

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

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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	19/09/2023	
	Simon Fisk	17/09/2024	
	Michelle Lockyer	17/09/2024	
	David Thomson	15/04/2025	
	Joanne Carden	15/04/2025	
		Treasurer	
		Director	
		Director	
Secretary	Michael Skues	19/09/2023	
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		

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.

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.

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').

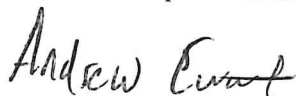
I report in respect of my examination of the Trustee's accounts carried out under section 145 of the 2011 Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

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**

RECEIPTS	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>
Other Receipts			
Gift Aid		324	892
Electricity income		477	-
Head Office – Sams Prisons		-	500
Other		<u>95</u>	<u>142</u>
TOTAL RECEIPTS		<u>62,433</u>	<u>56,169</u>
PAYMENTS		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>
TOTAL PAYMENTS		<u>81,903</u>	<u>42,689</u>
Net (Payments)/Receipts for the Year		<u>£</u> <u>(19,470)</u>	<u>£</u> <u>13,480</u>
Cash at Bank at 1st April 2024		<u>£</u> <u>63,102</u>	<u>£</u> <u>49,622</u>
Cash at Bank at 31st March 2025		<u>£</u> <u>43,632</u>	<u>£</u> <u>63,102</u>

The notes form part of these financial statements.

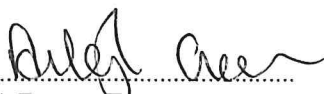
Samaritans of Kingston Upon Hull
Statement of Assets and Liabilities
as at 31 March 2025

FIXED ASSETS:	Unrestricted funds £	Restricted funds £	2025 £	2024 £
Tangible Fixed Assets at net realisable value	153,655	-	<u>153,655</u>	<u>107,860</u>
 MONETARY ASSETS			2025 £	2024 £
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>
 LIABILITIES			2025 £	2024 £
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 on20/05/25..... 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.

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

3. Grants	Unrestricted	Restricted	2025	2024
	£	£	£	£
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>

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

5. Investment Income	2025	2024
	£	£
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.

8. Direct Charitable Expenditure	2025	2024
	£	£
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>
9. Other Expenditure	2025	2024
	£	£
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>
10. Other Payments	2025	2024
	£	£
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.