| 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.

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

| 3. Grants | Unrestricted | Restricted | 2023 | 2022 |
|---|---------------------|-------------------|---------------|---------------|
| | £ | £ | £ | £ |
| 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> |

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

| 5. Investment Income | 2023 | 2022 |
|-----------------------------|--------------|-------------|
| | £ | £ |
| 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

| | | | |
|------------|--|---------------|---------------|
| 7. | Direct Charitable Expenditure | 2023 | 2022 |
| | | £ | £ |
| | 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> |
| 8. | Other Expenditure | 2023 | 2022 |
| | | £ | £ |
| | 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> |
| 9. | Other Payments | 2023 | 2022 |
| | | £ | £ |
| | 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> |
| 10. | Transactions with Trustees | | |
| | No remuneration or expenses were paid to trustees during the year ended 31 March 2023 and 31 March 2022. | | |
| 11. | Related Party Transactions | | |
| | There were no related party transactions during the year. | | |
| 12. | Contingencies | | |
| | The trustees have confirmed there were no contingent liabilities to be disclosed at 31 March 2023. | | |
| 13. | Capital Commitments | | |
| | The trustees have confirmed there were no capital commitments at 31 March 2023. | | |