

TELFORD SAMARITANS

REGISTERED CHARITY NUMBER 1170489

ANNUAL REPORT AND STATEMENT OF ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2023

TELFORD SAMARITANS

ACCOUNTS FOR THE YEAR ENDED 31st MARCH 2023

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TELFORD SAMARITANS

REFERENCE AND ADMINISTRATIVE DETAILS

CHARITY NUMBER 1170489

PRINCIPAL ADDRESS 115 King Street
Wellington
Telford
Shropshire
TF1 1NU

TRUSTEES

31 March 2023 - AGM 11 September 2023

Nicola Adams	Director
Eve Booth	
Anne Tuckley	
Nicola Clements	Secretary
Andrew Adams	
Mary Stringer	Vice Director
Laura Reeves	
Heather Clewer	
Julie Menery	
Shannon Rogers	

<u>Appointed:</u>	<u>Resigned:</u>
07/12/2020	
07/09/2017	31/03/2023
07/12/2020	
07/12/2020	
20/08/2018	
20/08/2018	
07/12/2020	
26/09/2022	07/03/2023
26/09/2022	
26/09/2022	

INDEPENDENT EXAMINER

B.Talbot FCCA
Clear Accountancy Services
e-Innovation Centre
Priorslee
Telford
TF2 9FT

BANKERS

Lloyds Bank plc
113 The Borders
Telford Centre
Telford
Shropshire
TF3 4JE

TSB Bank plc
8 Walker Street
Wellington
Telford
Shropshire
TF1 1BE

TELFORD SAMARITANS

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31ST MARCH 2023

The Trustees present their annual report and financial statements of the charity for the year ended 31st March 2023. The accounts have been prepared in accordance with the accounting policies set out in note 1 to the accounts and comply with the charity's governing document, the Charities Act 2011 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities in the UK and Republic of Ireland (FRS 102)" (as amended for the accounting periods commencing from 1 January 2019).

OBJECTIVES AND ACTIVITIES

To work for the assistance of persons who are suicidal, despairing or in distress by providing a service primarily intended for the benefit of persons in the Telford and surrounding area (but without specific limitations as to area) to enable such persons to receive immediate help, compassion and befriending from members of the charity selected and prepared for the purpose working under direction; and also where appropriate, in accordance with Samaritan procedure, referral to persons having specialist or professional skills and to support the company and aid in the establishment and support of probationary branches and the support of recognised branches of Samaritans

TRUSTEES AND ORGANISATIONAL MATTERS

The charity trustees during the year are shown in the reference and administrative section. The Trustees comprise both ordinary and ex-officio members.

The collective body of the trustees is known as the Business Leadership Team.

The trustees attend regular branch committee meetings throughout the year to discuss the charity; its objectives; financial position and future projections.

The conduct of the branch committee meetings and the rules governing how trustees make decisions are set out in the constitution.

RISK MANAGEMENT

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure that appropriate controls are in place to provide reasonable assurance against fraud and error.

RESERVES

Unrestricted funds are used for the general purposes of the charity.

The level of reserves is monitored and reviewed at the regular trustees meetings.

TELFORD SAMARITANS

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31ST MARCH 2023

The last 12 months have seen us make some significant changes in our shift pattern at the branch and we have finally been able to put in progress the plan to update the building to make it fully accessible.

Although this report will focus primarily on the year from April 2022 to March 2023, I will make some mention of more recent changes and challenges as well.

As is always the way, we have had a number of new volunteers join both the branch and the shop and two of these volunteers have joined us from other branches. Welcome to everyone.

We are now fully settled in our charity shop in Crown St, Wellington and all the volunteers, led by Anne 214, have done an amazing job at making the most of our new space. We have had some challenges in 2023 relating to the shutters but these now seem to be resolved. Having a wheelchair no longer prevents volunteers from working upstairs in the shop. The new lift mentioned last year, has allowed us to welcome volunteers with different levels of mobility, which is great news.

Again, the shop has supported the branch with its running costs, and we have had to invest in making the shop a safe place for volunteers to be. The shop still managed to make a significant profit for the branch of £15,793 for the year ending March 2023. It is hard to put into words the level of gratitude we have to everyone who supports the shop – customers, donators and shop volunteers. Particular thanks go to Anne and the committee for managing the shop and supporting the volunteers.

Our volunteer numbers have remained steady at around 60 listening volunteers, including probationers and over 30 support volunteers undertaking a range of roles from trustee roles, working in the shop and providing IT, marketing and social media support. Thank you to each and every one of you for everything you do to keep the branch running and thank you too to all those who support you in your volunteering.

In the year from April 2022 to March 2023, we had on average 53 listening volunteers on shift every month. They spent 3413 hours supporting callers, which consisted of 2274 hours answering 10656 phone calls and responding to 1768 emails. That is an incredible achievement and demonstrates our ongoing commitment to supporting the most vulnerable and those in most need of our support. We continue to recruit and select our new volunteers and train our new and existing volunteers in a mix of face to face and online activities and I would like to thank the teams of volunteers involved in all these activities.

TELFORD SAMARITANS

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31ST MARCH 2023

The biggest achievement of this year however has been the move to achieving an average 10% coverage of night hours. As you may remember from last year's AGM, our speaker explained how a comparatively small increase in the number of volunteers doing night shifts (2-6am) could have a significantly large impact on the number of unanswered calls during these hours. As a branch we have increased our average number of night hours from 2% in Q3 and Q4 of 2022 to just over 10% across Q1 and Q2 of 2023. This is an amazing achievement for everyone. Volunteers who are not able to do night shifts have contributed by doing more day shifts, enabling those of us who are able to do twilight (10-2am) and night (2-6am) shifts to pick these up. The Leadership Team have led the way, with several members being the first to sign up to these shifts and encourage others to try them out as well as working hard to ensure that the new agreement is as equitable as it can be, and that volunteers have things like a bedroom and breakfast foods are provided. Thank you to each and every one of you who has worked to make this possible for us as a branch so that we can be there when our callers need us the most.

The other thing which I need to mention is the building project. Thanks go to Shannon 294 and her team, Alex 311 and Sara, for their work with the architect, Nicholas Hatton from Lett & Sweetland Architects in Worcester. The plans have been agreed to move our training room upstairs and the Ops Room downstairs, with fully accessible toilet and new kitchen facilities, making the branch accessible to all. Next steps will be shared with the branch when they are available.

Our branch and those who support us are part of a larger team – none of us can do what we do for our callers without the support of everyone else. This is our shop volunteers who help provide much needed funds to keep the lights and the kettle on; our listening volunteers who answer the phones and also help with the many tasks it takes to keep the branch open; our specialist support volunteers who do a range of other roles and to those who take on senior volunteering roles such as leaders, mentors, rota secretaries, team leaders, deputy directors and trustees. As this will be my last AGM as Branch Director, I want to say an extra thank you to you all for your support in the past nearly three years. I wouldn't have been able to do it without any of you, but my biggest thanks have to go to Andy, my husband, who has supported me all the way, through the ups and downs, frustrations and achievements and without whose confidence in me initially I would not have said yes to the role.

Nicky 32
Director

TELFORD SAMARITANS

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31ST MARCH 2023

STATEMENT OF RESPONSIBILITIES OF TRUSTEES

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 and Wales requires the trustees to prepare financial statements for each financial year that 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 year.

In preparing these accounts, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principals 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 accounts; and
- prepare the accounts on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The Trustees are responsible for keeping sufficient accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the accounts comply with the Charities Act 2011, the Charity (Accounts and Reports) Regulations 2008 and the provisions of the constitution. 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.

Signed on Behalf of the Trustees



**NICOLA ADAMS
DIRECTOR**

DATED

20/11/23

INDEPENDENT EXAMINERS REPORT TO THE TRUSTEES OF

TELFORD SAMARITANS

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31st March 2023.

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 Trust'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 Act.

The examination included a review of the accounting records kept by the Charity and a comparison of the accounts presented with these records. It also included consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as Trustees, concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a "true and fair view" and the report is limited to those matters set out in the statements below.

INDEPENDENT EXAMINER'S STATEMENT

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

- 1) the accounting records were not kept in accordance with section 130 of the Charities Act; or
- 2) the accounts did not accord with the accounting records; or
- 3) the accounts did 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.


.....
Mr B Talbot FCCA

5-12-2023
.....
Date:

Chartered Certified Accountant
Clear Accountancy Services
e-Innovation Centre
Priorslee
Telford
TF2 9FT

TELFORD SAMARITANS

STATEMENT OF FINANCIAL ACTIVITIES

	Note	Unrestricted Funds 2022-23	Restricted Funds 2022-23	Total Funds 2022-23	2021-22
Incoming Resources:					
Incoming resources from generated funds					
Voluntary income	2a	3,661		3,661	30,787
Other trading activities	2b	41,920		41,920	36,587
Investment income and interest	2c	-	-	-	-
Income resources from charitable activities					
Activities in furtherance of charity's objectives	2d	1,758	-	1,758	4,819
Total Incoming Resources		47,338	0	47,338	72,194
Resources Expended					
Cost of charitable activities	3	61,121	5,162	66,282	80,236
Governance costs	4	510	-	510	5,194
Total Resources Expended		61,631	5,162	66,792	85,430
Net (Resources Expended) / Incoming Resources before transfers		(14,293)	(5,162)	(19,454)	(13,237)
Transfers between Funds		-		-	-
Net (Resources Expended) / Incoming resources for the year (expenditure)/Income		(14,293)	(5,162)	(19,454)	(13,237)
Total funds at 31st March 2022		194,469	142,035	336,504	349,741
Total funds at 31st March 2023		180,177	136,873	317,050	336,504

The statement of financial activities includes all gains and losses recognised in the year.
All income resources and resources expended derive from continuing activities.

TELFORD SAMARITANS
BALANCE SHEET AS AT 31 MARCH 2023

	Note	2023	2022
		£	£
Fixed Assets			
Tangible Fixed Assets		190,065	201,281
Current Assets			
Debtors and Prepayments		0	0
Cash at bank and in hand		<u>126,985</u>	<u>135,223</u>
		126,985	135,223
Creditors			
- Amounts falling due within one year		<u>0</u>	<u>0</u>
Net Current Assets		126,985	135,223
Net Assets		<u><u>£317,050</u></u>	<u><u>£336,504</u></u>
Funds			
Unrestricted Funds		180,177	194,469
Restricted Funds		136,873	142,035
Total Funds		<u><u>£317,050</u></u>	<u><u>£336,504</u></u>

Approved by the Board of Trustees on
Date

and signed on their behalf by:

NICOLA ADAMS
DIRECTOR

DATED

The notes on pages 6 to 9 form part of these Financial Statements

TELFORD SAMARITANS

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023

1. Principal Accounting Policies

a) Basis of Accounting

These accounts have been prepared in accordance with FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland", the statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (Charities SORP (FRS 102) and the Charities Act 2011.

The accounts are prepared in sterling, which is the fundamental currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The accounts have been prepared under the historical cost convention. The principal accounting policies are set out below.

The trustees consider the charity to be a going concern and have considered a period of twelve months from the date of approval of the financial statements.

b) Incoming Resources

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

c) Resources Expended

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

d) Taxation

No provision has been made for Corporation Tax as the charity is exempt from tax on its charitable activities.

e) Tangible Fixed Assets

Depreciation is provided to write off costs of each asset over its estimated useful life at the following rates:

Freehold Property	2% straight line
Improvements to Property	2% straight line
Fixtures and Fittings	25% straight line
Shop Equipment	25% straight line
Shop Leasehold Improvements	10% straight line

f) Fund Accounting

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

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

TELFORD SAMARITANS

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023

	Unrestricted 2023	Restricted 2023	Total 2023	2022
2. Incoming Resources				
a) Voluntary Income				
Donations and Legacies	3,661	0	3,661	30,787
	<u>3,661</u>	<u>0</u>	<u>3,661</u>	<u>30,787</u>
b) Other trading activities				
Shop Income	41,920	0	41,920	36,587
	<u>41,920</u>	<u>0</u>	<u>41,920</u>	<u>36,587</u>
c) Investment Income				
Interest	0	0	0	0
	0	0	0	0
d) Activities in furtherance of charity's objectives				
Fund Raising	0		0	0
Gift Income			0	0
Other Income	1,758		1,758	4,819
	<u>1,758</u>	<u>0</u>	<u>1,758</u>	<u>4,819</u>
TOTAL INCOME			<u>47,338</u>	<u>72,194</u>
3. Costs of charitable activities				
Direct and support costs allocated				
Volunteer expenses	4,924		4,924	1,972
Volunteer training	0		0	0
Volunteers' taxis	0		0	0
Shop Rent	12,000		12,000	19,491
Samaritans visit & AGM Expenses	0		0	0
Telephone, lighting & heating	12,599		12,599	8,257
Adverts and Publicity	1,546		1,546	1,562
Directors expenses	0		0	0
Water rates	632		632	645
Insurances	1,507		1,507	4,780
Property Maintenance, Cleaning & Repairs	13,165		13,165	11,676
Contribution to Central Office	2,055		2,055	11,352
Printing, stationery & postage	118		118	815
Sundry expenses	6,521		6,521	6,582
Depreciation	6,054	5,162	11,216	13,103
	<u>61,121</u>	<u>5,162</u>	<u>66,282</u>	<u>80,236</u>
4. Governance costs				
Independent Examiners Fees	510		510	510
Legal & Professional Fees	-		0	4,684
	<u>510</u>		<u>510</u>	<u>5,194</u>
TOTAL EXPENDITURE			<u>66,792</u>	<u>85,430</u>

TELFORD SAMARITANS

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023

5. Tangible Fixed Assets

	Freehold Property £	Property Improves £	Fixtures & Fittings £	Shop Equip £	Shop Leasehold Improves £	Office Equip £	Total £
Cost							
At 31 March 2022	50,000	258,230	10,832	9,357	28,888	9,844	367,152
Additions	-	-	-	-	-	-	-
Disposals	-	-	-	-	-	-	-
At 31 March 2023	50,000	258,230	10,832	9,357	28,888	9,844	367,152
Depreciation							
At 31 March 2022	23,250	116,196	10,832	5,380	2,888	7,324	165,870
Charge for Period	1,000	5,162	-	1,326	2,889	840	11,216
Disposals	-	-	-	-	-	-	-
At 31 March 2023	24,250	121,357	10,832	6,706	5,777	8,164	177,086
Net Book Value							
At 31 March 2023	25,750	136,873	-	2,651	23,111	1,680	190,066
At 31 March 2022	26,750	142,035	-	3,977	26,000	2,520	201,281

6. Debtors

	<u>2022-23</u> £	<u>2021-22</u> £
Prepayments	-	-

7. Creditors - amounts falling due within one year

	<u>2022-23</u> £	<u>2021-22</u> £
	-	-

TELFORD SAMARITANS

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023

8. Analysis of Net Assets between funds

	Restricted Funds	Designated Funds	General Funds	Total
	£	£	£	£
Tangible fixed assets	136,873	-	53,192	190,065
Current assets	-	-	-	-
Current liabilities	-	-	-	-
	136,873	-	53,192	190,065

8a. Unrestricted Fund

	Balance 31/03/2022	Incoming	Outgoing	Transfers	Balance 31/03/2023
	£	£	£	£	£
General Fund	194,469	47,338	(61,631)	-	180,177

8b. Restricted Fund

Balance	Incoming	Outgoing	Transfers	Balance
44,651				45,016
£	£	£	£	£
142,035	-	(5,162)	-	136,874

8c. Purpose of restricted funds

Restricted funds relate to Freehold property improvements

9. Trustees' Remuneration and Expenses

There were no trustees' remuneration or other benefits for the period ended 31 March 2023 nor for the year ended 31 March 2022

Trustees were reimbursed out of pocket expenses properly incurred on behalf of the charity.

TELFORD SAMARITANS

INCOME & EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31/03/2023

	<u>Branch</u>	<u>Shop</u>	<u>Total</u>
<u>INCOME:</u>			
Charitable Activities			0
Donations	3,037		3,037
Gift Aid Donations from Volunteers	392	232	624
HMPPS Grant	1,758		1,758
Sales of Products			0
Shop Sales		41,920	41,920
Social Events Contribution			0
	5,186	42,152	47,338
<u>EXPENDITURE:</u>			
Independent Examiners' Fees	510		510
Advertising & Promotional	1,520	26	1,546
Cleaning	3,026	1,646	4,672
Computer Costs	1,272	2,704	3,976
Electricity & Gas	7,092	4,011	11,103
Maintenance, Cleaning & Repairs, Equipment Hire	3,401	1,116	4,517
Finance Costs	97	608	705
Insurances	56	1,451	1,507
Office/General Admin Expenses		344	344
Other Professional Services	220	97	317
Phone Costs	1,496		1,496
Printing, Postage & Stationery	24	94	118
Refreshments	397	21	418
Rent		12,000	12,000
Subscriptions	1,595		1,595
General Office Contribution	2,055		2,055
Sundries	339	1,973	2,312
Travel & Accommodation	830		830
Volunteer Expenses	4,655	269	4,924
Waste			0
Water Charges	632		632
	29,218	26,358	55,576
Cash Surplus / (Deficit)	(24,032)	15,793	(8,238)
<u>Depreciation Charges:</u>			
On restricted funds (buildings)	(5,162)		(5,162)
On unrestricted funds	(6,054)		(6,054)
Total Surplus / (Deficit)	(35,248)	15,793	(19,454)