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Telford Samaritans
115 King Street
Wellington
Telford
Shropshire
TF1 1NU

23rd September 2025

Dear Julie,

RE: Accounts to 31st March 2025

I have pleasure in enclosing the accounts for the year ended 31st March 2025, as prepared from the information at our disposal. Please read through the enclosed document and, if in agreement, and have approval from the board, please can you sign where indicated.

If you have any queries please feel free to contact me.

Yours sincerely,

A handwritten signature in black ink, appearing to read "Amy Clews", followed by a period and a vertical line.

Amy Clews FCCA

For and on behalf of Clear Accountancy Services Limited

TELFORD SAMARITANS

REGISTERED CHARITY NUMBER 1170489

ANNUAL REPORT AND STATEMENT OF ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2025

TELFORD SAMARITANS

ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2025

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TELFORD SAMARITANS

REFERENCE AND ADMINISTRATIVE DETAILS

CHARITY NUMBER 1170489

PRINCIPAL ADDRESS 115 King Street
Wellington
Telford
Shropshire
TF1 1NU

TRUSTEES

<u>31 March 2025 - AGM 2nd September 2024</u>		<u>Appointed:</u>	<u>Resigned:</u>
Andrew Adams		20/08/2018	09/09/2024
Julie Menery	Director - <i>app 07/12/2023</i>	26/09/2022	
Shannon Rogers		26/09/2022	24/01/2025
Gill Lewis		11/09/2023	
Lisa Marie Brittain	Vice Director	11/09/2023	
Kirsty Slow		11/09/2023	
Deborah Ann Taylor	Secretary	14/12/2023	
Lyndsey Bissell		02/09/2024	
Sarah Louise Stevenson		02/09/2024	

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

<u>BANKERS</u>	Lloyds Bank plc 113 The Borders Telford Centre Telford Shropshire TF3 4JE	TSB Bank plc 8 Walker Street Wellington Telford Shropshire TF1 1BE
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TELFORD SAMARITANS

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2025

The Trustees present their annual report and financial statements of the charity for the year ended 31st March 2025. 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; it's 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 31 MARCH 2025

It's hard to believe how much we've achieved this year. Sometimes I look back and wonder how we managed to fit it all in, but we did, and we did it together.

From a training perspective, we've welcomed eleven new volunteers, ten of whom are still with us. Three completed their training online, and two of those have continued. We've had two volunteers transfer in from other branches, and one preparing to transfer out. Looking ahead, we have at least five new starters joining us in October, and that number may grow as interviews continue. Embedding has completed for one group, and another is due in September.

We've added three new mentors, with two more stepping up in November. We've welcomed two new leaders and three new members to the training team. Five more volunteers are now Outreach-trained, which is fantastic. It's inspiring to see so many of you taking on additional responsibilities.

We currently have 90 volunteers, including 61 listening volunteers (probationers included) and 29 support volunteers, including our incredible shop team. These support volunteers also cover trustee duties, marketing, fundraising, social media, and admin. Each and every one of you plays a vital role in keeping our branch running and supporting our callers.

I want to give a huge thank you to our recruitment and training team, now 12 strong. You've put in countless hours holding information evenings, embedding new volunteers, and managing mandatory training. And let's not forget the work around the OGM.

Between April 2024 and March 2025, our listening volunteers spent 3,386 hours supporting callers. We answered nearly 12,500 phone calls, that's 12,000 moments where someone felt heard, supported and less alone. We also responded to over 1,200 emails. That's a powerful testament to your dedication and compassion.

The shop has seen changes this year, but the one constant is the incredible dedication of our 26 shop volunteers. One volunteer is also leading efforts to increase shop volunteer numbers so we can extend opening hours. We'll be doing a leaflet drop with posters. This initiative has paused slightly due to the Future Proofing news.

Outreach has gone from strength to strength. The team has grown to 11, demonstrating tireless efforts contacting groups. We've visited Leek Building Society for listening training, supported MIND Calm Café, and continued our work at Stoke Heath Prison—navigating some very difficult incidents this year. This work shows that we're not just a service but a presence, a voice and often a lifeline.

TELFORD SAMARITANS

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2025

We've also been active in the community; Wrekin Raiders Ice Hockey Awards, Brew Monday at Telford Train Station, Wellington Summer Fayre, Lawley Summerfest, Bucket shakes at AFC Telford, Smallwoods Teddy Bear Picnic, Talks for Cranston, a domestic violence group, SPAG meetings, Lawley Coffee Mornings, Abraham Darby

We've had amazing support from external volunteers—painting, moving furniture, and more. Another 12 Capgemini volunteers are coming soon to help with renovations. Huge thanks to those involved for coordinating.

Renovations have been moving forward: new windows, painting, reorganising rooms, and more.

This year marked our 50th anniversary. We celebrated with an open day full of refreshments, community spirit, and delicious cakes. It was wonderful to welcome past and present volunteers, the High Sheriff, the Mayor, the Police, and the Wrekin Raiders. Thank you to everyone who helped prepare, it was a huge team effort.

On September 27th, we have the Regional Conference, and it's fantastic to see so many of you attending. Jay Broome will be performing his song live, written especially for us. It's already on Spotify, Prime, and Apple Music for 99p, we receive a portion of each sale.

Future Proofing; It's an unsettling time, and the leaked press coverage caused concern, especially around remote listening and branch closures.

Criteria mentioned around branch closures during the webinars were; Our impact in the community, Our potential for expansion, Strength of our leadership, Coverage of hours of need.

None of this is confirmed, but we'll be reaching out to our community partners for statements of support. We know our branch can expand, we have the space, and our renovations reflect that. We're adjusting our rota to better serve callers during late hours.

This year we've all had calls that have left us speechless, moments when the call has finished where we have sat there thinking about the courage it takes to reach out. It's those moments that I feel proud not just of what we do but of who we are and for the support we offer each other. That's what makes us a true family and community.

I cannot begin to express how thankful I am for the help you all provide me in this role. It's hard to believe I'm already speaking at our second AGM. Thank you to our shop volunteers, who dedicate their time to provide essential funding. Thank you to our listening volunteers, who tirelessly answer calls and assist behind the scenes. And thank you to our support volunteers, leaders, mentors, team leaders, deputy directors, and trustees.

Thank you all, for your time, your energy and your heart. Let's keep showing up, let's keep making a difference.

Julie Menery
Director

TELFORD SAMARITANS

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2025

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 financial statements, 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 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 sufficient 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 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

Signed by:

Julie Menery

4251EA851202432...

Julie Menery

08-10-2025 | 23:41:08 BST

Dated

INDEPENDENT EXAMINERS REPORT TO THE TRUSTEES OF

TELFORD SAMARITANS

I report to the trustees, in accordance with the terms of our engagement letter dated 23 August 2024, on my examination of the accounts of the above charity ("the Trust") for the year ended 31st March 2025.

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

It is my responsibility to:

- 1) examine the accounts under section 145 of the Charities Act 2011;
- 2) follow the procedures laid down in the general Directions given by the Charity Commission under section 145(5)(b) of the Charities Act 2011;
- 3) state whether particular matters have come to my attention.

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 2011; or
- 2) the accounts did not accord with the accounting records; or
- 3) the accounts did not comply with the applicable requirements of the Charities Act 2011.

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.

Signed by:

Barry Talbot

783FD1A2A0F74C9.....

Mr B Talbot FCCA

09-10-2025 | 06:46:39 BST

.....

Date:

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

TELFORD SAMARITANS

STATEMENT OF FINANCIAL ACTIVITIES

	Note	Unrestricted Funds 2024-25	Restricted Funds 2024-25	Total Funds 2024-25	2023-24
Incoming Resources:					
Incoming resources from generated funds					
Voluntary income	2a	13,253		13,253	16,255
Other trading activities	2b	48,672		48,672	41,759
Investment income and interest	2c	-	-	-	-
Income resources from charitable activities					
Activities in furtherance of charity's objectives	2d	3,766	-	3,766	4,009
Total Incoming Resources		65,690	0	65,690	62,023
Resources Expended					
Cost of charitable activities	3	74,088	5,162	79,250	77,622
Governance costs	4	550	-	550	550
Total Resources Expended		74,638	5,162	79,800	78,172
Net (Resources Expended) / Incoming Resources before transfers		(8,948)	(5,162)	(14,110)	(16,149)
Transfers between Funds		-	-	-	-
Net (Resources Expended) / Incoming resources for the year (expenditure)/Income		(8,948)	(5,162)	(14,110)	(16,149)
Total funds at 31st March 2024		169,189	131,712	300,901	317,050
Total funds at 31st March 2025		160,241	126,550	286,791	300,901

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 2025

	Note	2025	2024
		£	£
Fixed Assets			
Tangible Fixed Assets	5	173,827	180,342
Current Assets			
Debtors and Prepayments	6	-	-
Cash at bank and in hand		112,964	120,559
		<u>112,964</u>	<u>120,559</u>
Creditors			
- Amounts falling due within one year	7	-	-
Net Current Assets		112,964	120,559
Net Assets		<u><u>286,791</u></u>	<u><u>300,901</u></u>
Funds			
Unrestricted Funds		160,241	169,189
Restricted Funds		126,550	131,712
Total Funds		<u><u>286,791</u></u>	<u><u>300,901</u></u>

Approved by the Board of Trustees on
Date

and signed on their behalf by:

JULIE MENERY
DIRECTOR

DATED

The notes on pages 9 to 14 form part of these Financial Statements

TELFORD SAMARITANS

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

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.

TELFORD SAMARITANS

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

e) Tangible Fixed Assets

Depreciation is provided to write off costs of each asset over it's estimated useful life at the following rates per annum:

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 2025

	Unrestricted 2025	Restricted 2025	Total 2025	2024
2. Incoming Resources				
a) Voluntary Income				
Donations and Legacies	13,253	-	13,253	16,255
	13,253	-	13,253	16,255
b) Other trading activities				
Shop Income	48,672	-	48,672	41,759
	48,672	-	48,672	41,759
c) Investment Income				
Interest	-	-	-	-
	-	-	-	-
d) Activities in furtherance of charity's objectives				
Fund Raising	2,355		2,355	-
Gift Income			-	-
Other Income	1,411		1,411	4,009
	3,766	-	3,766	4,009
TOTAL INCOME			65,690	62,023
3. Costs of charitable activities				
Direct and support costs allocated				
Volunteer expenses	9,824		9,824	7,872
Volunteer training	-		-	-
Volunteers' taxis	-		-	-
Shop Rent	12,000		12,000	12,000
Shop Wages	2,092		2,092	-
Samaritans visit & AGM Expenses	-		-	-
Telephone, lighting & heating	8,344		8,344	13,835
Adverts and Publicity	4,106		4,106	483
Directors expenses	-		-	-
Water rates	814		814	1,269
Insurances	2,753		2,753	4,811
Property Maintenance, Cleaning & Repairs	15,619		15,619	13,016
Contribution to Central Office	2,028		2,028	3,836
Printing, stationery & postage	18		18	437
Sundry expenses	8,524		8,524	8,588
Depreciation	7,968	5,162	13,129	11,475
	74,088	5,162	79,250	77,622
4. Governance costs				
Independent Examiners Fees	550		550	550
Legal & Professional Fees	-		-	-
	550		550	550
TOTAL EXPENDITURE			79,800	78,172

TELFORD SAMARITANS

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

5. Tangible Fixed Assets

	Freehold Property	Property Improves	Fixtures & Fittings	Shop Equip	Shop Leasehold Improves	Office Equip	Total
	£	£	£	£	£	£	£
Cost							
At 31 March 2024	50,000	258,230	10,832	9,431	30,078	10,332	368,903
Additions	-	-	-	6,455	-	160	6,615
Disposals	-	-	-	-	-	-	-
At 31 March 2025	50,000	258,230	10,832	15,886	30,078	10,492	375,518
Depreciation							
At 31 March 2024	25,250	126,519	10,832	8,050	8,785	9,126	188,562
Charge for Period	1,000	5,162	-	2,958	3,008	1,002	13,129
Disposals	-	-	-	-	-	-	-
At 31 March 2025	26,250	131,681	10,832	11,008	11,793	10,128	201,691
Net Book Value							
At 31 March 2025	23,750	126,550	-	4,878	18,285	364	173,827
At 31 March 2024	24,750	131,711	-	1,381	21,293	1,206	180,341

6. Debtors

<u>2024-25</u>	<u>2023-24</u>
£	£
-	-

7. Creditors - amounts falling due within one year

<u>2024-25</u>	<u>2023-24</u>
£	£
-	-

TELFORD SAMARITANS

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

8. Analysis of Net Assets between funds

	Restricted Funds	Designated Funds	General Funds	Total
	£	£	£	£
Tangible fixed assets	126,550	-	47,277	173,827
Current assets	-	-	-	-
Current liabilities	-	-	-	-
	126,550	-	47,277	173,827

8a. Unrestricted Fund

	Balance 31/03/2024	Incoming	Outgoing	Transfers	Balance 31/03/2025
	£	£	£	£	£
General Fund	169,189	65,690	(74,638)	-	160,241

8b. Restricted Fund

	Balance 31/03/2024	Incoming	Outgoing	Transfers	Balance 31/03/2025
	£	£	£	£	£
	131,712	-	(5,162)	-	126,550

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 2025 nor for the year ended 31 March 2024.

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

TELFORD SAMARITANS

INCOME & EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31 MARCH 2025

	<u>Branch</u>	<u>Shop</u>	<u>Total</u>
<u>INCOME:</u>			
Charitable activities	1,240		1,240
Donations and legacies	10,810	120	10,930
Gift Aid	539	1,785	2,323
Fund Raising Funds	1,115		1,115
Grant	750		750
Shop Sales		48,672	48,672
Uncategorised Income	661		661
			-
	15,114	50,576	65,690
<u>EXPENDITURE:</u>			
Independent Examiners' Fees	550		550
Advertising & Promotional	3,869	236	4,106
Cleaning	2,252	1,624	3,876
Computer Costs	923	825	1,748
Electricity & Gas	4,369	2,266	6,635
Maintenance, Cleaning & Repairs, Equipment Hire	4,305	2,530	6,834
Finance Costs	116	2,475	2,591
Insurances	2,753		2,753
Office/General Admin Expenses	56	268	324
Other Professional Services	35	0	35
Payroll Expenses		2,092	2,092
Phone Costs	1,709		1,709
Printing, Postage & Stationery		18	18
Repairs and Maintenance	1,011	2,150	3,161
Rent		12,000	12,000
Subscriptions			0
General Office Contribution	2,028		2,028
Sundries			-
Travel & Accommodation	209	297	505
Volunteer Expenses	7,628	2,196	9,824
Water Charges	518	297	814
Fund Raising	69		69
Shop Charitable Contributions	5,000		5,000
	37,397	29,273	66,671
Cash Surplus / (Deficit)	(22,283)	21,303	(980)
<u>Depreciation Charges:</u>			
On restricted funds (buildings)	(5,162)		(5,162)
On unrestricted funds	(7,968)		(7,968)
Total Surplus / (Deficit)	(35,412)	21,303	(14,110)