

EASTBOURNE AND DISTRICT SAMARITANS

England & Wales · Charity number 1170508

Details

Other names	EASTBOURNE & DISTRICT SAMARITANS
Status	Registered
Legal form	CIO
Registered	2016-12-01
Register	View on the Charity Commission register

Contact

Address Eastbourne & District Samaritans
The Haven
13 Bolton Road
Eastbourne
East Sussex
BN21 3JT

Phone 07770 420478

Email eastbourne@samaritans.org

Website samaritans.org/eastbourne

Activities

Objects: 1. 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 EASTBOURNE AND DISTRICT AND THE 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 2. TO SUPPORT THE COMPANY AND AID IN THE ESTABLISHMENT AND SUPPORT OF PROBATIONARY BRANCHES AND THE SUPPORT OF RECOGNISED BRANCHES OF SAMARITANS

Activities: Providing persons in Eastbourne and elsewhere who are experiencing feelings of distress or despair or may be at risk of suicide, with confidential emotional support 24/7 to improve their emotional health and reduce the risk of suicide. Promoting a better understanding of suicide, suicidal behaviour and the value of expressing feelings. Supporting Samaritans Central Charity and its branches.

Classification

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

Geography

- East Sussex

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£86,394	£108,943	-	-
2024-03-31	£63,050	£66,122	-	-
2023-03-31	£65,225	£53,726	-	-
2022-03-31	£62,193	£52,276	-	-
2021-03-31	£71,238	£48,043	-	-

Trustees

Name	Role	Appointed
Danny Southam	Chair	2026-01-13
Nicholas Hunwick		2023-01-23
Nicola Shuttleworth		2020-09-25
Oonagh Williams		2026-01-13
Penelope Vasey		2022-07-21
Stephanie Carpenter		2025-07-04

Linked charities

- THE SAMARITANS OF EASTBOURNE AND DISTRICT (1170508-1)

Accounts

Eastbourne and District Samaritans

**Annual Report and Financial Statements
for the year ended 31 March 2025**



Registered Charity Number: 1170508

Company Number: CE009224

EASTBOURNE AND DISTRICT SAMARITANS

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EASTBOURNE AND DISTRICT SAMARITANS

LEGAL AND ADMINISTRATION DETAILS

LEGAL STATUS Eastbourne and District Samaritans is a
Registered Charity (Charity Registration No. 1170508) and a
Charitable Incorporated Organisation (Company number CE009224)

PRINCIPAL OFFICE The Haven
13 Bolton Road
Eastbourne
East Sussex
BN21 3JT

BOARD OF TRUSTEES

Chair David G V Smith (until 30 April 2025)
William Merrifield (from 1 May 2025)

Secretary Tolulope Badipe (until 30 April 2025)

Treasurer Nicholas G Hunwick

Trustees Nicola Shuttleworth
Penelope Vasey
Joseph R Homer
Christopher J Pole (until 28 January 2025)
Michelle Jebb (until 30 April 2025)
Russell Miles (from 13 May 2025)

EASTBOURNE AND DISTRICT SAMARITANS

LEGAL AND ADMINISTRATION DETAILS

Independent Examiner

VMR Anderson BA(Hons) FCA DChA
Carpenter Box
2 St Andrews Place
Lewes
East Sussex
BN7 1UP

Solicitors

Cornfield Law LLP
47 Cornfield Road
Eastbourne
East Sussex
BN21 4QN

Bankers

Barclays Bank plc
63/67 Terminus Road
Eastbourne
East Sussex
BN21 3NJ

EASTBOURNE AND DISTRICT SAMARITANS
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2025

Introduction

The Trustees have pleasure in presenting their annual report and financial statements for the year ended 31 March 2025.

Eastbourne and District Samaritans (EADS) is registered as a charity (Charity Registration No. 1170508) and is a Charitable Incorporated Organisation (Company number CE009224). It is governed by its rules which were first adopted on 1 December 2016.

It should be noted that the charity is the successor charity to The Samaritans of Eastbourne and District (Charity Registration No. 278729) whose rules were first adopted on 1 March 1978.

The financial statements comply with current statutory requirements: The Charities Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard FRS 102.

Relationship with the central Samaritans charity

EADS is one of 201 Samaritans' branches located across the UK and Ireland. The coordinating body for the branches is the national charity Samaritans (Charity Registration No. 219432) henceforth referred to in this report as 'the central charity'.

EADS has an operating agreement with the central charity, covering the responsibilities of branches and designed to ensure that all branches provide consistently high-quality services and work effectively together as one organisation to support our callers.

Strategy and objectives

A new strategy for the central charity under the theme: ***Tackling suicide together: providing a safe space in uncertain times*** was developed in 2022/3 to cover the period 2022-29 and will be reviewed in 2025. The strategy reflects the increasing demand for our services and the need to adapt and innovate, and also reflects an increasing need to broaden the impact of the charity in influencing change so that **Samaritans is not only for the moment of crisis, it is looking to take action to prevent the crisis.**

The new strategy rests on five strategic objectives or 'key pillars' of **Access, Reach, Impact, Capacity and Sustainability** (see <https://www.samaritans.org/about-samaritans/our-organisation/our-strategy/>).

We developed a 5-year strategy for EADS under these same five strategic pillars. This document was very well received by the central charity's quality review team in February 2023 and together we developed a **mission statement** for the Branch:

To improve our capability to offer emotional support to callers nationally and to the community of Eastbourne and district including visitors to the coast and Beachy Head.

The strategy document was updated in January 2024 with progress shown against the key performance indicators.

EASTBOURNE AND DISTRICT SAMARITANS

REPORT OF THE TRUSTEES

FOR THE YEAR ENDED 31 MARCH 2025

Underpinning our strategy are the three **key objectives of the Branch** which are set out in our constitution:

1. *To enable persons in Eastbourne and the surrounding area as well as elsewhere who are experiencing feelings of distress or despair, including those who may be at risk of suicide, to receive confidential emotional support at any time of the day or night in order to improve their emotional health and to reduce the incidence of suicide.*
2. *To promote a better understanding in society of suicide, suicidal behaviour and the value of expressing feelings which may otherwise lead to suicide or impaired emotional health.*
3. *To collaborate with and support Samaritans central charity and its affiliated branches in fulfilling these objectives.*

Reviewing the above objectives for 2024/25 we can report as follows:

The number of listening volunteers increased during the year which started with 92 listeners and reached 111 by 31 March 2025. However, despite the increase, the demand on those listeners' contributions has also increased and will continue to do so.

The number of support volunteers, whose work in ensuring the functioning of the Branch is invaluable, has remained consistent at 19.

The following table traces our last five years' duty room activities and demonstrates the ever-growing demand for our service:

	Units	2020/21	2021/22	2022/23	2023/24	2024/25	% Change from last year
Phone Calls	<i>Number</i>	16,456	19,218	21,140	21,313	21,593	+1.3%
Hours on the Phone	<i>Hours</i>	5,110	5,845	6,011	5,933	6,964	+17.4%
Emails	<i>Number</i>	2,956	1,858	984	524	320	-38.9%
Webchat	<i>Number</i>	-	-	188	225	495	+120%
Face to Face	<i>Number</i>	-	-	145	159	165	+3.8%

The reduction in emails and increase of webchat may reflect a change in preferred methods of communication of our callers but is also reflective of the adjustment during the year to email centralisation administered by a separate hub and a reduction of branch responses.

The Branch remains open during the day for face-to-face callers, a critical role given our proximity to Beachy Head and the coastal cliffs.

We remain part of the partnership with Brighton and Horsham branches to train Listeners at HMP Lewes.

We continue to liaise with local groups and organisations in the Eastbourne area, including the East Sussex Suicide Prevention Group, the Coastguard Service, NHS Mental Health Services, the Chaplaincy Service and Network Rail.

The Branch Director has attended a number of meetings and weekend workshops with other directors from the South-East region, to discuss and make representation on changes to Samaritan policies and procedures and maintains such contacts with local branches to improve our learning and shared experiences.

EASTBOURNE AND DISTRICT SAMARITANS

REPORT OF THE TRUSTEES

FOR THE YEAR ENDED 31 MARCH 2025

The role of the Trustees

Whilst being an independent entity, EADS operates as an affiliated branch of the central charity. The central charity sets standards and provides guidance and support to local branches. It is the responsibility of the EADS' Trustees to maintain the financial viability of the Branch and to ensure that the assets are used in pursuance of the objectives of the charity.

Governance is the role of the Board of Trustees. Trustees must ensure that the three main objectives (see 'Strategy and objectives' above) are met and that the assets of the Branch are properly and effectively managed. In addition to the freehold premises from which it operates, EADS owns a leasehold shop, which is sublet to the trading company **Samaritans Retail (Eastbourne) Ltd** of which the charity is the sole shareholder. This is referred to in this report as 'the shop'.

The chair of Trustees is the Branch Director, an appointee of the central charity following structured consultation with the Branch membership. The Risk Register, a document designed to ensure that members and callers work together in a safe environment, is the responsibility of the Trustees. They provide the material support necessary for the effective running of the Branch. The Trustees work in accordance with the guidelines laid down by the Charity Commission for England and Wales.

Management is the responsibility of the Directorate: the Branch Director and Vice Director and a team of five Deputy Directors (Recruitment, Training, Outreach, Leaders and Mentoring). The Branch is managed in accordance with our objectives set out in the constitution (see 'Strategy and objectives' above) and is linked to the Risk Register which is updated on a regular basis.

Links between Trustees and Directors

The dual role of the Branch Director makes for effective liaison between the Trustees and the Directorate. At Trustee meetings, the Branch Director provides a management progress report based on key statistics on volunteer hours and the reports provided by the Deputy Directors. At each meeting, the Treasurer presents a detailed financial report monitoring the income and expenditure together with a review of reserves and investments.

All these measures enable the Trustees to track and monitor the full range of activities undertaken by the Directors and other managers and ensure that they are meeting their objectives.

Trustee responsibilities

Financial statements

The Trustees are required to prepare annual financial statements, which provide a true and fair view of the affairs of the Branch as at the end of the financial year and of the income and expenditure of the Branch for that year.

In preparing the reports the Trustees:

- a) Select suitable accounting policies and apply them consistently,
- b) Make judgements and estimates that are reasonable and prudent,

EASTBOURNE AND DISTRICT SAMARITANS

REPORT OF THE TRUSTEES

FOR THE YEAR ENDED 31 MARCH 2025

- c) State whether the applicable accounting standards have been followed, subject to any material departures disclosed and explained in the Financial Statements, and
- d) Prepare the Financial Statements on the ongoing concern basis unless it is inappropriate.

Public benefit

The Trustees confirm that they have referred to the guidance in the Charity Commission's general guidance on public benefit when reviewing the charity's objectives.

Risk review

The Board of Trustees reviews the major risks to which the Branch is exposed on a regular basis and systems and actions are implemented to mitigate those risks. Additionally, the Trustees report annually to the central charity on the management of risk. The Trustees believe that there is a satisfactory system of internal controls and these are reviewed on a regular basis.

Financial review

At the end of the financial year 2024/25 EADS had funds of **£666,556** of which **£575,087** related to tangible fixed assets. These are the charity's freehold property 'The Haven' at 13 Bolton Road, Eastbourne from which the charity operates, and a leasehold property at 31 Grove Road, Eastbourne, which is used as premises for the shop.

Total income and expenditure for the year for the Branch were **£86,394** and **£108,943** respectively. Expenditure included £55,000 spent on essential repairs and maintenance to The Haven which therefore created an overall deficit of **£22,549**.

Income

The principal sources of income continue to be donations from the public through the many fundraising activities and sale of donated goods in the shop.

The **shop** pays EADS **£16,000** annually in rent and in addition donates any trading surplus to the charity, which this year amounted to **£2,199** after recouping a loss from last year of £1,572. A tremendous result that owes much to the sterling efforts of our shop manager and her colleagues, to whom we are most grateful.

As usual our volunteers took part in a wide range of fundraising activities and local events this year which, as well as raising much needed funds, help to increase local awareness of EADS' work.

The charity is indebted every year to the McCutchan family of Bates Green Farm, Arlington for allowing our volunteers to provide catering and visitor assistance for two days at their annual **Bluebell Walk**. In April 2024 this raised **£5,500** for EADS.

Amongst **other fundraising and local events** we attended this year were: a Charity Quiz Night, Eastbourne 999 Emergency Services Weekend, Eastbourne Sunshine Carnival, a retiring collection at the Eastbourne Choral Society's Advent concert, the sale of EADS own-design Christmas cards and 'Samaritan Teddies', carol singing at The Beacon shopping centre with the Eastbourne Choral Society, EADS 60th Anniversary

EASTBOURNE AND DISTRICT SAMARITANS

REPORT OF THE TRUSTEES

FOR THE YEAR ENDED 31 MARCH 2025

celebrations at The Gather, and providing refreshments at the Limekiln Farm open garden. Altogether **£3,700** was raised by our volunteers through these events.

Donations totalling just over **£8,100** were also gratefully received from **local organisations** including Croudace Homes, Cherry Dance School, Eastbourne AM Rotary Club, Green People London (textile recycling bins), Broadway United Church, the Eastbourne Lottery Fund and Bourne Primary School.

Another regular supporter of Samaritans nationwide is the comedian, **Sarah Millican**. When on a UK tour, she invites local Samaritans' branches to take a retiring collection at the end of her shows. This year EADS' volunteers attended for one night at the Brighton Dome where a total of **£1,480** was raised.

We are also extremely grateful to the many **individuals** who supported us through the year with donations totalling around **£3,800**. Also to those members of the public who held **fundraising or sponsored events** for us, including craft and flower seed sales, raising a further **£340**.

In April 2024, we continued to receive donations as two of our volunteers completed respectively the **London Marathon** and a local **cycling 'Spinathon'**. A balance of **£2,500** was received (giving an overall total of **£6,200**).

We were also extremely fortunate this year to receive **legacies** totalling just over **£21,000** from the estates of Lilian Forder, Patricia Lewis and Kathleen Young, plus an interim payment of **£6,000** from the estate of Luella Hamilton.

Gift Aid on donations from the public continue to be an important source of income, contributing around **£2,300** this year. Also, several of our volunteers regularly **donate their travel expenses** back to EADS, enabling us to claim a further **£1,900** in Gift Aid during 2024/25

We have continued to make effective use of **online fundraising platforms**. We had fundraising pages this year with Enthuse, organised text-giving campaigns via Donr, collected donations from retailers via EasyFundraising and received donations via the online Eastbourne Lottery.

We also continue to receive donations through two CollecTin card readers, which enable us to accept donations by card at the shop and fundraising events.

As a result of all the above, our income was substantially higher than in 2023/24.

Expenditure

Expenditure is focussed entirely on the Branch's service provision together with property maintenance and running costs. All expenditure is incurred in support of the Branch's aims and activities.

This year has been dominated by major work on The Haven which amounted to **£55,000**. This work involved significant repairs and maintenance necessary for our freehold building. However, some running costs were lower than anticipated which, together with increased income, reduced our anticipated deficit.

Reserves

As anticipated, total expenditure exceeded income, thus reducing our liquid funds and impacting reserves, which are the equivalent of 16 months of normal annual expenditure. The Trustees' policy is to keep a minimum of 9 to 18 months of estimated expenditure in reserve.

EASTBOURNE AND DISTRICT SAMARITANS
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2025

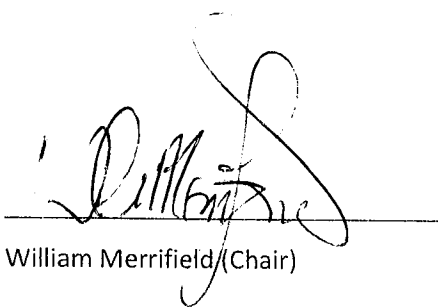
Conclusions

The service of the Samaritans remains as relevant today as it was 70 years ago when we started. Many people have no one else to turn to and be heard.

In 2024/25 we have continued to pursue our prime objectives:

- We reviewed our 5-year strategy and the performance indicators, which are on track to meet the objectives of increasing volunteer numbers and other performance indicators.
- Our overall response to callers has continued to increase and we have maintained between 90 and 100 active listeners throughout the year.
- Our income has been buoyed by generous legacies, ensuring that the financial position remains sound even after taking account of the renovations to The Haven.
- We have continued our presence in the community having launched our ***Friends of Eastbourne Samaritans*** initiative in 2023/24, enabling our donors and supporters to have greater access and understanding of what the Branch does.
- We maintained our connection with local stakeholders in Eastbourne and the local district, including schools, Network Rail and hospices and have undertaken a number of new outreach activities to support the emotional needs of the community, which we consider a privilege to serve.

By Order of the Board of Trustees



William Merrifield (Chair)

Date: 4th July 2025

**INDEPENDENT EXAMINER'S REPORT
TO THE TRUSTEES OF
EASTBOURNE AND DISTRICT SAMARITANS**

I report on the accounts of the branch for the year ended 31 March 2025, which are set out on pages 10 to 18.

Respective responsibilities of Trustees and Examiner

The charity's Trustees are responsible for the preparation of the accounts. The charity's Trustees consider that an audit is not required for this year under section 144 of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed.

I report in respect of my examination of the Trustees' accounts carried out under section 145 of the 2011 Act and in conducting 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
- (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.



VMR Anderson BA (Hons) FCA DChA

Chartered Accountant
Carpenter Box
2 St. Andrews Place
Lewes
East Sussex
BN7 1UP

Date: 6th July 2025

EASTBOURNE AND DISTRICT SAMARITANS
STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2025

	Unrestricted Funds 2024/25 £	Totals 2023/24 £
INCOME		
Income and endowments from		
Donations and legacies		
- Donations and gifts	25,101	23,004
- Legacies	27,045	10,576
Other trading activities		
- Fundraising events	14,967	9,952
Income from investments	3,281	3,518
Other income		
- Rental income	<u>16,000</u>	<u>16,000</u>
Total income and endowments	<u>86,394</u>	<u>63,050</u>
EXPENDITURE ON		
Charitable activities (page 11)	106,707	64,746
Raising funds	<u>2,236</u>	<u>1,376</u>
Total resources expended	<u>108,943</u>	<u>66,122</u>
Net movement in funds	(22,549)	(3,072)
Fund balances at 1 April 2024	<u>689,105</u>	<u>692,177</u>
Fund balances at 31 March 2025	<u>666,556</u>	<u>689,105</u>

EASTBOURNE AND DISTRICT SAMARITANS
STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2025

	Unrestricted Funds 2024/25 £	Totals 2023/24 £
Charitable activities		
Volunteer travel, training and Council/Regional Meetings	11,546	14,115
Telephone	3,047	4,799
Advertising and general publicity	1,738	2,635
Postage, printing and stationery	1,243	1,019
Branch affiliation fee to central charity	3,419	3,463
Sundry expenses	1,457	1,212
Rates, water, electricity and heating	9,274	7,554
Repairs and renewals	64,168	17,852
IT, furniture, fittings and equipment	675	1,755
Cleaning	3,940	3,917
Insurance	2,254	2,186
Governance costs		
- Legal fees	1,725	2,245
- Accountancy fees	<u>2,220</u>	<u>1,994</u>
	<u>106,707</u>	<u>64,746</u>
Raising funds		
Fundraising expenses	2,236	1,238
Savings management fees	<u>-</u>	<u>138</u>
	<u>2,236</u>	<u>1,376</u>

EASTBOURNE AND DISTRICT SAMARITANS

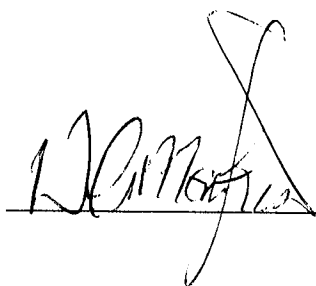
BALANCE SHEET AS AT 31 MARCH 2025

COMPANY NUMBER CE009224

CHARITY NUMBER 1170508

	Note	£	2024/25 £	2023/24 £
FIXED ASSETS				
Tangible fixed assets	4		575,087	575,087
Investment in trading company	3		<u>10,100</u>	<u>100</u>
			585,187	575,187
Current Assets				
Debtors	5	5,682		22,502
Cash at bank and in hand		<u>88,354</u>		<u>99,668</u>
		94,036		122,170
Creditors: Amounts falling due within one year	6	<u>12,667</u>		<u>8,252</u>
Net Current Assets			<u>81,369</u>	<u>113,918</u>
Total Assets Less Current Liabilities			<u>666,556</u>	<u>689,105</u>
Represented by:				
Unrestricted Funds				
General Fund	9		<u>666,556</u>	<u>689,105</u>

The Financial Statements were approved by the Trustees on: 4th July 2025.



William Merrifield (Chair)

EASTBOURNE AND DISTRICT SAMARITANS
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

1. ACCOUNTING POLICIES

a. Accounting

These financial statements have been prepared under the historical cost convention and in accordance with applicable accounting standards. In addition, they have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with FRS 102. The charity constitutes a public benefit entity as defined by FRS 102. The Trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern. The accounts are prepared in sterling which is the functional currency of the charity.

b. Fund Accounting

The charity maintains various funds in accordance with the Statement of Recommended Practice 'Accounting and Reporting by Charities FRS 102'. These funds, which require separate disclosure, are as follows:

Unrestricted Funds – these are the general funds of the charity and are expendable at the discretion of the Trustees in the furtherance of the charitable objectives. The main sources of general funds are from donations and gifts, legacies, fundraising events and income from investments and bank deposits.

Restricted Funds – these are funds which are subject to specific objects declared by the donor or which are raised by appeal for a specific purpose. These funds are expendable by the Trustees in furtherance of the specific object for which they were given unless the donor later agrees that they can be applied for a general purpose. Due to the nature of these funds, they are accounted for separately from the general funds of the charity.

c. Depreciation

Other than freehold and leasehold property, all tangible fixed assets are written off in the year of purchase, unless valued at or over £5,000 when they are depreciated over four years on a straight-line basis, or over their economic useful life (if less than four years).

Freehold property and the 999-year leasehold property have not been depreciated in accordance with FRS 102 because, in the opinion of the Trustees, the properties are repaired on a regular basis with the relevant costs charged to the income and expenditure account, and their market value is in excess of the purchase price.

d. Voluntary Income

Donations are recognised as income when the donation is received.

Legacies are recognised at the earliest point at which the amounts become certain.

EASTBOURNE AND DISTRICT SAMARITANS
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

e. Investment Income

Interest is accrued daily and is credited on this basis in the income and expenditure account.

f. Expenditure

Expenditure is included in the Statement of Financial Activities on an accrual basis, inclusive of any VAT which cannot be recovered.

The main categories of expenditure are:

- i. Charitable activities which are the costs of running the branch.
- ii. Expenditure on raising funds which includes investment manager's fees and fundraising expenses.

g. Consolidation

The charity has taken advantage of the exemptions conferred in paragraph 24.6 of the Statement of Recommended Practice "Accounting and Reporting by Charities FRS 102" from preparing consolidated financial statements.

h. Statement of Cash Flows

The charity has taken advantage of the provisions in the SORP for charities applying FRS 102 Bulletin 1 not to prepare a Statement of Cash Flows.

i. Financial Instruments

The charity has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at amortised cost. Financial assets held at amortised cost comprise cash and bank in hand, other debtors and prepayments. Financial liabilities held at amortised cost comprise other creditors and accruals. Investments in subsidiaries are held at cost less impairment.

EASTBOURNE AND DISTRICT SAMARITANS
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

2. COMPARATIVE STATEMENT OF FINANCIAL ACTIVITIES
(Preceding year)

	Unrestricted Funds £	Restricted Funds £	Totals 2023/24 £
INCOME			
Income and endowments from			
Donations and legacies			
- Donations and gifts	23,004	-	23,004
- Legacies	10,576	-	10,576
Other trading activities			
- Fundraising events	9,952	-	9,952
Income from investments	3,518	-	3,518
Other income			
- Rental income	<u>16,000</u>	<u>-</u>	<u>16,000</u>
Total income and endowments	<u>63,050</u>	<u>-</u>	<u>63,050</u>
EXPENDITURE ON			
Charitable activities	64,071	675	64,746
Raising funds	<u>1,376</u>	<u>-</u>	<u>1,376</u>
Total resources expended	<u>65,447</u>	<u>675</u>	<u>66,122</u>
Net movement in funds	(2,397)	(675)	(3,072)
Fund balances at 1 April 2023	<u>691,502</u>	<u>675</u>	<u>692,177</u>
Fund balances at 31 March 2024	<u>689,105</u>	<u>-</u>	<u>689,105</u>

EASTBOURNE AND DISTRICT SAMARITANS
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

3. FIXED ASSET INVESTMENTS

	2024/25	2023/24
	£	£
Investment in trading company		
At 1 April 2024	100	100
Additional shares issued	<u>10,000</u>	<u>-</u>
At 31 March 2025	<u>10,100</u>	<u>100</u>

In June 2024, the Trustees agreed to increase the investment in Samaritans Retail (Eastbourne) Limited by £10,000. This provided working capital and increased financial flexibility for this valuable resource.

The wholly owned trading company Samaritans Retail (Eastbourne) Limited, which is incorporated in the United Kingdom, pays its profits to the charity by Gift Aid. The charity owns the entire issued share capital of 10,100 Ordinary shares of £1 each (2024: 100 Ordinary shares of £1 each). A summary of the trading results is shown below.

	2024/25	2023/24
	£	£
Turnover	76,548	68,231
Cost of sales and administration expenses	(72,776)	(69,803)
Distribution to Eastbourne and District Samaritans	<u>(2,199)</u>	<u>-</u>
Net result	<u>1,573</u>	<u>(1,572)</u>
The assets and liabilities of the company were:		
Assets	14,955	10,230
Creditors: Amounts falling due within one year	<u>(4,807)</u>	<u>(11,655)</u>
	<u>10,148</u>	<u>(1,425)</u>
Aggregate share capital and reserves	<u>10,148</u>	<u>(1,425)</u>

EASTBOURNE AND DISTRICT SAMARITANS
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

4. TANGIBLE FIXED ASSETS

	Freehold Property £	Leasehold Property £	Total £
Cost			
As at 1 April 2024 and 31 March 2025	<u>329,941</u>	<u>245,146</u>	<u>575,087</u>

5. DEBTORS

	2024/25 £	2023/24 £
Amounts due from trading company	2,199	6,538
Other debtors	<u>3,483</u>	<u>15,964</u>
	<u>5,682</u>	<u>22,502</u>

6. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2024/25 £	2023/24 £
Other creditors	7,167	2,652
Accruals	<u>5,500</u>	<u>5,600</u>
	<u>12,667</u>	<u>8,252</u>

7. TAXATION

The branch is considered to pass the tests set out in Paragraph 1 Schedule 6 Finance Act 2010 and therefore it meets the definition of a charity for UK corporation tax purposes. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

8. TRUSTEES REMUNERATION

No remuneration was paid to any of the Trustees during the year (2024: £nil).

EASTBOURNE AND DISTRICT SAMARITANS
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

9. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Fixed Assets	Net Current Assets	Total 2024/25	Total 2023/24
	£	£	£	£
Unrestricted funds	<u>585,187</u>	<u>81,369</u>	<u>666,556</u>	<u>689,105</u>

ANALYSIS OF NET ASSETS BETWEEN FUNDS
(Preceding year)

	Fixed Assets	Net Current Assets	Total 2023/24	Total 2022/23
	£	£	£	£
Unrestricted funds	<u>575,187</u>	<u>113,918</u>	<u>689,105</u>	<u>691,502</u>
Restricted funds	<u>-</u>	<u>-</u>	<u>-</u>	<u>675</u>
	<u>575,187</u>	<u>113,918</u>	<u>689,105</u>	<u>692,177</u>

Accounts

Eastbourne and District Samaritans

**Annual Report and Financial Statements
for the year ended 31 March 2024**



Registered Charity Number: 1170508
Company Number: CE009224

EASTBOURNE AND DISTRICT SAMARITANS

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EASTBOURNE AND DISTRICT SAMARITANS

LEGAL AND ADMINISTRATION DETAILS

LEGAL STATUS Eastbourne and District Samaritans is a Registered Charity (Charity Registration No. 1170508) and a Charitable Incorporated Organisation (Company number CE009224)

PRINCIPAL OFFICE The Haven
13 Bolton Road
Eastbourne
East Sussex
BN21 3JT

BOARD OF TRUSTEES

Chair David G V Smith

Secretary Belinda J Chavasse (until 6 April 2024)
Tolulope Badipe (from 17 April 2024)

Treasurer Stephanie J Carpenter (until 14 July 2023)
Nicholas G Hunwick (from 15 July 2023)

Trustees Nicola Shuttleworth
Michelle Jebb
Christopher J Pole
Penelope Vasey
Joseph R Homer (from 12 March 2024)

EASTBOURNE AND DISTRICT SAMARITANS

LEGAL AND ADMINISTRATION DETAILS

Independent Examiner

VMR Anderson BA(Hons) FCA DChA
Clark Brownscombe
2 St Andrews Place
Lewes
East Sussex
BN7 1UP

Solicitors

Cornfield Law LLP
47 Cornfield Road
Eastbourne
East Sussex
BN21 4QN

Bankers

Barclays Bank plc
63/67 Terminus Road
Eastbourne
East Sussex
BN21 3NJ

EASTBOURNE AND DISTRICT SAMARITANS
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024

Introduction

The Trustees have pleasure in presenting their annual report and financial statements for the year ended 31 March 2024.

Eastbourne and District Samaritans (EADS) is registered as a charity (Charity Registration No. 1170508) and is a Charitable Incorporated Organisation (Company number CE009224). It is governed by its rules which were first adopted on 1 December 2016.

It should be noted that the charity is the successor charity to The Samaritans of Eastbourne and District (Charity Registration No. 278729) whose rules were first adopted on 1 March 1978.

The financial statements comply with current statutory requirements: The Charities Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard FRS 102.

Relationship with the central Samaritans charity

EADS is one of 201 Samaritans' branches located across the UK and Ireland. The coordinating body for the branches is the national charity **Samaritans** (Charity Registration No. 219432) henceforth referred to in this report as 'the central charity'.

EADS has an operating agreement with the central charity, covering the responsibilities of branches and designed to ensure that all branches provide consistently high-quality services and work effectively together as one organisation to support our callers.

Strategy and objectives

A new strategy for the central charity under the theme: ***Tackling suicide together: providing a safe space in uncertain times*** was developed in 2022/3 to cover the period 2022-29 and will be reviewed in 2025. The strategy reflects the increasing demand for our services and the need to adapt and innovate, and also reflects an increasing need to broaden the impact of the charity in influencing change so that ***Samaritans is not only for the moment of crisis, it is looking to take action to prevent the crisis.***

The new strategy rests on five strategic objectives or 'key pillars' of **Access, Reach, Impact, Capacity and Sustainability** (see <https://www.samaritans.org/about-samaritans/our-organisation/our-strategy/>).

We developed a 5-year strategy for EADS under these same five strategic pillars (see [EADS Strategy 2023-2027](#)). This document was very well received by the central charity's quality review team in February 2023 and together we developed a **mission statement** for the Branch:

To improve our capability to offer emotional support to callers nationally and to the community of Eastbourne and district including visitors to the coast and Beachy Head.

The strategy document was updated in January 2024 with progress shown against the key performance indicators.

EASTBOURNE AND DISTRICT SAMARITANS
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024

Underpinning our strategy are the three **key objectives of the Branch** which are set out in our constitution:

1. *To enable persons in Eastbourne and the surrounding area as well as elsewhere who are experiencing feelings of distress or despair, including those who may be at risk of suicide, to receive confidential emotional support at any time of the day or night in order to improve their emotional health and to reduce the incidence of suicide.*
2. *To promote a better understanding in society of suicide, suicidal behaviour and the value of expressing feelings which may otherwise lead to suicide or impaired emotional health.*
3. *To collaborate with and support Samaritans central charity and its affiliated branches in fulfilling these objectives.*

The role of the Trustees

Whilst being an independent entity, EADS operates as an affiliated branch of the central charity. The central charity sets standards and provides guidance and support to local branches. It is the responsibility of the EADS' Trustees to maintain the financial viability of the Branch and to ensure that the assets are used in pursuance of the objectives of the charity.

Governance is the role of the Board of Trustees. Trustees must ensure that the three main objectives (see above) are met and that the assets of the Branch are properly and effectively managed. In addition to the freehold premises from which it operates, EADS owns a leasehold shop which is sublet to the trading company **Samaritans Retail (Eastbourne) Ltd** of which the charity is the sole shareholder. This is referred to in this report as 'the shop'.

The chair of Trustees is the Branch Director, an appointee of the central charity following structured consultation with the Branch membership. The Risk Register, a document designed to ensure that members and callers work together in a safe environment, is the responsibility of the Trustees. They provide the material support necessary for the effective running of the branch. The Trustees work in accordance with the guidelines laid down by the Charity Commission.

Management is the responsibility of the Directorate: the Branch Director and Vice Director and a team of five Deputy Directors (Recruitment, Training, Outreach, Leaders and Mentoring). In January 2024, the Directorate updated the Strategic Plan with annual performance indicators and reported on the progress against the agreed activities. The work of the Branch is managed in accordance with our objectives set out in the constitution and is linked to the Risk Register which is updated on a regular basis.

Links between Trustees and Directors

The dual role of the Branch Director makes for effective liaison between the Trustees and the Directorate. At Trustee meetings, the Branch Director provides a management progress report based on key statistics on volunteer hours and the reports provided by the Deputy Directors. At each meeting, the Treasurer presents a detailed financial report monitoring the income and expenditure together with a review of reserves and investments.

All these measures enable the Trustees to track and monitor the full range of activities undertaken by the Directors and other managers and ensure that they are meeting their objectives.

EASTBOURNE AND DISTRICT SAMARITANS
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024

Trustee responsibilities

Financial statements

The Trustees are required to prepare annual financial statements, which provide a true and fair view of the affairs of the Branch as at the end of the financial year and of the income and expenditure of the Branch for that year.

In preparing the reports the Trustees:

- a) Select suitable accounting policies and apply them consistently,
- b) Make judgements and estimates that are reasonable and prudent,
- c) State whether the applicable accounting standards have been followed, subject to any material departures disclosed and explained in the Financial Statements, and
- d) Prepare the Financial Statements on the ongoing concern basis unless it is inappropriate.

Public benefit

The Trustees confirm that they have referred to the guidance in the Charity Commission's general guidance on public benefit when reviewing the charity's objectives.

Risk review

The Board of Trustees reviews the major risks to which the Branch is exposed on a regular basis and systems and actions are implemented to mitigate those risks. Additionally, the Trustees report annually to the central charity on the management of risk. The Trustees believe that there is a satisfactory system of internal controls and these are reviewed on a regular basis.

Financial review

At the end of the financial year 2023/24 EADS had funds of **£689,105** of which **£575,087** related to tangible fixed assets. These are the charity's freehold property 'The Haven' at 13 Bolton Road, Eastbourne, from which the charity operates and a leasehold property at 31 Grove Road, Eastbourne, which is used as premises for the shop.

Total income and expenditure for the year for the Branch were **£63,050** and **£66,122** respectively, resulting in an overall deficit of **£3,072**.

Income

The principal sources of income continue to be donations from the public, as a result of the many fundraising activities and sale of donated goods in the shop.

The **shop** pays EADS **£16,000** annually in rent and, in addition, donates any trading surplus. This year however a deficit of £1,572 arose, which reflected the economic pressures on the high street. Trading was also hampered by scaffolding over the front of the building for most of the year. As always, we are deeply indebted to the shop's staff, directors, and volunteers for all their hard work and efforts.

EASTBOURNE AND DISTRICT SAMARITANS
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024

As usual our volunteers took part in a wide range of fundraising activities and local events this year which, as well as raising much needed funds, help to increase local awareness of EADS' work.

The charity is indebted every year to the McCutchan family of Bates Green Farm, Arlington for allowing our volunteers to provide catering and visitor assistance for two days at their annual **Bluebell Walk**. In April 2023 this raised just over **£6,000** for EADS, the largest amount we have achieved at this event.

Amongst **other fundraising and local events** we attended this year were: the Sometimes Music Festival, a Charity Quiz Night, Eastbourne 999 Emergency Services Weekend, Eastbourne Sunshine Carnival, Alfriston Christmas Market, carol singing at The Beacon shopping centre with the Eastbourne Choral Society, the sale of EADS own-design Christmas cards and 'Samaritan Teddies', and a collection at the Eastbourne Choral Society's performance of Handel's 'Messiah' in March 2024. Altogether around **£3,500** was raised by our volunteers through these events.

Donations totalling just over **£1,550** were also gratefully received from **local organisations** including Croudace Homes, Eastbourne AM Rotary Club and Broadway United Church.

We are also extremely grateful to the many **individuals** who supported us through the year with donations totalling around **£3,150** (including just over **£870 in memory of loved ones**). Also to those members of the public who held **fundraising or sponsored events** for us, including a dance school's 'Sit up, stand up' event and craft and flower seed sales, raising a further **£380**.

As the year end approached, two of our volunteers entered respectively the **London Marathon** and a local **cycling 'Spinathon'**. Monies raised to date amount to **£3,700**, with further sums to be received after the events take place in April 2024 (to be included in next year's accounts).

We were also extremely fortunate this year to receive the final **£1378** balance of a **legacy** from the estate of Mr Samuel Stringer and just over **£9,000** from the estate of Mr Ray Swinden.

Gift Aid on donations from the public continue to be an important source of income, contributing around **£1,200** this year. Also, several of our volunteers regularly **donate their travel expenses** back to EADS, enabling us to claim a further **£2,300** in Gift Aid during 2023/24.

We have continued to make effective use of **online fundraising platforms**. We had fundraising pages this year with Enthuse and PayPal Giving, organised text-giving campaigns via Donr, collected donations from retailers via EasyFundraising and Amazon Smile, and received donations via the online Eastbourne Lottery.

We also continue to receive donations through two CollecTin card readers, which enable us to accept donations by card at the shop and fundraising events.

Expenditure

Expenditure is focussed entirely on the Branch's service provision together with property maintenance and running costs. All expenditure is incurred in support of the Branch's aims and activities.

This year has been challenging as the economy has experienced difficult times and rising costs in many areas.

The installation of improved fire doors in The Haven to comply with recent legislation, together with a new floor for the shop, increased repair costs by £10,000. Many running costs also showed a material increase, which are set out in the Statement of Financial Activities on page 15.

EASTBOURNE AND DISTRICT SAMARITANS
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024

Reserves

We have a challenging year ahead. The Haven requires some major work to maintain parts of the roof and exterior. A survey has been completed and will be costed with a view to carrying out this work during the summer months.

This, coupled with rising costs of overheads, will impact on our **reserves**, which at 31 March 2024 were the equivalent of **20.7 months** of expenditure. The Trustees' policy is to keep a minimum of nine to eighteen months of estimated expenditure in reserve.

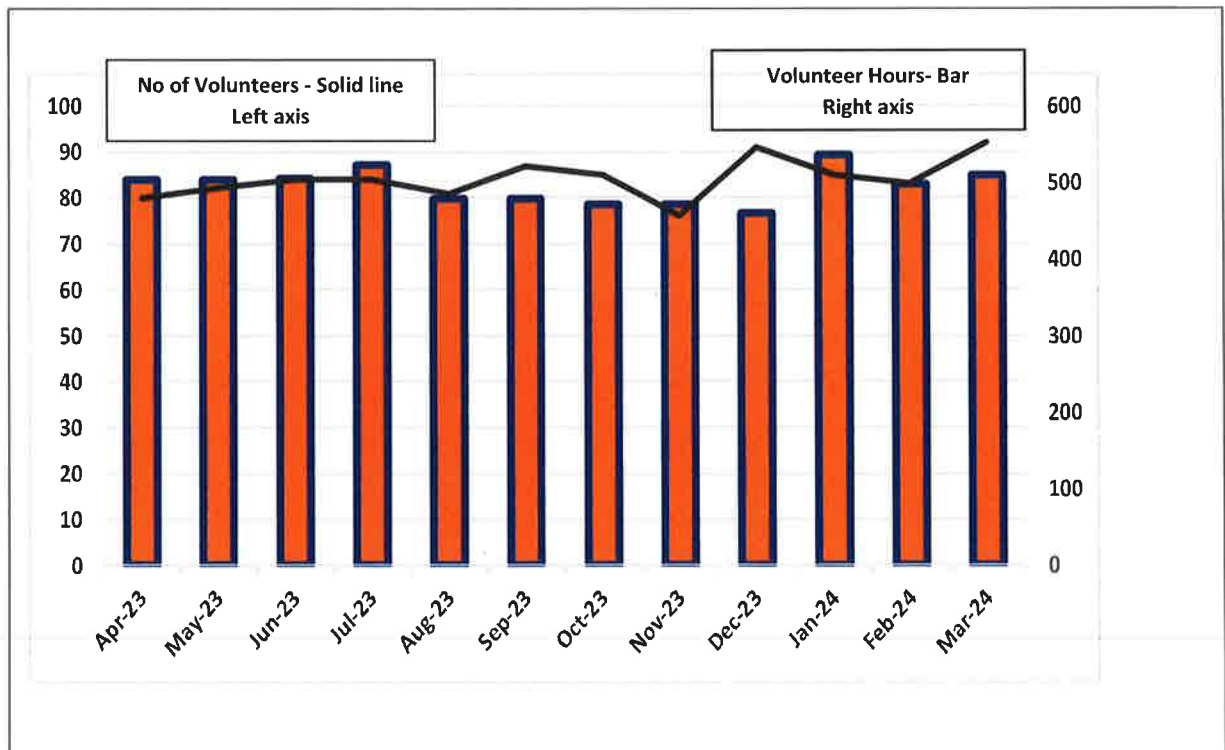
The Trustees will monitor the position closely, given that Branch income is dependent on the generosity of others.

Board of Trustees' activities and achievements

Objective 1

To enable persons in Eastbourne and the surrounding areas as well as elsewhere who are experiencing feelings of distress and despair, including those who may be at risk of suicide, to receive confidential, emotional support at any time of the day or night in order to improve their emotional health and reduce the incidence of suicide.

Figure 1: Monthly volunteer numbers and volunteer hours 2023/24



EASTBOURNE AND DISTRICT SAMARITANS
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024

The solid line in Figure 1 shows that EADS started the year with 80 active listening volunteers in April 2023 and completed the year with 92 listening volunteers in March 2024. The 92 volunteers included 17 probationary volunteers and new Samaritans trained during the year in November-December 2023 and February-March 2024. For the year as a whole the average number of listening volunteers increased slightly from 83.7 to 84.2.

Like many voluntary organisations, EADS found recruitment of new volunteers challenging but with the additional efforts of the recruitment team and some increase in advertising, we managed to run two complete training cohorts during the year. The bars in Figure 1 show that EADS volunteers were on the **telephones for around 500 hours per month**, with a slight increase towards the end of the year. The pattern of the total volunteer hours was broadly in line with the number of active volunteers and in the last two months of the year there was a large intake of new Samaritans.

Table 1 shows more detail from the data in Figure 1 breaking down the number of calls and hours spent on the phone. The table shows that in 2023/24, we slightly increased the number of calls made compared to the two previous years, to a new record level of **21,313 calls**. There was a slight reduction in the number of hours that we spent on the phone talking to callers compared to 2022/3. For the vast majority of the six thousand hours that our volunteers spent talking to people, we were providing emotional support to people who have few options to turn to. Although we do not have data at Branch level, we know that roughly one quarter of calls involve talking to callers with suicidal thoughts and one in fifteen are calls on self-harm.

Table 1: Total number of phone calls and volunteer hours

	Units	2020/21	2021/22	2022/23	2023/24	% change	
						24/23	24/21
Phone Calls	Hours	16,456	19,218	21,140	21,313	+0.8%	+29.5%
Hours on the Phone	Number	5,110	5,845	6,011	5,933	-1.3%	+16.1%
Emails	Number	2,956	1,858	984	524	-46.7%	-82.2%
Webchat	Number	-	-	188	225	+19.7%	-
Face to Face	Number	-	-	145	159	+9.7%	-

The very sharp reduction in the number of emails reflects the change in policy to direct more emails through the central charity's new Email Hub. However, the hub model has not worked according to plan and the central charity has gone back to using the branches more for emails. EADS has responded by developing our own in-house training and by the end of the financial year we had 22 volunteers trained to manage emails.

EADS was one of the first branches in the country to re-open for face-to-face (F2F) callers after COVID in July 2022, and the service is still very limited with only a few branches in the South East Region open for F2F. For EADS, with our central location in Eastbourne and proximity to Beachy Head, F2F is a vital part of the service that we offer. We currently receive on average just over three visitors per week.

The interactive webchat service, which is still under pilot from the central charity, was introduced to the Branch in July 2022 and we have increased the number of shifts from Sunday and Monday 2-hour shifts to a third shift on Friday evenings. It is expected that this service will continue to grow and become a more common form of communication once it is more widely promoted to callers. Our volunteers find the webchat calls challenging, partly as it attracts a younger audience and around 40% of webchat calls have elements of suicide ideation.

EASTBOURNE AND DISTRICT SAMARITANS
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024

Figure 2: 2023/24 Distribution of total recorded volunteer hours by volunteer

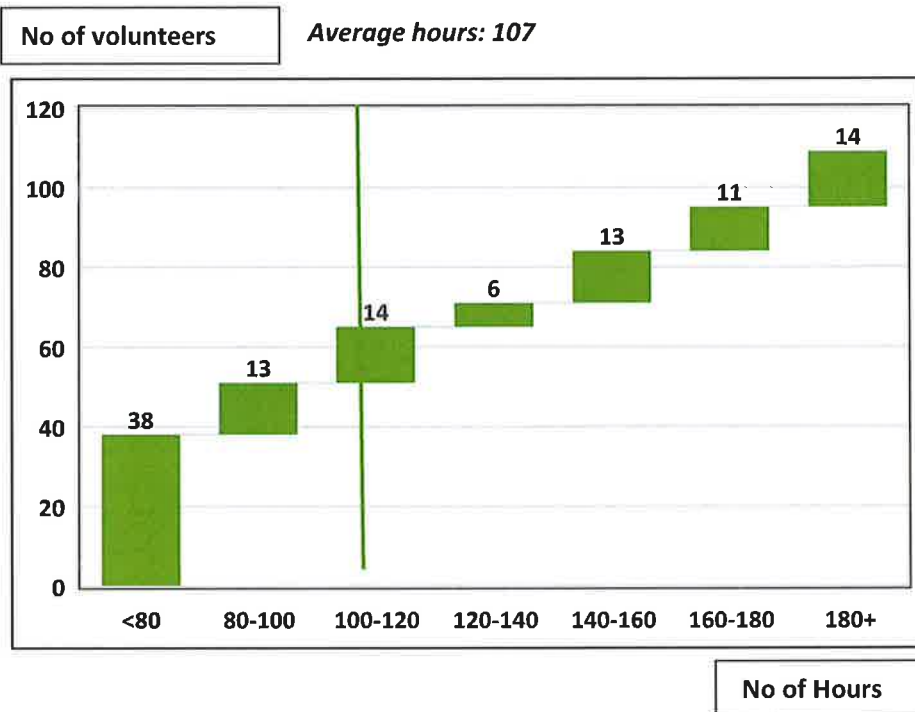


Figure 2 sets out the distribution of volunteer hours¹ during 2023/24. The figure shows the number of shift hours from the rota. This measure is different from the actual hours spent on the phones as set out in Figure 1. The average number of hours volunteered was **107 hours per year** which is similar to last year. It should be noted that this annual average is brought down by the 17 new and probationary Samaritans who joined the Branch during the year and therefore have only a few months of volunteer hours to record.

There are 38 volunteers who gave more than 140 hours of their time, and eight who spent more than 200 hours during the year. This means that 49% of the rota is covered by just 25 volunteers. The changes made to our rota during the year have proved to be popular, with those volunteers who work full-time preferring the 3-hour shifts in the evening and retired people preferring the flexibility of either a 2-hour or a double (4-hour) shift during the day.

In the coming year we will give more attention to meeting the needs of our callers during the night. Currently only 6% of our volunteer time is covering the night hours of 2:00 - 7:00 AM and we need to work towards increasing this to 10%.

¹ Volunteers are incentivised for doing night shifts by receiving a 'credit' of 4 hours for a 2-hour night shift which is then measured against their commitment of 16 hours per month. Figure 2 shows **actual shift hours** recorded and not 'weighted' hours.

EASTBOURNE AND DISTRICT SAMARITANS
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024

Objective 2

To promote a better understanding in society of suicide, suicidal behaviour, and the value of expressing feelings which may otherwise lead to impaired emotional health and suicide.

In the last year we have delivered a number of talks and events to disseminate the principles of what Samaritans do and explain the importance of our listening service, which is especially needed for those people who have no one else to turn to.

EADS has played a major role in supporting the **East Sussex Suicide Prevention Group** which coordinates the activities of a range of key organisations including East Sussex County Council, the Coastguard Service, Eastbourne Hospital, NHS Mental Health Services, the Chaplaincy Service and Network Rail. We have also been active in the specific **East Sussex Coastal Suicide Prevention Group** which concentrates its efforts around Beachy Head and Birling Gap and have contributed to the design of a number of preventative measures to support the reduction of suicide in the coastal areas.

The two working groups supported East Sussex Council to develop and implement a strategy on suicide prevention which has included a number of new preventive measure initiatives as well as support the promotion of a positive image of Beachy Head. As a consequence of these collective efforts, fewer deaths were reported along the Sussex coast.

We also supported schools and young people in the Eastbourne area. In April 2023, we participated at The Big Futures Show for young students looking for career opportunities and we provided the students with the opportunity to hear about what we do and how we can be available to provide listening support. We also delivered workshops at Heathfield Community College in June 2023 to Year 10 students, based around emotional health, opening conversations about suicide, self-harm and coping strategies including the benefits of having someone to talk to.

Samaritans' branches in the South East of England cover all the prisons in the region and EADS has a very effective partnership with the Brighton and Horsham Samaritans' branches at HMP Lewes. We train selected prisoners to become Listeners. Once trained, the Listeners are called upon by other prisoners who are in distress and at risk of suicide or self-harm. We then provide weekly support to the Listeners both as individuals and as a group. Every year, the Listeners at HMP Lewes provide hundreds of hours of support to some of the most vulnerable individuals. We are immensely proud of the work they do.

Given that resources in HMP services have been stretched to the limit, our Listener Scheme is an essential part of the rehabilitation support for prisoners and also provides the prison Listeners with essential additional skills for life. Suicide in prisons is over 15 times the community average and over half of the prison population suffer from poor mental health.

Objective 3

To collaborate with and support Samaritans central charity and its branches in fulfilling these objectives.

We have collaborated with the central charity on a number of policy issues and in particular on the procedures and policies for **face-to-face callers (F2F)**. For Eastbourne this has been of critical importance given our location in the centre of Eastbourne and the proximity to Beachy Head and the coastal cliffs. We have influenced the central charity in developing practical measures for enabling branches to open for F2F.

EASTBOURNE AND DISTRICT SAMARITANS
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024

In June 2023 we welcomed **Maria Caulfield MP, the Minister for Mental Health** and Member for Lewes. The Minister was able to see the role that we play in supporting our callers and we discussed the importance of supporting initiatives to reduce suicide ideation as well as the funding of preventive measures along the coast. Our meeting was an opportune moment to influence the publication of the new 5-year government strategy for suicide prevention² which was passed by Parliament in September 2023. Samaritans were also involved in the introduction of new legislation to restrict the exposure of children to harmful social media with the passing of the **Online Safety Act 2023**.

The Branch Director has attended a number of meetings and weekend workshops with other Directors from the South East Region, to discuss and make representation on changes to Samaritan policies and procedures including training, the use of centralised hubs, and providing comment and input to the upgrading of the listening services and software.

We helped design and implement a survey of volunteers across four branches in the South East Region covering volunteer satisfaction as part of the Samaritans' objective of promoting **equality, diversity and inclusion**. The Branch Director is in regular contact with the Regional Director for the South East and has on-going discussions with other branches including the Directors of Horsham and Brighton to improve our learning and sharing experience.

While we have struggled at times to fill the rota during night shifts, we have worked with other branches in the South East and changed our rota to ensure that there was adequate coverage of the Samaritans' phone lines across the South East Region during peak hours of need between 2AM and 5AM.

Conclusions

The service of the Samaritans remains as relevant today as it was 70 years ago when we started. Many people have no one else to turn to and be listened to.

Our listening volunteers have found the calls in the current year to be more challenging and the need for our service is therefore greater as households struggle with the cost-of-living crisis and the general instability in this conflict-afflicted world.

In last year's Annual Report we set two priorities: firstly, to increase the number of volunteers in the Branch, and secondly to serve, where we can, the emotional needs of the Eastbourne and district community. While we are aiming to increase volunteer numbers further, we welcomed 17 new volunteers and with fewer retirees increased the average number of active listening volunteers slightly to 84.2 for the year as whole.

² <https://www.gov.uk/government/publications/suicide-prevention-strategy-for-england-2023-to-2028>

EASTBOURNE AND DISTRICT SAMARITANS
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024

The Branch has been active in the Eastbourne community and there is a strong desire to expand the well-established outreach activities, which we should be able to do provided this does not take resources away from our callers.

Samaritans' Central Office quality assurance team has strongly commended the Branch:

"EADS is a very enthusiastic and sociable branch with a great feeling of camaraderie. This is reflected in good teams for training, mentoring, leaders, outreach, prison support, volunteer care and all other branch activities."

Our Branch is one of three branches in the South East of England to be described by the quality team as outstanding and operating according to best practice.

In 2023/24, the following highlights have been achieved:

- We updated our 5-year strategy and the performance indicators, which are on track to meet the objectives of increasing volunteer numbers and other performance indicators.
- The Branch increased our response to callers with the volume of phone calls increasing slightly on last year to 21,313 calls in 2023/24. We have maintained between 80 and 90 active listeners throughout the year.
- Expenditure in the Branch increased to £66,126 and our income was £63,050 leading to a small operational deficit of £3,072. But the financial position of EADS is sound with reserves equivalent to 20.7 months of expenditure and our income has been buoyed by a record year for fundraising activities and income from our new Charities Aid Foundation investment account.
- We have increased our presence in the community, launching our ***Friends of Eastbourne Samaritans*** initiative to enable our donors and supporters to have greater access and understanding of what the Branch does.
- We maintained our connection with local stakeholders in Eastbourne including schools, Network Rail, and hospices and have undertaken a number of new outreach activities to support the emotional needs of the Eastbourne and district communities.

By Order of the Board of Trustees



David G V Smith (Chair)

Date: 11 June 2024

**INDEPENDENT EXAMINER'S REPORT
TO THE TRUSTEES OF
EASTBOURNE AND DISTRICT SAMARITANS**

I report on the accounts of the branch for the year ended 31 March 2024, which are set out on pages 14 to 22.

Respective responsibilities of Trustees and Examiner

The charity's Trustees are responsible for the preparation of the accounts. The charity's Trustees consider that an audit is not required for this year under section 144 of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed.

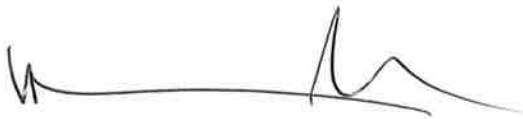
I report in respect of my examination of the Trustees' accounts carried out under section 145 of the 2011 Act and in carrying out my examination I have followed all the applicable directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

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
- (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.



VMR Anderson BA (Hons) FCA DChA

Chartered Accountant
Clark Brownscombe
2 St. Andrews Place
Lewes
East Sussex
BN7 1UP

Date: 14 June 2024

EASTBOURNE AND DISTRICT SAMARITANS
STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2024

	Unrestricted Funds £	Restricted Funds £	Totals 2023/24 £	Totals 2022/23 £
INCOME				
Income and endowments from				
Donations and legacies				
- Donations and gifts	23,004	-	23,004	28,278
- Legacies	10,576	-	10,576	11,000
Other trading activities				
- Fundraising events	9,952	-	9,952	9,522
Income from investments	3,518	-	3,518	425
Other income				
- Rental income	<u>16,000</u>	<u>-</u>	<u>16,000</u>	<u>16,000</u>
Total income and endowments	<u>63,050</u>	<u>-</u>	<u>63,050</u>	<u>65,225</u>
EXPENDITURE ON				
Charitable activities (page 15)	64,071	675	64,746	51,822
Raising funds	<u>1,376</u>	<u>-</u>	<u>1,376</u>	<u>1,904</u>
Total resources expended	<u>65,447</u>	<u>675</u>	<u>66,122</u>	<u>53,726</u>
Net movement in funds	(2,397)	(675)	(3,072)	11,499
Fund balances at 1 April 2023	<u>691,502</u>	<u>675</u>	<u>692,177</u>	<u>680,678</u>
Fund balances at 31 March 2024	<u>689,105</u>	<u>-</u>	<u>689,105</u>	<u>692,177</u>

EASTBOURNE AND DISTRICT SAMARITANS
STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2024

	Unrestricted Funds £	Restricted Funds £	Totals 2023/24 £	Totals 2022/23 £
Charitable activities				
Volunteer travel, training and meetings	14,115	-	14,115	13,736
Telephone and Internet	4,799	-	4,799	4,044
Advertising and general publicity	2,635	-	2,635	1,982
Postage, printing and stationery	1,019	-	1,019	656
Branch affiliation fee to central charity	3,463	-	3,463	5,990
Sundry expenses	1,212	-	1,212	1,062
Rates, water, electricity and heating	7,554	-	7,554	5,196
Repairs and renewals	17,177	675	17,852	7,715
IT, furniture, fittings and equipment	1,755	-	1,755	3,990
Cleaning	3,917	-	3,917	3,748
Insurance	2,186	-	2,186	2,029
Governance costs				
- Legal fees	2,245	-	2,245	-
- Accountancy fees	<u>1,994</u>	<u>-</u>	<u>1,994</u>	<u>1,674</u>
	<u>64,071</u>	<u>675</u>	<u>64,746</u>	<u>51,822</u>
Raising funds				
Fundraising expenses	1,238	-	1,238	1,729
Savings management fees	<u>138</u>	<u>-</u>	<u>138</u>	<u>175</u>
	<u>1,376</u>	<u>-</u>	<u>1,376</u>	<u>1,904</u>

EASTBOURNE AND DISTRICT SAMARITANS

BALANCE SHEET AS AT 31 MARCH 2024

COMPANY NUMBER CE009224

CHARITY NUMBER 1170508

	Note	£	2023/24 £	2022/23 £
FIXED ASSETS				
Tangible fixed assets	4		575,087	575,087
Investment in trading company	3		<u>100</u>	<u>100</u>
			575,187	575,187
Current Assets				
Debtors	5	22,502		13,239
Cash at bank and in hand		<u>99,668</u>		<u>113,272</u>
		122,170		126,511
Creditors: Amounts falling due within one year	6	<u>8,252</u>		<u>9,521</u>
Net Current Assets			113,918	<u>116,990</u>
Total Assets Less Current Liabilities			689,105	<u>692,177</u>
 Represented by:				
Restricted Funds				
Duty Room refurbishments	9		-	675
Unrestricted Funds				
General Fund	9		<u>689,105</u>	<u>691,502</u>
			689,105	<u>692,177</u>

The Financial Statements were approved by the Trustees on:

11 June 2024



David G V Smith (Chair)

EASTBOURNE AND DISTRICT SAMARITANS
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

1. ACCOUNTING POLICIES

a. Accounting

These financial statements have been prepared under the historical cost convention and in accordance with applicable accounting standards. In addition, they have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with FRS 102. The charity constitutes a public benefit entity as defined by FRS 102. The Trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern. The accounts are prepared in sterling which is the functional currency of the charity.

b. Fund Accounting

The charity maintains various funds in accordance with the Statement of Recommended Practice 'Accounting and Reporting by Charities FRS 102'. These funds, which require separate disclosure, are as follows:

Unrestricted Funds – these are the general funds of the charity and are expendable at the discretion of the Trustees in the furtherance of the charitable objectives. The main sources of general funds are from donations and gifts, legacies, fundraising events and income from investments and bank deposits.

Restricted Funds – these are funds which are subject to specific objects declared by the donor or which are raised by appeal for a specific purpose. These funds are expendable by the Trustees in furtherance of the specific object for which they were given unless the donor later agrees that they can be applied for a general purpose. Due to the nature of these funds, they are accounted for separately from the general funds of the charity.

c. Depreciation

Other than freehold and leasehold property, all tangible fixed assets are written off in the year of purchase, unless valued at or over £5,000 when they are depreciated over four years on a straight-line basis, or over their economic useful life (if less than four years).

Freehold property and the 999-year leasehold property have not been depreciated in accordance with FRS 102 because, in the opinion of the Trustees, the properties are repaired on a regular basis with the relevant costs charged to the income and expenditure account, and their market value is in excess of the purchase price.

d. Voluntary Income

Donations are recognised as income when the donation is received.

Legacies are recognised at the earliest point at which the amounts become certain.

EASTBOURNE AND DISTRICT SAMARITANS
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

e. Investment Income

Interest is accrued on a daily basis and is credited on this basis in the income and expenditure account.

f. Expenditure

Expenditure is included in the Statement of Financial Activities on an accrual basis, inclusive of any VAT which cannot be recovered.

The main categories of expenditure are:

- i. Charitable activities which are the costs of running the branch.
- ii. Expenditure on raising funds which includes investment manager's fees and fundraising expenses.

g. Consolidation

The charity has taken advantage of the exemptions conferred in paragraph 24.6 of the Statement of Recommended Practice "Accounting and Reporting by Charities FRS 102" from preparing consolidated financial statements.

h. Statement of Cash Flows

The charity has taken advantage of the provisions in the SORP for charities applying FRS 102 Bulletin 1 not to prepare a Statement of Cash Flows.

i. Financial Instruments

The charity has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at amortised cost. Financial assets held at amortised cost comprise cash and bank in hand, other debtors and prepayments. Financial liabilities held at amortised cost comprise other creditors and accruals. Investments in subsidiaries are held at cost less impairment.

EASTBOURNE AND DISTRICT SAMARITANS
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

2. COMPARATIVE STATEMENT OF FINANCIAL ACTIVITIES
(Preceding year)

	Unrestricted Funds £	Restricted Funds £	Totals 2022/23 £
INCOME			
Income and endowments from			
Donations and legacies			
- Donations and gifts	28,278	-	28,278
- Legacies	11,000	-	11,000
Other trading activities			
- Fundraising events	9,522	-	9,522
Income from investments	425	-	425
Other income			
- Rental income	16,000	-	16,000
Total income and endowments	65,225	-	65,225
EXPENDITURE ON			
Charitable activities	51,822	-	51,822
Raising funds	1,904	-	1,904
Total resources expended	53,726	-	53,726
Net movement in funds	11,499	-	11,499
Fund balances at 1 April 2022	680,003	675	680,678
Fund balances at 31 March 2023	691,502	675	692,177

EASTBOURNE AND DISTRICT SAMARITANS
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

3. FIXED ASSET INVESTMENTS

	2023/24	2022/23
	£	£
Investment in trading company		
At 31 March 2023 and 31 March 2024	<u>100</u>	<u>100</u>

The wholly owned trading company Samaritans Retail (Eastbourne) Limited, which is incorporated in the United Kingdom, pays its profits to the charity by gift aid. The charity owns the entire issued share capital of 100 Ordinary shares of £1 each. A summary of the trading results is shown below.

	2023/24	2022/23
	£	£
Turnover	68,231	69,731
Cost of sales and administration expenses	(69,803)	(64,525)
Distribution to Eastbourne and District Samaritans	<u>-</u>	<u>(5,206)</u>
Net result	<u>(1,572)</u>	<u>-</u>
The assets and liabilities of the company were:		
Assets	10,230	7,573
Creditors: Amounts falling due within one year	<u>(11,655)</u>	<u>(7,426)</u>
	<u>(1,425)</u>	<u>147</u>
Aggregate share capital and reserves	<u>(1,425)</u>	<u>147</u>

EASTBOURNE AND DISTRICT SAMARITANS
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

4. TANGIBLE FIXED ASSETS

	Freehold Property £	Leasehold Property £	Total £
Cost			
As at 1 April 2023 and 31 March 2024	<u>329,941</u>	<u>245,146</u>	<u>575,087</u>

5. DEBTORS

	2023/24 £	2022/23 £
Amounts due from trading company	6,538	5,206
Other debtors	<u>15,964</u>	<u>8,033</u>
	<u>22,502</u>	<u>13,239</u>

6. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2023/24 £	2022/23 £
Other creditors	2,652	1,480
Accruals	<u>5,600</u>	<u>8,041</u>
	<u>8,252</u>	<u>9,521</u>

7. TAXATION

The branch is considered to pass the tests set out in Paragraph 1 Schedule 6 Finance Act 2010 and therefore it meets the definition of a charity for UK corporation tax purposes. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

8. TRUSTEES REMUNERATION

No remuneration was paid to any of the Trustees during the year (2023: £nil).

EASTBOURNE AND DISTRICT SAMARITANS
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

9. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Fixed Assets £	Net Current Assets £	Total 2023/24 £	Total 2022/23 £
Unrestricted funds	575,187	113,918	689,105	691,502
Restricted funds	-	-	-	675
	<u>575,187</u>	<u>113,918</u>	<u>689,105</u>	<u>692,177</u>

The balance of restricted funds (£675) has been used to partly fund the installation of energy-saving LED lighting throughout The Haven.

**ANALYSIS OF NET ASSETS BETWEEN FUNDS
(Preceding year)**

	Fixed Assets £	Net Current Assets £	Total 2022/23 £	Total 2021/22 £
Unrestricted funds	575,187	116,315	691,502	680,003
Restricted funds	-	675	675	675
	<u>575,187</u>	<u>116,990</u>	<u>692,177</u>	<u>680,678</u>

10. POST BALANCE SHEET EVENT

The Trustees have agreed to increase the investment in Samaritans Retail (Eastbourne) Limited by £10,000. This will provide working capital and increased financial flexibility for this valuable resource. This is proposed to take effect in June 2024.

Accounts

Eastbourne and District Samaritans

**Annual Report and Financial Statements
for the year ended 31 March 2023**



Registered Charity Number: 1170508

Company Number: CE009224

EASTBOURNE AND DISTRICT SAMARITANS

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EASTBOURNE AND DISTRICT SAMARITANS

LEGAL AND ADMINISTRATION DETAILS

LEGAL STATUS Eastbourne and District Samaritans is a Registered Charity (Charity Registration No. 1170508) and a Charitable Incorporated Organisation (Company number CE009224)

PRINCIPAL OFFICE The Haven
13 Bolton Road
Eastbourne
East Sussex
BN21 3JT

BOARD OF TRUSTEES

Chair David G V Smith

Secretary Belinda J Chavasse (from 21 July 2022)

Treasurer Stephanie J Carpenter

Trustees Nicola Shuttleworth
Michelle Jebb (from 23 April 2022)
Christopher J Pole (from 21 July 2022)
Penelope Vasey (from 21 July 2022)
Nicholas G Hunwick (from 23 January 2023)

Joseph R Homer (until 20 July 2022)
Linda J Gietzen (until 20 July 2022)
Kevin C H Lucas (until 20 July 2022)
Deborah I Smith (until 20 July 2022)

EASTBOURNE AND DISTRICT SAMARITANS

LEGAL AND ADMINISTRATION DETAILS

Independent Examiner

VMR Anderson BA(Hons) FCA DChA
Clark Brownscombe
2 St Andrews Place
Lewes
East Sussex
BN7 1UP

Solicitors

Cornfield Law LLP
47 Cornfield Road
Eastbourne
East Sussex
BN21 4QN

Bankers

Barclays Bank plc
63/67 Terminus Road
Eastbourne
East Sussex
BN21 3NJ

EASTBOURNE AND DISTRICT SAMARITANS
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023

Introduction

The trustees have pleasure in presenting their annual report and financial statements for the year ended 31 March 2023.

Eastbourne and District Samaritans (EADS) is registered as a charity (Charity Registration No. 1170508) and is a Charitable Incorporated Organisation (Company number CE009224). It is governed by its rules which were first adopted on 1 December 2016.

It should be noted that the charity is the successor charity to The Samaritans of Eastbourne and District (Charity Registration No. 278729) whose rules were first adopted on 1 March 1978.

The financial statements comply with current statutory requirements: The Charities Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard FRS 102.

Relationship with the central Samaritans charity

Eastbourne and District Samaritans is one of 201 Samaritans' branches located across the UK and Ireland. The coordinating body for the branches is the charity Samaritans (Charity Registration No. 219432) referred to henceforth in this report as the 'central charity'.

Eastbourne and District Samaritans has an operating agreement with the central charity, covering the responsibilities of branches and designed to ensure that all branches provide consistently high-quality services and work effectively together as one organisation to support our callers.

Strategy and objectives

A new strategy for the central charity, which turns 70 in 2023, was developed last year and covers the period 2022-27. It reflects the increasing demand for our services and the need to adapt and innovate. The new strategy reflects the growing awareness of issues such as discrimination, climate change and COVID under the theme: ***Tackling suicide together: providing a safe space in uncertain times.***

The new strategy rests on five strategic objectives or 'key pillars' of **Access, Reach, Impact, Capacity** and **Sustainability** (see <https://www.samaritans.org/about-samaritans/our-organisation/our-strategy/>). It was launched in April 2022 and sets out broad principles and a timetable for refining the objectives and policies during the first year.

We have now developed a 5-year strategy for EADS under these same five strategic pillars (see [EADS Strategy 2023-2027](#)). The document sets out the key activities to be undertaken by the branch with performance indicators that will be reviewed annually.

This document was very well received by the central charity's quality review team in February 2023 and together we developed a mission statement for the branch:

To improve our capability to offer emotional support to callers nationally and to the community of Eastbourne and district including visitors to the coast and Beachy Head.

EASTBOURNE AND DISTRICT SAMARITANS
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023

Underpinning our strategy are the three **key objectives of the branch** which are set out in our constitution:

1. *To enable persons in Eastbourne and the surrounding area as well as elsewhere who are experiencing feelings of distress or despair, including those who may be at risk of suicide, to receive confidential emotional support at any time of the day or night in order to improve their emotional health and to reduce the incidence of suicide.*
2. *To promote a better understanding in society of suicide, suicidal behaviour and the value of expressing feelings which may otherwise lead to suicide or impaired emotional health.*
3. *To collaborate with and support Samaritans central charity and its affiliated branches in fulfilling these objectives.*

The role of the trustees

Whilst being an independent charity, Eastbourne and District Samaritans operates as a branch of the central charity. The central charity sets standards and provides guidance and support to local branches. It is the responsibility of the trustees to maintain the financial viability of the branch and to ensure that the assets are used in pursuance of the objectives of the charity.

Governance is the role of the trustees. Trustees must ensure that the three main objectives (see above) are met and that the assets of the branch are properly and effectively managed. In addition to the freehold premises from which it operates, EADS owns a leasehold shop which is sublet to the trading company Samaritans Retail (Eastbourne) Ltd, of which the charity is the sole shareholder. This is referred to in this report as 'the shop'.

The chair of trustees is the Branch Director, an appointee of the central charity following structured consultation with the branch membership. The Risk Register, a document designed to ensure that members and callers work together in a safe environment, is the responsibility of the trustees. They provide the material support necessary for the effective running of the branch. The trustees work in accordance with the guidelines laid down by the Charity Commission.

Management is the responsibility of the branch Directorate: the Branch Director, Vice Director and a team of four Deputy Directors (Training, Outreach, Leaders and Mentoring). The Directorate has produced the new EADS Strategy 2023-27, which is updated regularly with specific actions and progress reporting against the agreed activities, including annual performance indicators. The work of the branch is managed in accordance with our objectives set out in the constitution and is linked to the Risk Register which is also updated on a regular basis.

Links between trustees and directors

The dual role of the Branch Director makes for effective liaison between the two bodies. At trustee meetings, the Branch Director provides a management progress report based on key statistics on volunteer hours and the reports provided by the Deputy Directors. At each meeting, the Treasurer presents a detailed financial report monitoring the income and expenditure together with a review of reserves and investments. Reports from the shop Financial Director, the Premises Manager and the Health and Safety Officer are also received.

EASTBOURNE AND DISTRICT SAMARITANS
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023

All these measures enable the trustees to track and monitor the full range of activities undertaken by the directors and other managers and ensure that they are meeting their objectives.

Trustee responsibilities

Financial statements

The trustees are required to prepare annual financial statements, which provide a true and fair view of the affairs of the branch as at the end of the financial year and of the income and expenditure of the branch for that year.

In preparing the reports the trustees:

- a) Select suitable accounting policies and apply them consistently,
- b) Make judgements and estimates that are reasonable and prudent,
- c) State whether the applicable accounting standards have been followed, subject to any material departures disclosed and explained in the Financial Statements, and
- d) Prepare the Financial Statements on the ongoing concern basis unless it is inappropriate.

Public benefit

The trustees confirm that they have referred to the guidance in the Charity Commission's general guidance on public benefit when reviewing the charity's objectives.

Risk review

The Board of Trustees reviews the major risks to which the branch is exposed on a regular basis and systems and actions are implemented to mitigate those risks. Additionally, the trustees report annually to the central charity on the management of risk. The trustees believe that there is a satisfactory system of internal controls and these are reviewed on a regular basis.

Financial review

At the end of the financial year 2022/23 EADS had funds of **£692,177**, of which **£575,087** related to tangible fixed assets. These are the charity's freehold property 'The Haven' at 13 Bolton Road, Eastbourne, from which the charity operates, and a leasehold property at 31 Grove Road, Eastbourne, which is used as premises for the shop.

Total income and expenditure for the year were **£65,225** and **£53,726** respectively, resulting in an overall surplus of **£11,499**.

Income

The principal sources of income continue to be donations from the public, whether directly or through the sale of donated goods in the shop.

EASTBOURNE AND DISTRICT SAMARITANS
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023

Annually **the shop** pays EADS £16,000 in rent and in addition will this year be able to donate a trading surplus of £5,206, giving a total contribution to the charity of **£21,206**. As always, we are deeply indebted to the shop's staff, directors and volunteers for all their hard work and efforts in achieving this.

As usual our volunteers took part in a wide range of fundraising activities and local events this year which, as well as raising much needed funds, help to increase local awareness of EADS' work.

The largest event in 2022/23 was the **Eastbourne 'Airbourne' Air Show** where the public had voted, pre-Covid, for EADS to be the show's 'People's Charity'. This raised us just over **£3,300**.

The charity is also indebted every year to the McCutchan family of Bates Green Farm, Arlington for allowing us to provide catering and visitor assistance for two days at their annual **Bluebell Walk**. In May 2022 this raised around **£2,350** for EADS.

Another regular supporter of Samaritans nationwide is the comedian **Sarah Millican**. When on tour, she invites local Samaritans' branches to take a retiring collection at the end of her shows. This year EADS' volunteers attended for one night at the Brighton Dome where a total of **£1,370** was raised.

Amongst **other fundraising and local events** this year were a Quiz Night, the Rodmill Pub's 'Open Mic' evening, Eastbourne Sunshine Carnival, Eastbourne 999 Emergency Services Weekend, carol singing at The Beacon shopping centre with the Eastbourne Choral Society, Cargo Gym's 'Santa Workout' at the Saffrons Sports Club, and the first sale of EADS' own-design Christmas cards. Altogether around **£3,500** was raised by our volunteers through these events.

Donations totalling just over **£2,540** were gratefully received from **local organisations and funds** including Croudace Homes, the Consuelo and Anthony Brookes Trust, Eastbourne Lottery Community Fund, Broadway United Church and Eastbourne Choral Society.

We are also extremely grateful to the many **individuals** who supported us through the year with **donations** totalling **£3,520**. Also to those members of the public who held **fundraising or sponsored events** for us, including a sponsored 24-hour gym workout, a fishing competition and craft sales, raising a further **£1555**.

We were also extremely fortunate to receive a **legacy** of **£11,000** from the estate of Mr Samuel Stringer.

Gift Aid on donations from the public continue to be an important source of income, contributing around **£2,700** this year. Also, several of our volunteers regularly **donate their travel expenses** back to EADS, enabling us to claim a further **£2,600** in Gift Aid during 2022/23.

We have continued to make good use of online fundraising platforms. We had fundraising pages this year with Enthuse, PayPal Giving and Facebook; organised text-giving campaigns via Donr; collected donations from retailers via EasyFundraising and Amazon Smile; and are members of the online Eastbourne Lottery.

We have also recently purchased two CollecTin card readers, which enable us to take donations by card at the shop and fundraising events.

Expenditure

Expenditure is focussed entirely on the branch's service provision together with property maintenance and running costs. Overall, the expenses this year were kept within our total budget despite unexpectedly needing to replace our photocopier and office computer and implementing the trustees' decision to commission a Fire Safety Assessment and consequent Electrical Safety Assessment for The Haven.

EASTBOURNE AND DISTRICT SAMARITANS
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023

It is anticipated that our expenditure will increase significantly in 2023/24 because of the general cost of living crisis and, in particular, rising energy costs. Our four-year fixed gas and electricity contracts expired in March 2023 and the most favourable new ones we were able to negotiate (two-year fixed) will increase our energy costs by around 75%. Rises are also predicted in the cost of phones, broadband, cleaning, general provisions and insurance, which is why our reserves remain so important.

Reserves

As our branch income is heavily dependent on donations, either directly or through the sale of donated goods in the shop, it cannot be guaranteed. Therefore, the trustees consider that 9 to 18 months of annual expenditure is an appropriate level of reserves to maintain to meet our working capital needs.

Our net current assets at the end of 2022/23 were **£116,990**, which is equivalent to **26.1 months** at this year's expenditure rate and is therefore well above our target range.

Board of Trustees' activities and achievements

Objective 1

To enable persons in Eastbourne and the surrounding areas as well as elsewhere who are experiencing feelings of distress and despair, including those who may be at risk of suicide, to receive confidential, emotional support at any time of the day or night in order to improve their emotional health and reduce the incidence of suicide.

At the beginning of the financial year, the operating environment continued to be affected by the tail end of the COVID-19 pandemic, which was still resulting in volunteers being afflicted by the virus and many continued to exercise caution in coming into The Haven. However, from the end of the summer of 2022 we were able to function on a pre-pandemic basis for the rest of the financial year.

Table 1 shows that in 2022/23, EADS increased the number of phone calls taken compared to the three previous years. We answered 10.0% more calls than last year and 13.3% more than the pre-COVID year of 2019/20. The reduction in emails reflects the change in policy in 2022/23 to direct more emails through a new central Email Hub.

Table 1: Total number of phone calls and volunteer hours

	Units	2019/20	2020/21	2021/22	2022/23	% change	
						23/22	23/19
Phone Calls	Hours	18,666	16,456	19,218	21,140	+10.0%	+13.3%
Hours on the Phone	Number	5,642	5,110	5,845	6,011	+2.8%	+6.5%
Emails	Number	3,221	2,956	1,858	984	-47.0%	-69.5%
Webchat	Number	-	-	-	188	-	-
Face to Face	Number	642	-	-	145	-	-77.4%

Eastbourne was one of only three Samaritans' branches to re-open for face-to-face callers in July 2022. This has been a major success for the branch and was very welcomed by the community in Eastbourne. We receive up to 20 face-to-face callers per month, all of whom greatly appreciate our support.

EASTBOURNE AND DISTRICT SAMARITANS
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023

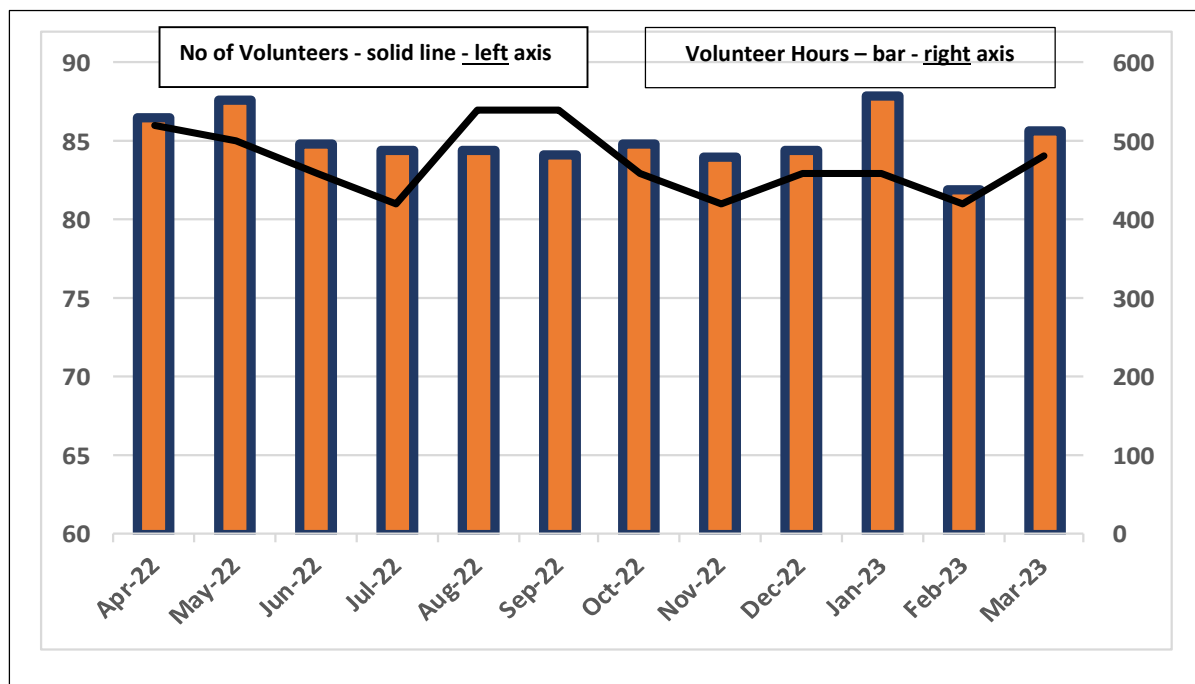
Webchat, which is still under pilot, was introduced to the branch in July 2022. We ran two shifts per week and it is expected that this will become a more common form of communication with callers once it is rolled out by the central charity as a main service during 2023/24.

Figure 1 shows that we maintained around 85 active listening volunteers during the financial year with a higher number active during the summer months. We had 12 listening volunteers leave during 2022/23 and 19 volunteers who became full listeners, thus increasing the overall number of volunteers. However we had a number who were inactive during the year due to health, work or personal reasons.

It is the aim of the branch to have 100 listening volunteers, which requires the recruitment of 24 new volunteers per year.

The number of hours on the phone completed by branch volunteers remained around 500 hours per month and 6,011 hours was achieved for the year, which is 2.8% more than in 2021/22.

Figure 1: Number of active listening volunteers and volunteer hours 2022/23



EASTBOURNE AND DISTRICT SAMARITANS
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023

Figure 2: Number of calls answered per month 2021/22 – 2022/23

The branch answered more calls throughout the financial year compared to last year, answering 21,140 calls – a new record for Eastbourne – although, as Figure 2 shows, this year-on-year improvement tailed off towards the end of the financial year.

Samaritans in the UK answers over 1 million calls per year:

- **Every day** – Samaritans’ volunteers respond to almost 9,000 calls for help.
- **Every hour** – Samaritans’ volunteers respond to more than 370 calls for help.
- **Every minute** – Samaritans’ volunteers respond to more than 6 calls for help.
- In 2022, the average length of a phone call for emotional support to Samaritans was around 24 minutes.

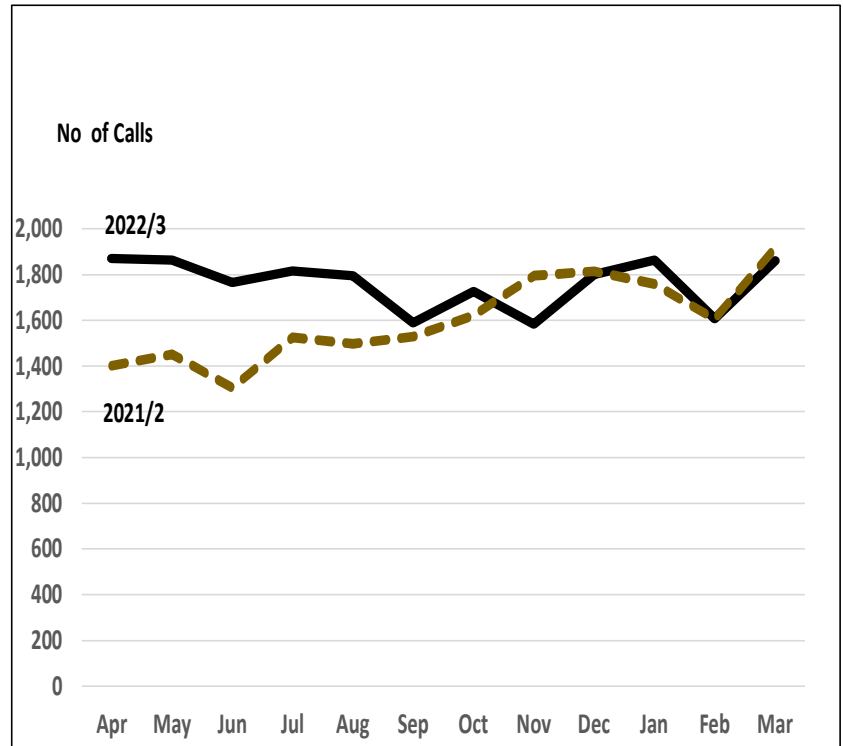


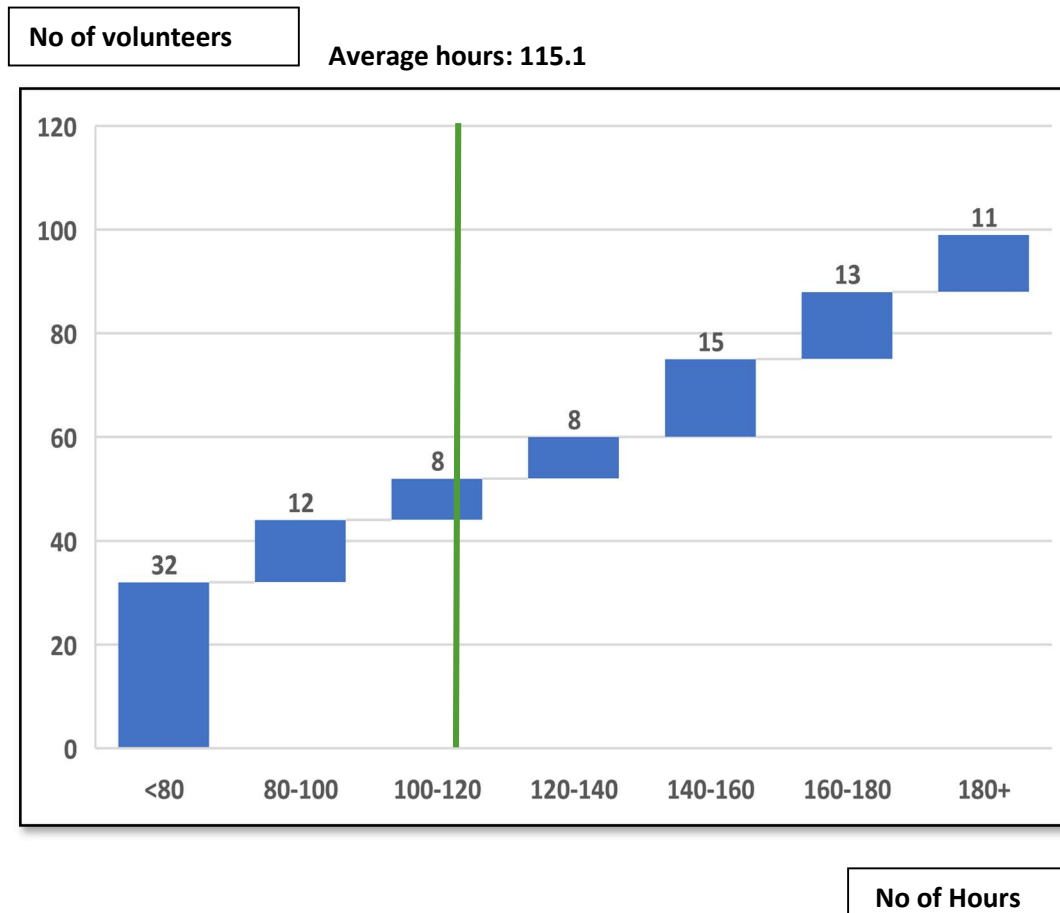
Figure 3 shows that we had 55 listening volunteers who contributed more than 100 listening hours per year, with the average for all volunteers being 115 hours per year. Whilst we are very appreciative of all our volunteers, it should be noted that 60% of our annual rota hours were covered by just 39 of our 85 volunteers.

Overall we would need 92 volunteers completing 16 hours per month each to fill our rota and prevent shifts having to be closed. It is our aim therefore to increase the number of listening volunteers to 100 as this would substantially reduce the number of shifts that would need to close.

The branch is also very dependent on our 19 support volunteers who provide a range of administrative and support functions including procurement, building and grounds maintenance, and support to our wonderful and profitable shop.

EASTBOURNE AND DISTRICT SAMARITANS
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023

Figure 3: 2022/23 Distribution of total recorded volunteer hours by volunteer



Objective 2

To promote a better understanding in society of suicide, suicidal behaviour, and the value of expressing feelings which may otherwise lead to impaired emotional health and suicide.

EADS has played a major role in supporting the **East Sussex Suicide Prevention Group** which coordinates activities of a range of key organisations including East Sussex County Council, the Coastguard Service, Eastbourne Hospital, NHS Mental Health Services, the Chaplaincy Service and Network Rail.

We have also been active in the specific **East Sussex Coastal Suicide Prevention Group** which concentrates its efforts around Beachy Head and Birling Gap and have contributed to the design of a number of preventative measures to support the reduction of suicide in the coastal areas.

We have expanded our outreach activities and extended our reach to key constituents in Eastbourne and work with local organisations. New initiatives in 2022/23 included support on suicide prevention to the **National Childbirth Trust** and **Eastbourne Sanctuary**, supporting their volunteers to assist asylum seekers. We continue to reach out to school children through the annual **Big Futures Show** with Sussex schools and we supported **Network Rail** in February 2023 with the national **Small Talk Saves Lives** initiative at Lewes Station.

EASTBOURNE AND DISTRICT SAMARITANS
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023

We ran a very successful **Brew Monday** campaign on 16 January 2023 in partnership with 70 cafés encouraging people who felt able, to meet with a friend, neighbour or loved one over ‘a cuppa’ in one of the participating cafes in Eastbourne, Hailsham, Newhaven and Seaford. The event was widely covered on local radio and media, encouraging the uptake of our listening tips and other material.

Samaritans’ branches in the South East of England cover all the prisons in the region and EADS has a very effective partnership with the Brighton and Horsham Samaritans’ branches at HMP Lewes. We train selected prisoners to become Listeners and we also train the prison officers and work with the prison management to train their safety officers, who then act as ambassadors for the Listener Scheme. We then provide weekly support to the Listeners.

Given that resources in HMP services have been stretched to the limit, our Listener Scheme is an essential part of the rehabilitation support for prisoners and also provides the prison Listeners with essential additional skills for life. Suicide in prisons is over 15 times the community average and over half of the prison population suffer from poor mental health. Our support to HMP Lewes is therefore a key part of our branch activities and we are very proud of the outcomes achieved.

The branch has also been active in promoting Samaritans at the Eastbourne and Newhaven Chambers of Commerce with further partnership activities planned for 2023/24.

Objective 3

To collaborate with and support Samaritans central charity and its branches in fulfilling these objectives.

We were one of three branches in the country to reopen for face-to-face (F2F) callers in July 2022. We worked with Samaritans’ Central Office to develop practical and workable procedures for other branches to follow. Our F2F service is of critical importance to the branch given our location in the centre of Eastbourne and the proximity to Beachy Head and the coastal cliffs. We have strengthened our procedures and have undertaken additional training on F2F to ensure that our volunteers are safe and follow strict duty of care/safeguarding practices.

A special Samaritans’ initiative was run this year during 13-19 March – **Lighten the Nights Week**. Its purpose was to try to fill the gap during the night between 2am and 7am when, although there are fewer calls to Samaritans, it is the time when most calls are left unanswered. We are now covering more night calls and have changed our rota in 2022/23, striving to be open continuously from Friday at 10am to Monday morning at 2am.

The Branch Director has attended a number of meetings and weekend workshops with other directors from the South East Region to discuss and make representation on changes to Samaritans’ policies and procedures including: training, quality assurance, the volunteer agreement, the use of centralised hubs, and providing input to the new national Samaritans’ Strategy 2023-2027. The Branch Director is in regular contact with the Regional Director for the South East and has on-going discussions with other branches including Horsham and Brighton branches to improve learning and share experience.

EASTBOURNE AND DISTRICT SAMARITANS
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023

Conclusion

While Eastbourne is one of the more prosperous areas of the UK, many in our area have been affected by the pressures on the cost of living and the consequences of this cost squeeze on both our callers and our volunteers. This coupled with the fact that we are still emerging from the pandemic, which is having a significant and possibly delayed impact on the country's mental health. There are therefore pressures on our service and this has been experienced by our volunteers who have found calls to be generally more challenging than previously.

Our priorities are firstly to increase the number of volunteers in the branch and provide a quality service to our callers, and secondly to serve, where we can, the emotional needs of the Eastbourne and District community. The branch is well recognised and respected in the community and there is a strong desire to expand the well-established outreach activities, which we should be able to do provided this does not take resources away from our callers.

In 2022/23, the branch has:

- Redefined its 5-year strategy in line with the revised strategy of the national Samaritans charity. This was strongly commended by the Samaritans' Central Office quality assurance team:
"EADS is a very enthusiastic and sociable branch with a great feeling of camaraderie. This is reflected in good teams for training, mentoring, leaders, outreach, prison support, volunteer care and all other branch activities."
- Successfully reopened face-to-face in July 2022 and we have provided support to Central Office to encourage its wider reintroduction to other Samaritans' branches.
- Increased our response to callers with the volume of phone calls increasing by 10.0% in 2022/23 to 21,140 calls. This is ahead of the national trend, and we have maintained between 85 and 87 active listeners throughout the year.
- Maintained our connection with local stakeholders in Eastbourne and undertaken a number of new outreach activities to support the emotional needs of the Eastbourne and District communities.
- Had an outstanding year financially helped by a number of very successful fundraising initiatives and the sterling efforts of our shop staff and volunteers.
- Maintained a strong financial position with an overall surplus of income over expenditure of £11,499 (compared to a budgeted surplus of £3,600) and our year-end reserves increasing to £116,990, equivalent to just over 26 months of operating costs.

By Order of the Board of Trustees

David G V Smith (Chair)

Date:

**INDEPENDENT EXAMINER'S REPORT
TO THE TRUSTEES OF
EASTBOURNE AND DISTRICT SAMARITANS**

I report on the accounts of the branch for the year ended 31 March 2023, which are set out on pages 14 to 22.

Respective responsibilities of Trustees and Examiner

The charity's Trustees are responsible for the preparation of the accounts. The charity's Trustees consider that an audit is not required for this year under section 144 of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed.

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
- (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.

VMR Anderson BA (Hons) FCA DChA

Chartered Accountant
Clark Brownscombe
2 St. Andrews Place
Lewes
East Sussex
BN7 1UP

Date:

EASTBOURNE AND DISTRICT SAMARITANS
STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2023

	Unrestricted Funds £	Restricted Funds £	Totals 2022/23 £	Totals 2021/22 £
INCOME				
Income and endowments from				
Donations and legacies				
- Donations and gifts	28,278	-	28,278	34,689
- Legacies	11,000	-	11,000	3,850
Grants	-	-	-	5,162
Other trading activities				
- Fundraising events	9,522	-	9,522	2,483
Income from investments	425	-	425	9
Other income				
- Rental income	<u>16,000</u>	<u>-</u>	<u>16,000</u>	<u>16,000</u>
Total income and endowments	<u>65,225</u>	<u>-</u>	<u>65,225</u>	<u>62,193</u>
EXPENDITURE ON				
Charitable activities (page 15)	51,822	-	51,822	51,985
Raising funds	<u>1,904</u>	<u>-</u>	<u>1,904</u>	<u>291</u>
Total resources expended	<u>53,726</u>	<u>-</u>	<u>53,726</u>	<u>52,276</u>
Net movement in funds	11,499	-	11,499	9,917
Fund balances at 1 April 2022	<u>680,003</u>	<u>675</u>	<u>680,678</u>	<u>670,761</u>
Fund balances at 31 March 2023	<u>691,502</u>	<u>675</u>	<u>692,177</u>	<u>680,678</u>

EASTBOURNE AND DISTRICT SAMARITANS
STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2023

	Unrestricted Funds £	Restricted Funds £	Totals 2022/23 £	Totals 2021/22 £
Charitable activities				
Volunteer travel, training and Council/Regional Meetings	13,736	-	13,736	10,835
Telephone	4,044	-	4,044	2,875
Advertising and general publicity	1,982	-	1,982	1,157
Postage, printing and stationery	656	-	656	910
Branch affiliation fee to central charity	5,990	-	5,990	3,700
Sundry expenses	1,062	-	1,062	964
Rates, water, electricity and heating	5,196	-	5,196	4,514
Repairs and renewals	7,715	-	7,715	15,194
IT, furniture, fittings and equipment	3,990	-	3,990	1,041
Cleaning	3,748	-	3,748	6,540
Insurance	2,029	-	2,029	1,819
Governance costs				
- Accountancy fees	<u>1,674</u>	<u>-</u>	<u>1,674</u>	<u>2,436</u>
	<u>51,822</u>	<u>-</u>	<u>51,822</u>	<u>51,985</u>
Raising funds				
Fundraising expenses	1,729		1,729	291
Savings management fees	<u>175</u>		<u>175</u>	<u>0</u>
	<u>1,904</u>		<u>1,904</u>	<u>291</u>

EASTBOURNE AND DISTRICT SAMARITANS

BALANCE SHEET AS AT 31 MARCH 2023

COMPANY NUMBER CE009224

CHARITY NUMBER 1170508

	Note	£	2022/23 £	2021/22 £
FIXED ASSETS				
Tangible fixed assets	4		575,087	575,087
Investment in trading company	3		<u>100</u>	<u>100</u>
			575,187	575,187
Current Assets				
Debtors	5	13,239		18,503
Cash at bank and in hand		<u>113,272</u>		<u>98,078</u>
		126,511		116,581
Creditors: Amounts falling due within one year	6	<u>9,521</u>		<u>11,090</u>
Net Current Assets			<u>116,990</u>	<u>105,491</u>
Total Assets Less Current Liabilities			<u>692,177</u>	<u>680,678</u>
 Represented by:				
Restricted Funds				
Duty Room refurbishments	9		675	675
Unrestricted Funds				
General Fund	9		<u>691,502</u>	<u>680,003</u>
			<u>692,177</u>	<u>680,678</u>

The Financial Statements were approved by the trustees on 22nd June 2023.

David G V Smith (Chair)

EASTBOURNE AND DISTRICT SAMARITANS
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

1. ACCOUNTING POLICIES

a. Accounting

These financial statements have been prepared under the historical cost convention and in accordance with applicable accounting standards. In addition, they have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with FRS 102. The charity constitutes a public benefit entity as defined by FRS 102. The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern. The accounts are prepared in sterling which is the functional currency of the charity.

b. Fund Accounting

The charity maintains various funds in accordance with the Statement of Recommended Practice 'Accounting and Reporting by Charities FRS 102'. These funds, which require separate disclosure, are as follows:

Unrestricted Funds – these are the general funds of the charity and are expendable at the discretion of the trustees in the furtherance of the charitable objectives. The main sources of general funds are from donations and gifts, legacies, fundraising events and income from investments and bank deposits.

Restricted Funds – these are funds which are subject to specific objects declared by the donor or which are raised by appeal for a specific purpose. These funds are expendable by the trustees in furtherance of the specific object for which they were given unless the donor later agrees that they can be applied for a general purpose. Due to the nature of these funds, they are accounted for separately from the general funds of the charity.

c. Depreciation

Other than freehold and leasehold property, all tangible fixed assets valued at or over £2,500 are depreciated over four years on a straight line basis, or over their economic useful life (if less than four years).

Freehold property and the 999-year leasehold property have not been depreciated in accordance with FRS 102 because, in the opinion of the trustees, the properties are repaired on a regular basis with the relevant costs charged to the income and expenditure account, and their market value is in excess of the purchase price.

d. Voluntary Income

Donations are recognised as income when the donation is received.

Legacies are recognised at the earliest point at which the amounts become certain.

EASTBOURNE AND DISTRICT SAMARITANS
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

e. Investment Income

Interest is accrued on a daily basis and is credited on this basis in the income and expenditure account.

f. Expenditure

Expenditure is included in the Statement of Financial Activities on an accrual basis, inclusive of any VAT which cannot be recovered.

The main categories of expenditure are:

- i. Charitable activities which are the costs of running the branch.
- ii. Expenditure on raising funds which includes investment manager's fees and fundraising expenses.

g. Consolidation

The charity has taken advantage of the exemptions conferred in paragraph 24.6 of the Statement of Recommended Practice "Accounting and Reporting by Charities FRS 102" from preparing consolidated financial statements.

h. Statement of Cash Flows

The charity has taken advantage of the provisions in the SORP for charities applying FRS 102 Bulletin 1 not to prepare a Statement of Cash Flows.

i. Financial Instruments

The charity has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at amortised cost. Financial assets held at amortised cost comprise cash and bank in hand, other debtors and prepayments. Financial liabilities held at amortised cost comprise other creditors and accruals. Investments in subsidiaries are held at cost less impairment.

EASTBOURNE AND DISTRICT SAMARITANS
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

2. COMPARATIVE STATEMENT OF FINANCIAL ACTIVITIES
(Preceding year)

	Unrestricted Funds £	Restricted Funds £	Totals 2021/22 £
INCOME			
Income and endowments from			
Donations and legacies			
- Donations and gifts	34,689	-	34,689
- Legacies	3,850	-	3,850
Grants	-	5,162	5,162
Other trading activities			
- Fundraising events	2,483	-	2,483
Income from investments	9	-	9
Other income			
- Rental income	<u>16,000</u>	<u>-</u>	<u>16,000</u>
Total income and endowments	<u>57,031</u>	<u>5,162</u>	<u>62,193</u>
EXPENDITURE ON			
Charitable activities	44,542	7,443	51,985
Raising funds	<u>291</u>	<u>-</u>	<u>291</u>
Total resources expended	<u>44,833</u>	<u>7,443</u>	<u>52,276</u>
Net movement in funds	12,198	(2,281)	9,917
Fund balances at 1 April 2021	<u>667,805</u>	<u>2,956</u>	<u>670,761</u>
Fund balances at 31 March 2022	<u>680,003</u>	<u>675</u>	<u>680,678</u>

EASTBOURNE AND DISTRICT SAMARITANS
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

3. FIXED ASSET INVESTMENTS

	2022/23	2021/22
	£	£
Investment in trading company	<u>100</u>	<u>100</u>
At 31 March 2022 and 31 March 2023		

The wholly owned trading company Samaritans Retail (Eastbourne) Limited, which is incorporated in the United Kingdom, pays its profits to the charity by gift aid. The charity owns the entire issued share capital of 100 Ordinary shares of £1 each. A summary of the trading results is shown below.

	2022/23	2021/22
	£	£
Turnover	69,731	67,150
Other operating income	-	8,171
Cost of sales and administration expenses	(64,525)	(62,478)
Distribution to Eastbourne and District Samaritans	<u>(5,206)</u>	<u>(12,892)</u>
Net result	<u>-</u>	<u>(49)</u>
The assets and liabilities of the company were:		
Assets	7,573	15,181
Creditors: amounts falling due within one year	<u>(7,426)</u>	<u>(15,034)</u>
	<u>147</u>	<u>147</u>
Aggregate share capital and reserves	<u>147</u>	<u>147</u>

EASTBOURNE AND DISTRICT SAMARITANS
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

4. TANGIBLE FIXED ASSETS

	Freehold Property £	Leasehold Property £	Total £
Cost			
As at 1 April 2022 and 31 March 2023	<u>329,941</u>	<u>245,146</u>	<u>575,087</u>

5. DEBTORS

	2022/23 £	2021/22 £
Amounts due from trading company	5,206	12,892
Other debtors	<u>8,033</u>	<u>5,611</u>
	<u>13,239</u>	<u>18,503</u>

6. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2022/23 £	2021/22 £
Other creditors	1,480	5,020
Accruals	<u>8,041</u>	<u>6,070</u>
	<u>9,521</u>	<u>11,090</u>

7. TAXATION

The branch is considered to pass the tests set out in Paragraph 1 Schedule 6 Finance Act 2010 and therefore it meets the definition of a charity for UK corporation tax purposes. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

8. TRUSTEES REMUNERATION

No remuneration was paid to any of the trustees during the year (2022: £nil).

EASTBOURNE AND DISTRICT SAMARITANS
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

9. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Fixed Assets £	Net Current Assets £	Total 2022/23 £	Total 2021/22 £
Unrestricted funds	575,187	116,315	691,502	680,003
Restricted funds	<u>-</u>	<u>675</u>	<u>675</u>	<u>675</u>
	<u>575,187</u>	<u>116,990</u>	<u>692,177</u>	<u>680,678</u>

ANALYSIS OF NET ASSETS BETWEEN FUNDS
(Preceding year)

	Fixed Assets £	Net Current Assets £	Total 2021/22 £	Total 2020/21 £
Unrestricted funds	575,187	104,816	680,003	667,805
Restricted funds	<u>-</u>	<u>675</u>	<u>675</u>	<u>2,956</u>
	<u>575,187</u>	<u>105,491</u>	<u>680,678</u>	<u>670,761</u>

Accounts

Eastbourne and District Samaritans

**Annual Report and Financial Statements
for the year ended 31 March 2022**



Registered Charity Number: 1170508

Company Number: CE009224

EASTBOURNE AND DISTRICT SAMARITANS

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EASTBOURNE AND DISTRICT SAMARITANS

LEGAL AND ADMINISTRATION DETAILS

LEGAL STATUS Eastbourne and District Samaritans is a Registered Charity (Charity Registration No. 1170508) and a Charitable Incorporated Organisation (Company number CE009224)

PRINCIPAL OFFICE The Haven
13 Bolton Road
Eastbourne
East Sussex
BN21 3JT

BOARD OF TRUSTEES

Chair Gillian Ruth Mills (until 28 February 2022)
David Gresty Verity Smith (from 1 March 2022)

Secretary Amelia Caroline Stecher (until 2 March 2022)

Treasurer Stephanie June Carpenter

Trustees Joseph Ralph Homer
Linda Jane Gietzen
Kevin Charles Harry Lucas
Nicola Shuttleworth
Deborah Isobel Smith (from 22 September 2021)

EASTBOURNE AND DISTRICT SAMARITANS

LEGAL AND ADMINISTRATION DETAILS

Independent Examiner

VMR Anderson BA(Hons) FCA DChA
Clark Brownscombe
2 St Andrews Place
Lewes
East Sussex
BN7 1UP

Solicitors

Mayo Wynne Baxter
20 Gildredge Road
Eastbourne
East Sussex
BN21 4RP

Bankers

Barclays Bank plc
63/67 Terminus Road
Eastbourne
East Sussex
BN21 3NJ

EASTBOURNE AND DISTRICT SAMARITANS
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022

Introduction

The Trustees have pleasure in presenting their annual report and financial statements for the year ended 31 March 2022.

The Eastbourne and District Samaritans (EADS) branch is registered as a charity (Charity Registration No. 1170508). It is governed by its rules which were first adopted on 1 December 2016. It should be noted that the charity is the successor charity to The Samaritans of Eastbourne and District (Charity Registration No. 278729). The charity is a Charitable Incorporated Organisation (Company number CE009224).

The financial statements comply with current statutory requirements, the Rules and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with FRS 102.

Objectives of the charity

1. *To enable persons in Eastbourne and the surrounding area as well as elsewhere who are experiencing feelings of distress or despair, including those who may be at risk of suicide, to receive confidential emotional support at any time of the day or night in order to improve their emotional health and to reduce the incidence of suicide.*
2. *To promote a better understanding in society of suicide, suicidal behaviour and the value of expressing feelings which may otherwise lead to suicide or impaired emotional health.*
3. *To collaborate with and support Samaritans central charity and its affiliated branches in fulfilling these objectives.*

Charitable status and relationship with the company Samaritans (Charity No. 219432)

Eastbourne and District Samaritans is one of 201 Samaritans' branches located across the UK and Ireland. The coordinating body for the branches is Samaritans (Charity Registration No. 219432) referred to henceforth in this report as the 'Central Charity'. Eastbourne and District Samaritans has an operating agreement with the Central Charity, covering the responsibilities of branches, and designed to ensure that all branches provide consistently high-quality services and work effectively together as one organisation to support our callers.

The role of the Trustees

Whilst being an independent charity, Eastbourne and District Samaritans operates as a branch of the Central Charity. The Central Charity sets standards and provides guidance and support to local branches. It is the responsibility of the Trustees to maintain the financial viability of the branch and to ensure that the assets are used in pursuance of the objectives of the charity.

Governance is the role of the Trustees, and Trustees must ensure that the three main objectives (see above) are met and that the assets of the branch are properly and effectively managed. In addition to the freehold premises from which it operates, the charity owns a leasehold shop, which is sublet to the trading company

EASTBOURNE AND DISTRICT SAMARITANS
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022

Samaritans Retail (Eastbourne) Ltd, in which the charity is the sole shareholder. This is referred to in this report as 'the shop'.

The chair of Trustees is the Branch Director, an appointee of the Central Charity following structured consultation with the branch membership. The Risk Register, a document designed to ensure that members and callers work together in a safe environment, is the responsibility of the Trustees. They provide the material support necessary for the effective running of the branch. The Trustees work in accordance with the guidelines laid down by the Charity Commission.

Management is the responsibility of the Directorate: the Branch Director and a team of Deputy Directors. The Directorate has a strategic plan which is updated regularly with specific actions and progress reporting against the agreed activities. The work of the branch is managed in accordance with our objectives set out in the constitution and is linked to the Risk Register which is also updated on a regular basis.

Links between Trustees and Directors

The dual role of the Branch Director makes for effective liaison between the two bodies. At Trustee meetings, the Director provides a management progress report with specific reference to rota statistics and the Risk Register. This report is based on reports provided by the Deputy Directors. At each meeting, the Treasurer presents a detailed financial report monitoring the income and expenditure, and a review of reserves and investments. Reports from the shop Financial Director, the Premises Manager and the Health and Safety Officer are also presented.

All these measures enable the Trustees to track and monitor the full range of activities undertaken by the directors and other managers and ensure that they are meeting their objectives.

Trustee responsibilities

Financial statements

The Trustees are required to prepare annual financial statements, which provide a true and fair view of the affairs of the branch as at the end of the financial year and of the income and expenditure of the branch for the year.

In preparing the reports the Trustees:

- a) Select suitable accounting policies and apply them consistently,
- b) Make judgements and estimates that are reasonable and prudent.
- c) State whether the applicable accounting standards have been followed, subject to any material departures disclosed and explained in the Financial Statements, and
- d) Prepare the Financial Statements on the ongoing concern basis unless it is inappropriate.

Public benefit

The Trustees confirm that they have referred to the guidance in the Charity Commission's general guidance on public benefit when reviewing the charity's objectives.

EASTBOURNE AND DISTRICT SAMARITANS
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022

Risk review

The Board of Trustees reviews the major risks to which the branch is exposed on a regular basis and systems and actions are implemented to mitigate those risks. Additionally, the Trustees report annually to the Central Charity on the management of risk. The Trustees believe that there is a satisfactory system of internal controls and these are reviewed on a regular basis.

Financial review

At the end of the year 2021/22, the charity had funds of £680,678 of which £575,087 related to tangible assets, including the charity's freehold property 'The Haven', 13 Bolton Road, Eastbourne from which the charity operates, and a leasehold property at 31 Grove Road, Eastbourne which is used as premises for the shop.

Total income and expenditure for the year were £62,193 and £52,276 respectively, resulting in an overall surplus of £9,917.

Income

The principal sources of income continue to be donations from the public, whether directly or through the sale of donated goods in the shop.

Annually the shop pays the charity £16,000 in rent and, in addition, will this year be able to donate a trading surplus of £12,892. This means overall the shop has provided 46% of the charity's annual income. As always, we are indebted to the shop's staff, directors and volunteers for all their hard work and efforts to achieve this result, particularly in a year where they have only just been able to reopen after the COVID-19 restrictions.

During the year, the Central Charity received a £1.175 million grant jointly from the Pears Foundation and the Department of Digital, Culture, Media and Sport, with the aim of supporting the Samaritans' service through the later stages of the COVID restrictions. EADS applied for and was awarded £5,162 from this fund.

We were also fortunate to receive two legacies this year: £250 from Mrs Doris Forbes and an interim payment of £3,600 from the estate of Mr Samuel Stringer. We also received donations totalling £3,441 in memory of recently departed loved ones, including Mr Peter Scovell and three ex-Eastbourne & District Samaritans: Hilary Banfill, Conor Southgate and Luella Hamilton.

Donations totalling £2,924 were received from local organisations including Croudace Homes, Eastbourne Chamber of Commerce, Cargo Gym, the Rotary Club of Eastbourne, Eastbourne Lottery Community Fund, St Saviour's Church Eastbourne, Survivors of Bereavement by Suicide (SOBS), Fine Marketing Consultants and Meads Lawn Tennis Club.

We are also extremely grateful to the many individuals who supported us through the year with donations totalling £4,925. In particular our thanks go to Susan Epps, Valerie Chidson, Janet Ratcliffe, Barbara Smith, Angela Bromage and Suzanne Smith for their generous and often repeat donations. Also, to those members of the public who held fundraising events for us: Rebecca Honeysett for a local fishing club competition, Mrs J Bolton for holding a folk dance and Jean White for her regular craft sales.

EASTBOURNE AND DISTRICT SAMARITANS
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022

It is the charity's aim to maintain a varied income stream involving the wider community as much as possible and this is reflected in our own fundraising activities. The charity is regularly indebted to the McCutchan family of Bates Green Farm, Arlington for allowing us to provide catering and assistance at the Arlington Bluebell Walk in April. Because of the remaining COVID restrictions, this was a scaled down event this year but we were also invited to help at two open gardens at Bates Green Farm later in the year. Together these three events raised the charity just under £1,000.

Amongst other fundraising events this year were an online quiz, Cargo Gym's 'Santa Workout', an open garden party, the Eastbourne Sunshine Carnival, a sale of Christmas cards and a till collection at Tesco's. Altogether another £1,500 was raised by our volunteers through these events.

Gift Aid on donations continues to be an important source of income, contributing around £1,000 this year. Also, several of our volunteers regularly donate their travel expenses back to the charity, enabling us to claim a further £2,000 in Gift Aid this year.

We have also made use of various online fundraising platforms. We had fundraising pages this year on Virgin Money Giving, Enthuse, JustGiving, PayPal Giving and Facebook; organised text giving campaigns via Donr; collected donations from retailers via EasyFundraising and Amazon Smile; received donations in memory of loved ones through MuchLoved.com and are members of the online Eastbourne Lottery.

Expenditure

Expenditure is focussed entirely on the branch's service provision together with property maintenance and running costs. Overall, the expenses this year were kept within the total budget, despite needing to conduct unexpected repairs to the shop frontage costing an additional £3,800.

Thanks to the £5,162 Pears/DCMS grant, which had to be spent by the end of March 2022, we were able to decorate and upgrade the visitors' face-to-face room; improve outside security with gates and a new visitor front door; increase social distancing in the training room by adding a sound system and upgraded laptop computer; instal a dishwasher in the duty room kitchen and pay for around £1,100 of additional cleaning and sanitising of The Haven.

Reserves

As our branch income is heavily dependent on donations, either directly or through the sale of donated goods in the shop, it cannot be guaranteed. Therefore, the trustees consider that 9 to 18 months of annual expenditure is an appropriate level of reserves to maintain in order to meet our working capital needs.

Our net current assets at the end of 2021/22 were £105,491, which is equivalent to 24.2 months at this year's expenditure rate and is therefore well above our target figure.

EASTBOURNE AND DISTRICT SAMARITANS
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022

Board of Trustees activities and achievements

Objective 1

To enable persons in Eastbourne and the surrounding areas as well as elsewhere who are experiencing feelings of distress and despair, including those who may be at risk of suicide, to receive confidential, emotional support at any time of the day or night in order to improve their emotional health and reduce the incidence of suicide.

COVID-19 affected the operating environment throughout the financial year as many volunteers continued to self-isolate during the three waves of the virus that spanned the year. In April 2021, England was still under lockdown with the stepped easing of restrictions, schools having reopened on 8 of March 2021 and the ending of 'stay at home' on 29 March 21 but 'stay local' advice continuing. The further lifting of restrictions to Step 4, which was planned for June, was delayed until 19 July. Infection rates remained high throughout the autumn of 2021 with COVID surges and additional pressure on the NHS leading to Plan B restrictions being imposed on December 9th following the spread of the Omicron variant.

Many of our volunteers continued to exercise caution in coming into The Haven and, as infection rates increased, so too did the number of volunteers required to self-isolate at home. Strict COVID protocols remained in place and we limited numbers to two listening volunteers per shift throughout most of the year to enable adequate social distancing. We also modified the rota to ensure that there was adequate coverage across the South East region during the peak period.

All trustee and directorate meetings were conducted on Zoom throughout the financial year. All outreach and training activities remained suspended and in-branch training resumed in July 2021. Some limited outreach activity was conducted during the financial year including support to East Sussex Suicide Prevention. Three cohorts of new volunteers were trained between July 2021 and March 2022, increasing the total number of new Samaritans in the branch by 25¹ and a further two Samaritans joined from other branches.

Table 1 shows that in 2021/22, EADS not only increased the number of calls made compared to the previous COVID-affected year by 16.8%, but we also answered 3.0% more calls than the pre-COVID year of 2019/20. The reduction in emails reflects the change in policy to direct more emails through the new central Email Hub. The Haven remained closed for face-to-face callers throughout the last two financial years.

¹ Note at the end of the financial year there were 22 probationary Samaritans, 11 of whom became full Samaritans in April 2022. Probationary volunteers have completed their core training and then work alongside other full Samaritans to complete their training.

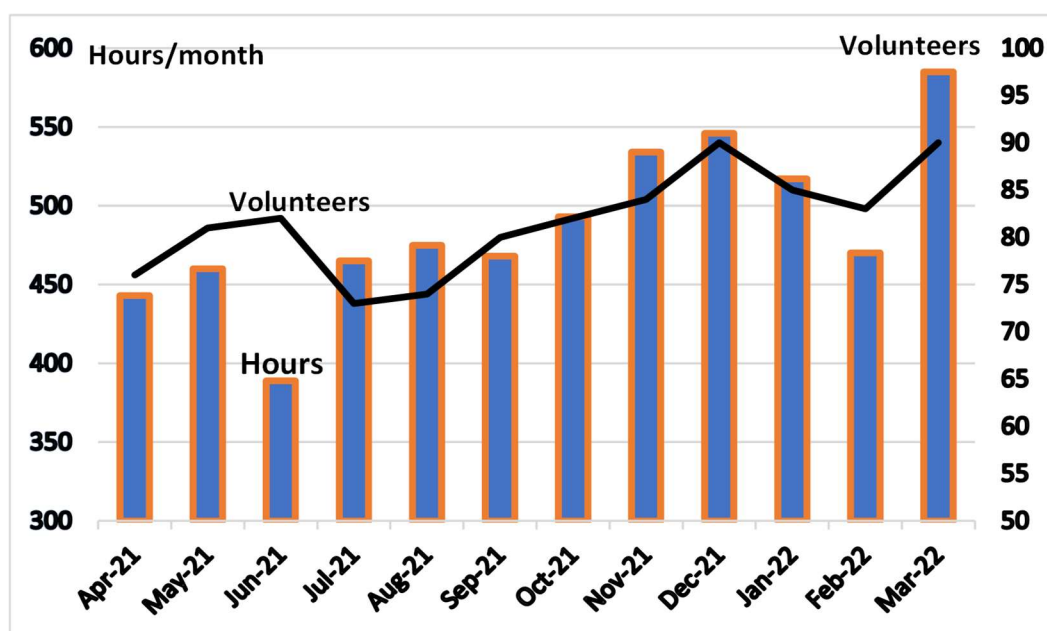
EASTBOURNE AND DISTRICT SAMARITANS
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022

Table 1: Total number of phone calls and volunteer hours

	2019/20	2020/21	2021/22	% change	
				20/21	19/20
Phone Calls	18,666	16,456	19,218	+16.8%	+3.0%
Hours on the Phone	5,642	5,110	5,845	+14.4%	+3.6%
Emails	3221	2956	1858	-37.1%	-42.3%
Face to Face	642	0	0	-	-

Figure 1 shows that EADS managed to gradually increase the number of active listening volunteers during the financial year as new and probationary volunteers increased the number of active volunteers from 76 in April 2021 to 90 in March 2022. The number of hours on the phone completed by the branch also increased steadily during the year from 443 per month in April 2021 to 585 in March 2022.

Figure 1: Monthly volunteer numbers and volunteer hours 2021/22



EASTBOURNE AND DISTRICT SAMARITANS
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022

Figure 2: 2021/22 Distribution of total recorded volunteer hours by volunteer

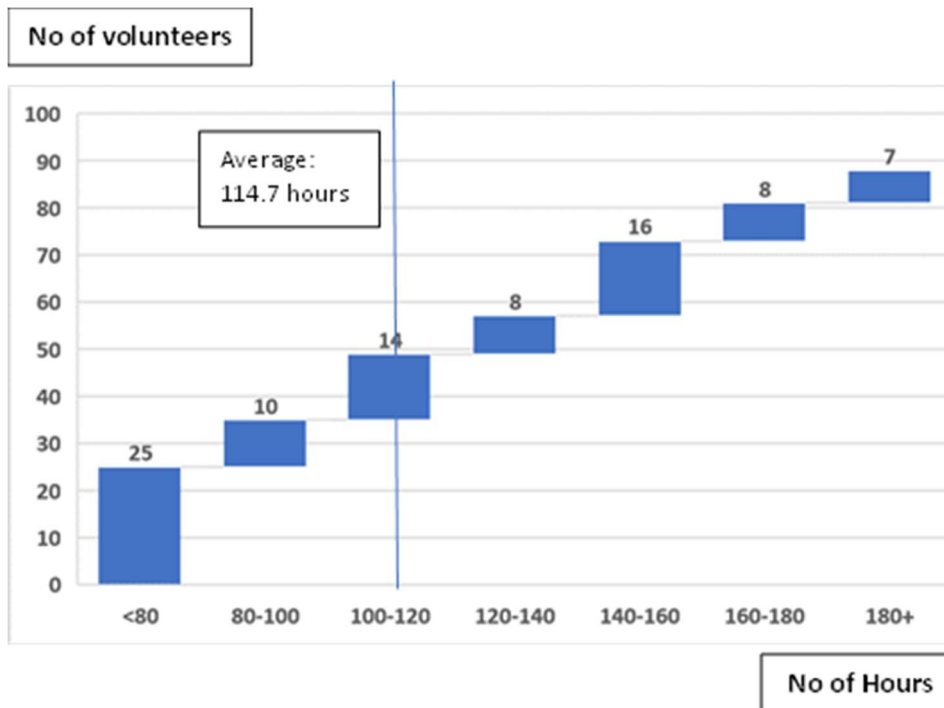


Figure 2 sets out the distribution of volunteer hours² during 2021/22 for 88 volunteers. The table shows the number of shift hours from the rota. This measure is different from the actual hours spent on the phones as set out in Figure 1. The average number of hours volunteered was just under 115 hours per year. There is quite a skewed distribution with 27% of the rota being covered by just 15 volunteers (17%).

While Figure 2 shows that the branch is dependent on a relatively small number of volunteers, it also shows strong overall performance with 53 volunteers providing more than 100 shift hours of their time during the year, in spite of the fact that many of these volunteers will have been forced into a period of self-isolation during the year.

Objective 2

To promote a better understanding in society of suicide, suicidal behaviour, and the value of expressing feelings which may otherwise lead to impaired emotional health and suicide.

EADS has played a major role in supporting the active East Sussex Suicide Prevention Group, which coordinates activities of a range of key organisations including East Sussex County Council, the Coastguard service, Eastbourne Hospital, NHS Mental Health Services, The Chaplaincy Service, and Network Rail. Meetings continued on Zoom throughout COVID and this multi-stakeholder group has contributed to the design of a number of preventative measures to support the reduction of suicide in the coastal areas. We

² Volunteers are incentivised for doing night shifts by receiving a 'credit' of 4 hours for a 2-hour night shift which is then measured against their commitment of 16 hours per month. Figure 2 shows actual shift hours recorded and not 'weighted' hours.

EASTBOURNE AND DISTRICT SAMARITANS
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022

have also been active in the specific East Sussex Coastal Suicide Prevention Group, which concentrates its efforts around Beachy Head and Birling Gap.

We continued our engagement with Lewes Prison, offering regular support to the Listeners in the prison in partnership with Brighton and Horsham Samaritans branches. For a large part of the year we were providing support to the prison Listeners by phone, until restrictions were lifted and we were able to resume regular visits to Lewes Prison.

We have engaged with the local police and fire and rescue service and, as restrictions are eased, we will scale up our outreach activities with schools and supporting other groups with listening skills and workshops on emotional well-being.

Although the Omicron COVID wave was almost at its peak, we still managed to have a highly successful Brew Monday campaign on 17 January 2022, with 17 cafés supporting the event. The idea was a simple concept of offering a “2 coffees for 1” voucher to encourage people who felt able to meet with a friend, a neighbour or a loved one over a cuppa in one of the participating cafés in Eastbourne, Hailsham, Newhaven and Seaford. The event was widely covered on local radio and media, encouraging the uptake of our listening tips and other material.

The branch has also been active in promoting Samaritans at the Eastbourne and Newhaven Chambers of Commerce and further outreach and partnership activities are planned for 2022/23.

Objective 3

To collaborate with and support Samaritans central charity and its branches in fulfilling these objectives.

Our branch has used the opportunity of lockdown to refurbish our premises and visiting rooms to ensure that we can provide a safe and welcoming environment. We have been working actively with the Central Charity to develop practical and workable procedures to enable the reopening of face-to-face (F2F) visits, which is of critical importance to our branch given our location in the centre of Eastbourne and the proximity to Beachy Head and the coastal cliffs. We have strengthened our procedures and will be undertaking additional training on F2F to ensure that our volunteers are safe and follow strict duty of care/safeguarding practices.

We worked with the other branches in the South East and changed our rota to ensure that there was adequate coverage of the Samaritans’ phone lines across the South East region during peak hours of need during the pandemic.

The Branch Director has attended a number of meetings and weekend workshops with other directors from the South East Region to discuss and make representation on changes to Samaritans’ policies and procedures including training, the use of centralised hubs and providing comment and input to the new National Samaritans’ Strategy 2022-2027.

The Branch Director is in regular contact with the Regional Director for the South East and has on-going discussions with both Brighton and Horsham branches for learning and sharing experience.

EASTBOURNE AND DISTRICT SAMARITANS
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022

Conclusion

In summary, the EADS branch has endured two years of operating under the restrictions of the COVID-19 pandemic. In spite of volunteers being affected by COVID and the need to self-isolate, we still managed to significantly increase the number of calls answered compared to last year, while also exceeding the pre-COVID year of 2019/20. The pandemic has severely limited our ability to serve the needs of the Eastbourne and District community, but our outreach activities were rapidly resuming by the end of the financial year.

In 2021/22, the branch has:

- Increased our response to callers with the volume of calls increasing by 16.8% to 19,218 calls compared to 2020/21. This is a particularly impressive performance as it is also 3.0% higher than the largely pre-COVID year of 2019/20.
- Increased the number of active volunteers from 76 at the beginning of the year to 90 by the end.
- Prepared for the reopening of the branch for face-to-face callers by undertaking a major refurbishment of the branch.
- Maintained our connection with local stakeholders in Eastbourne and prepared for the resumption of outreach activity with key groups in the area and stakeholders of the East Sussex Suicide Prevention Group.
- Maintained a strong financial position for the branch with an income of £62,193 exceeding the budgeted income of £55,827, expenditure of £52,276 that is below the budgeted figure of £55,450, and our year end reserves increasing to £105,491 or just over two years of operating costs.

By Order of the Board of Trustees

David G V Smith (Chair)

Date:

**INDEPENDENT EXAMINER'S REPORT
TO THE TRUSTEES OF
EASTBOURNE AND DISTRICT SAMARITANS**

I report on the accounts of the branch for the year ended 31 March 2022, which are set out on pages 13 to 21.

Respective responsibilities of Trustees and Examiner

The charity's Trustees are responsible for the preparation of the accounts. The charity's Trustees consider that an audit is not required for this year under section 144 of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed.

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
- (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.

VMR Anderson BA (Hons) FCA DChA

Chartered Accountant
Clark Brownscombe
2 St. Andrews Place
Lewes
East Sussex
BN7 1UP

Date:

EASTBOURNE AND DISTRICT SAMARITANS
STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2022

	Unrestricted Funds £	Restricted Funds £	Totals 2021/22 £	Totals 2020/21 £
INCOME				
Income and endowments from				
Donations and legacies				
- Donations and gifts	34,689	-	34,689	32,486
- Legacies	3,850	-	3,850	27,520
Grants	-	5,162	5,162	-
Other trading activities				
- Fundraising events	2,483	-	2,483	3,207
Income from investments	9	-	9	25
Other income				
- Rental income	<u>16,000</u>	<u>-</u>	<u>16,000</u>	<u>8,000</u>
Total income and endowments	<u>57,031</u>	<u>5,162</u>	<u>62,193</u>	<u>71,238</u>
EXPENDITURE ON				
Charitable activities (page 9)	44,542	7,443	51,985	48,025
Raising funds	<u>291</u>	<u>-</u>	<u>291</u>	<u>18</u>
Total resources expended	<u>44,833</u>	<u>7,443</u>	<u>52,276</u>	<u>48,043</u>
Net movement in funds	12,198	(2,281)	9,917	23,195
Fund balances at 1 April 2021	<u>667,805</u>	<u>2,956</u>	<u>670,761</u>	<u>647,566</u>
Fund balances at 31 March 2022	<u>680,003</u>	<u>675</u>	<u>680,678</u>	<u>670,761</u>

EASTBOURNE AND DISTRICT SAMARITANS
STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2022

	Unrestricted Funds £	Restricted Funds £	Totals 2021/22 £	Totals 2020/21 £
Charitable activities				
Volunteer travel, training and Council/Regional Meetings	10,835	-	10,835	10,381
Telephone	2,875	-	2,875	8,414
Advertising and general publicity	1,157	-	1,157	-
Postage, printing and stationery	910	-	910	774
Branch affiliation fee to central charity	3,700	-	3,700	2,431
Sundry expenses	964	-	964	918
Rates, water, electricity and heating	4,514	-	4,514	4,819
Repairs and renewals	9,240	5,954	15,194	10,890
IT Software, equipment and maintenance	662	379	1,041	-
Cleaning	5,430	1,110	6,540	4,076
Insurance	1,819	-	1,819	1,617
Depreciation	-	-	-	278
Loss on disposal of fixed assets	-	-	-	1,573
Governance costs				
- Accountancy fees	2,436	-	2,436	1,854
	<u>44,542</u>	<u>7,443</u>	<u>51,985</u>	<u>48,025</u>
Raising funds				
Fundraising expenses	<u>291</u>	<u>-</u>	<u>291</u>	<u>18</u>

EASTBOURNE AND DISTRICT SAMARITANS

BALANCE SHEET AS AT 31 MARCH 2022

COMPANY NUMBER CE009224

CHARITY NUMBER 1170508

	Note	£	2021/22 £	2020/21 £
FIXED ASSETS				
Tangible fixed assets	4		575,087	575,087
Investment in trading company	3		<u>100</u>	<u>100</u>
Current Assets			575,187	575,187
Debtors	5	18,503		10,511
Cash at bank and in hand		<u>98,078</u>		<u>89,660</u>
		116,581		100,171
Creditors: Amounts falling due within one year	6	<u>11,090</u>		<u>4,597</u>
Net Current Assets			<u>105,491</u>	<u>95,574</u>
Total Assets Less Current Liabilities			<u>680,678</u>	<u>670,761</u>
 Represented by:				
Restricted Funds				
Duty Room refurbishments	9		675	2,956
Unrestricted Funds				
General Fund	9		<u>680,003</u>	<u>667,805</u>
			<u>680,678</u>	<u>670,761</u>

The Financial Statements were approved by the Trustees on 30th May 2022.

David G V Smith (Chair)

EASTBOURNE AND DISTRICT SAMARITANS
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

1. ACCOUNTING POLICIES

a. Accounting

These financial statements have been prepared under the historical cost convention, and in accordance with applicable accounting standards. In addition, they have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with FRS 102. The charity constitutes a public benefit entity as defined by FRS 102. The Trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern. The accounts are prepared in sterling which is the functional currency of the Charity.

b. Fund Accounting

The charity maintains various funds in accordance with the Statement of Recommended Practice 'Accounting and Reporting by Charities FRS 102'. These funds, which require separate disclosure, are as follows:-

Unrestricted Funds – These are the general funds of the charity and are expendable at the discretion of the trustees in the furtherance of the charitable objectives. The main sources of general funds are from donations and gifts, legacies, fundraising events and income from investments and bank deposits.

Restricted Funds – These are funds which are subject to specific objects declared by the donor or which are raised by appeal for a specific purpose. These funds are expendable by the trustees in furtherance of the specific object for which they were given unless the donor later agrees that they can be applied for a general purpose. Due to the nature of these funds, they are accounted for separately from the general funds of the charity.

c. Depreciation

Depreciation is provided on all tangible fixed assets, other than freehold and leasehold property, at rates calculated to write off the cost less estimated residual value of each asset over its expected useful life on a 20% straight line basis.

Freehold property and the 999-year leasehold property have not been depreciated in accordance with FRS 102 because in the opinion of the Committee, the properties are repaired on a regular basis with the relevant costs charged to the Income and Expenditure Account, and market value is in excess of the purchase price.

d. Voluntary Income

Donations are recognised as income when the donation is received.

Legacies are recognised at the earliest point at which the amounts become certain.

EASTBOURNE AND DISTRICT SAMARITANS
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

e. Investment Income

Interest is accrued on a daily basis and is credited on this basis in the income and expenditure account.

f. Expenditure

Expenditure is included in the Statement of Financial Activities on an accrual basis, inclusive of any VAT which cannot be recovered.

The main categories of expenditure are:

- i. Charitable activities which are the costs of running the branch.
- ii. Expenditure on raising funds which includes investment manager's fees and fundraising expenses.

g. Consolidation

The charity has taken advantage of the exemptions conferred in paragraph 24.6 of the Statement of Recommended Practice "Accounting and Reporting by Charities FRS 102" from preparing consolidated financial statements.

h. Statement of Cash Flows

The charity has taken advantage of the provisions in the SORP for Charities applying FRS 102 Bulletin 1 not to prepare a Statement of Cash Flows.

i. Financial Instruments

The Charity has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at amortised cost. Financial assets held at amortised cost comprise cash and bank in hand, other debtors and prepayments. Financial liabilities held at amortised cost comprise other creditors and accruals. Investments in subsidiaries are held at cost less impairment.

EASTBOURNE AND DISTRICT SAMARITANS
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

2. COMPARATIVE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted Funds £	Restricted Funds £	Totals 2020/21 £
INCOME			
Income and endowments from			
Donations and legacies			
- Donations and gifts	31,941	545	32,486
- Legacies	27,520	-	27,520
Other trading activities			
- Fundraising events	2,965	242	3,207
Income from investments	25	-	25
Other income			
- Rental income	<u>8,000</u>	<u>-</u>	<u>8,000</u>
Total income and endowments	<u>70,451</u>	<u>787</u>	<u>71,238</u>
EXPENDITURE ON			
Charitable activities	46,374	1,651	48,025
Raising funds	<u>18</u>	<u>-</u>	<u>18</u>
Total resources expended	<u>46,392</u>	<u>1,651</u>	<u>48,043</u>
Net movement in funds	24,059	(864)	23,195
Fund balances at 1 April 2020	<u>643,746</u>	<u>3,820</u>	<u>647,566</u>
Fund balances at 31 March 2021	<u>667,805</u>	<u>2,956</u>	<u>670,761</u>

EASTBOURNE AND DISTRICT SAMARITANS
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

3. FIXED ASSET INVESTMENTS

	2021/22	2020/21
	£	£
Investment in trading company	<u>100</u>	<u>100</u>
At 31 March 2021 and 31 March 2022		

The wholly owned trading company Samaritans Retail (Eastbourne) Limited, which is incorporated in the United Kingdom, pays its profits to the Charity by gift aid. The Charity owns the entire issued share capital of 100 Ordinary shares of £1 each. A summary of the trading results is shown below.

	2021/22	2020/21
	£	£
Turnover	67,150	15,632
Other operating income	8,171	35,733
Cost of sales and administration expenses	(62,478)	(43,704)
Distribution to Eastbourne and District Samaritans	<u>(12,892)</u>	<u>(7,653)</u>
Net (deficit)/surplus	<u>(49)</u>	<u>8</u>
The assets and liabilities of the company were:		
Assets	15,181	10,211
Creditors: amounts falling due within one year	<u>(15,034)</u>	<u>(10,015)</u>
	<u>147</u>	<u>196</u>
Aggregate share capital and reserves	<u>147</u>	<u>196</u>

EASTBOURNE AND DISTRICT SAMARITANS
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

4. TANGIBLE FIXED ASSETS

	Freehold Property £	Leasehold Property £	Total £
Cost			
As at 1 April 2021 and 31 March 2022	<u>329,941</u>	<u>245,146</u>	<u>575,087</u>

5. DEBTORS

	2021/22 £	2020/21 £
Amounts due from trading company	12,892	7,652
Prepayments	<u>5,611</u>	<u>2,859</u>
	<u>18,503</u>	<u>10,511</u>

6. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021/22 £	2020/21 £
Other creditors	5,020	462
Accruals	<u>6,070</u>	<u>4,135</u>
	<u>11,090</u>	<u>4,597</u>

7. TAXATION

The branch is considered to pass the tests set out in Paragraph 1 Schedule 6 Finance Act 2010 and therefore it meets the definition of a charity for UK corporation tax purposes. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

8. TRUSTEES REMUNERATION

No remuneration was paid to any of the Trustees during the year (2021: £nil).

EASTBOURNE AND DISTRICT SAMARITANS
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

9. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Fixed Assets £	Net Current Assets £	Total 2021/22 £	Total 2020/21 £
Unrestricted funds	575,187	108,516	683,703	667,805
Restricted funds	<u>-</u>	<u>675</u>	<u>675</u>	<u>2,956</u>
	<u>575,187</u>	<u>109,191</u>	<u>684,378</u>	<u>670,761</u>

ANALYSIS OF NET ASSETS BETWEEN FUNDS
(Prior year)

	Fixed Assets £	Net Current Assets £	Total 2020/21 £	Total 2019/20 £
Unrestricted funds	575,187	92,618	667,805	643,746
Restricted funds	<u>-</u>	<u>2,956</u>	<u>2,956</u>	<u>3,820</u>
	<u>575,187</u>	<u>95,574</u>	<u>670,761</u>	<u>647,566</u>

Accounts

Eastbourne and District Samaritans

**Annual Report and Financial Statements
for the year ended 31st March 2021**



Registered Charity Number: 1170508

Company Number: CE009224

EASTBOURNE AND DISTRICT SAMARITANS

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EASTBOURNE AND DISTRICT SAMARITANS

LEGAL AND ADMINISTRATION DETAILS

LEGAL STATUS

Eastbourne and District Samaritans is a Registered Charity (Charity Registration No. 1170508) and a Charitable Incorporated Organisation (Company number CE009224)

PRINCIPAL OFFICE

The Haven
13 Bolton Road
Eastbourne
East Sussex
BN21 3JT

BOARD OF TRUSTEES

Chair / Director

Gillian Ruth Mills

Secretary

Amelia Caroline Stecher

Treasurer

Stephanie June Carpenter

Trustees

Alison Dunbar-Dempsey
Joseph Ralph Homer
Ann Marie Hare
Linda Jane Gietzen
Derek James Bradley (until 4 May 2020)
Linda Palmer (until 12 June 2020)
Jill Christine Morgan (until 20 September 2020)
Joanna Ashton-Pragier (from 21 September 2020)
Kevin Charles Harry Lucas (from 21 September 2020)
Nicky Shuttleworth (from 21 September 2020)

Independent Examiner

VMR Anderson BA(Hons) FCA DChA
Clark Brownscombe
2 St. Andrews Place
Lewes
East Sussex
BN7 1UP

Solicitors

Mayo Wynne Baxter
20 Gildredge Road
Eastbourne
East Sussex
BN21 4RP

Bankers

Barclays Bank plc.
63/67 Terminus Road
Eastbourne
East Sussex
BN21 3NJ

EASTBOURNE AND DISTRICT SAMARITANS
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021

Introduction

The Trustees have pleasure in presenting their annual report and financial statements for the year ended 31st March 2021.

The Eastbourne and District Samaritans' branch is registered as a charity (Charity Registration No. 1170508). It is governed by its rules which were first adopted on 1st December 2016. It should be noted that the charity is the successor charity to The Samaritans of Eastbourne and District (Charity Registration No. 278729). The charity is a Charitable Incorporated Organisation (Company number CE009224)

The financial statements comply with current statutory requirements, the Rules and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with FRS 102.

Objectives of the charity

1. *To enable persons in Eastbourne and the surrounding area as well as elsewhere who are experiencing feelings of distress or despair, including those who may be at risk of suicide, to receive confidential emotional support at any time of the day or night in order to improve their emotional health and to reduce the incidence of suicide.*
2. *To promote a better understanding in society of suicide, suicidal behaviour, and the value of expressing feelings which may otherwise lead to suicide or impaired emotional health.*
3. *To collaborate with and support Samaritans central charity and its affiliated branches in fulfilling these objectives.*

Charitable status and relationship with the company Samaritans (Charity No. 219432)

Eastbourne and District Samaritans is one of 201 Samaritans' branches located across the UK and Ireland. The coordinating body for the branches is Samaritans (Charity Registration No. 219432) referred to henceforth in this report as the 'Central Charity'. Eastbourne and District Samaritans has an operating agreement with the Central Charity, covering the responsibilities of branches, and designed to ensure that all branches provide consistently high-quality services and work effectively together as one organisation to support our callers.

The role of the Trustees

Whilst being an independent charity, Eastbourne and District Samaritans operates as a branch of the Central Charity. The Central Charity sets standards and provides guidance and support to local branches. It is the responsibility of the Trustees to maintain the financial viability of the branch and to ensure that the assets are used in pursuance of the objectives of the charity.

Governance is the role of the Trustees, and Trustees must ensure that the three main objectives (see above) are met and that the assets of the branch are properly and effectively managed. In addition to the freehold premises from which it operates, the charity owns a leasehold shop, which is sublet to the trading

EASTBOURNE AND DISTRICT SAMARITANS
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021

company Samaritans Retail (Eastbourne) Ltd, in which the charity is the sole shareholder. This is referred to in this report as 'the shop'.

The chair of Trustees is the Branch Director, an appointee of the Central Charity following structured consultation with the branch membership. The Risk Register, a document designed to ensure that members and callers work together in a safe environment, is the responsibility of the Trustees. They provide the material support necessary for the effective running of the branch. The Trustees work in accordance with the guidelines laid down by the Charity Commission.

Management is the responsibility of the Directorate: the Branch Director and a team of Deputy Directors. The Directorate creates and manages the Branch Operational Plan (BOP). The BOP describes the actions necessary to develop the work of the branch in accordance with our objectives and is linked to the Risk Register and any strategic aims approved by the Trustees.

Links between Trustees and Directors

The dual role of the Branch Director makes for effective liaison between the two bodies. At Trustee meetings, the Director provides a management progress report with specific reference to rota statistics, the Branch Operational Plan and the Risk Register. This report is based on reports provided by the Deputy Directors. At each meeting, the Treasurer presents a detailed financial report monitoring the income and expenditure, and a review of reserves and investments. Reports from the shop Financial Director, the Premises Manager and the Health and Safety Officer are also presented.

All these measures enable the Trustees to track and monitor the full range of activities undertaken by the directors and other managers and ensure that they are meeting their objectives.

Trustee responsibilities

Financial statements

The Trustees are required to prepare annual financial statements, which provide a true and fair view of the affairs of the branch as at the end of the financial year and of the income and expenditure of the branch for the year.

In preparing the reports the Trustees:

- a) Select suitable accounting policies and apply them consistently
- b) Make judgements and estimates that are reasonable and prudent
- c) State whether the applicable accounting standards have been followed, subject to any material departures disclosed and explained in the Financial Statements, and
- d) Prepare the Financial Statements on the ongoing concern basis unless it is inappropriate.

Public benefit

The Trustees confirm that they have referred to the guidance in the Charity Commission's general guidance on public benefit when reviewing the charity's objectives.

EASTBOURNE AND DISTRICT SAMARITANS
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021

Risk review

The Board of Trustees reviews the major risks to which the branch is exposed on a regular basis and systems and actions are implemented to mitigate those risks. Additionally, the Trustees report annually to the Central Charity on the management of risk. The Trustees believe that there is a satisfactory system of internal controls and these are reviewed on a regular basis.

Financial review

At the end of the year 2020/21, the charity had funds of £670,761 of which £575,087 related to tangible assets, including the charity's freehold property 'The Haven', 13 Bolton Road, Eastbourne from which the charity operates, and a leasehold property at 31 Grove Road, Eastbourne, which is used as premises for the shop.

Total income and expenditure for the year were £71,238 and £48,043 respectively, resulting in an overall surplus of £23,195. This was particularly remarkable given that, due to the Covid-19 pandemic restrictions which started on 23 March 2020, all face-to-face fundraising had to be cancelled and the shop was closed for much of the year.

The major reasons for the charity surviving the pandemic so well financially were that (a) we have no mortgage or rent to pay thanks to a very generous local benefactor, Mr Leslie Francis Davey, helping us to buy 'The Haven' outright in 1992, (b) we received two significant legacies this year totalling £27,520 and (c) the shop received just under £36,000 in government Covid-19 grants and staff furlough payments, without which the charity would have had to heavily subsidise the shop to ensure its survival.

Expenditure

Expenditure is focussed entirely on the branch's service provision together with property maintenance and running costs. The expenses this year ran largely within budget apart from unexpected damp proofing work to the basement of 'The Haven' (an additional £3,880) and the need, because of Covid-19 hygiene requirements, to provide individual headsets for listening volunteers (£5,652). Despite these, overall expenditure came in at 93% of the total budgeted figure.

Income

Normally the charity's principal sources of income are donations from the public, both directly and through the sale of donated goods in the shop. However, because of Covid-19 restrictions, the shop was closed for much of this year. Thanks to the government grants though, together with some limited opening later in the year, the shop was able to pay the charity £8,000 in rent (normally £16,000) and will be able to donate a final trading surplus of £7,653. This means the shop still managed to provide 22% of the charity's income this year. Our thanks go to the shop's staff, directors and volunteers for all their hard work and efforts through what has been an extremely difficult year for the retail sector.

We were extremely fortunate to receive two significant legacies this year: £20,000 from Rita Brown (an ex-Eastbourne & District Samaritans' volunteer) and £7,520 from a previously unknown supporter, Mrs Bridget Wright. Notable amongst other direct donations received were £1,500 from the Anthony and Consuelo Brooke Charitable Trust, £1,000 from Croudace Homes, £600 from Valerie Chidson, £600 from Susan Epps,

EASTBOURNE AND DISTRICT SAMARITANS
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021

£500 from Eastbourne Round Table, £400 from Janet Ratcliffe, £385 from the Royal Eastbourne Golf Club (Ladies Section) and £300 from the Eastbourne Lodge of the Freemasons.

It is the charity's aim to maintain a varied income stream involving the wider community as much as possible and this is normally reflected in our fundraising activities. However, this year, Covid-19 restrictions meant very few of our normal local events could go ahead, including street and store collections. One particularly regrettable cancellation was the annual 4-day Eastbourne Air Show ('Airbourne') as Eastbourne and District Samaritans had been chosen by the public as the Airbourne People's Charity for 2020 and would have received a substantial donation from the event. Despite these cancellations though, £3,207 was raised by our volunteers from a virtual 'Samarathon', an online supper quiz, the Asda 'Green Token' scheme, a pop-up book sale, the Eastbourne Christmas Fair and the Samaritans' Christmas Raffle.

Gift Aid on donations continues to be an important source of income. Several of our volunteers regularly donate their travel expenses back to the charity, contributing around £2,100 in Gift Aid this year. In addition, a number of our volunteers applied to their employers to take part in company-wide charitable giving schemes. This raised almost £1,000, including generous contributions from Lloyds Bank Foundation and W. Bruford Ltd.

We have also taken advantage of various online fundraising schemes. We had fundraising pages this year on VirginMoneyGiving, JustGiving, PayPalGiving and FaceBook; received donations in memory of loved ones through MuchLoved.com; collected donations from retailers via EasyFundraising and Amazon Smile; and have taken part in the Eastbourne Lottery. Together these raised around £1,350 and are steadily growing.

Reserves

As our branch income is heavily dependent on donations, either directly or through the sale of donated goods in the shop, it cannot be guaranteed. Therefore, the trustees consider that 9 to 18 months of annual expenditure is an appropriate level of reserves to maintain in order to meet our working capital needs.

Our net current assets at the end of 2020/21 were £95,574, which is equivalent to 23.9 months at this year's expenditure rate. However, because the Covid-19 restrictions prevented selection, recruitment, training, outreach and fundraising from going ahead, the 2020/21 expenses were lower than usual. If calculated using the more normal 2019/20 expenditure figure, our reserves would be 23.3 months which is still well above our target level.

Board of Trustees activities and achievements

Objective 1

To enable persons in Eastbourne and the surrounding areas as well as elsewhere who are experiencing feelings of distress and despair, including those who may be at risk of suicide, to receive confidential, emotional support at any time of the day or night in order to improve their emotional health and reduce the incidence of suicide.

During the year of this report, we have been considerably affected for the full twelve months by the restrictions imposed to control the Covid-19 pandemic in England and by the impact of the pandemic on our volunteers themselves. Throughout the year we have been unable to fulfil the wider roles by which our community is normally supported. As directed by Samaritans Central Office, all face-to-face activities in the

EASTBOURNE AND DISTRICT SAMARITANS
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021

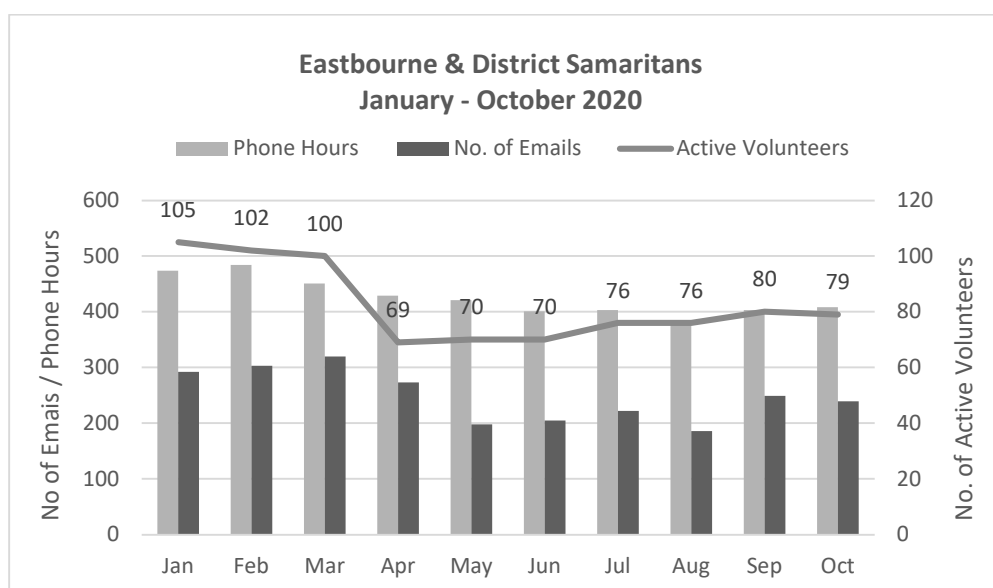
community were cancelled; we have held no raising-awareness or fundraising events and there has been no support given to universities, schools or businesses as we would normally have done. In addition, the branch has been closed to face-to-face callers.

However, we have continued to listen to those who contacted us by telephone and to respond to those who have contacted us by email, maintaining a service for a large part of each day and night throughout the year. Delivering this service has been particularly challenging, for the following reasons:

- A significant proportion of volunteers (at some points 40%) were, at times, self-isolating and unavailable for duties in the branch
- Routines and practices had to be initiated to ensure that those volunteers doing shifts were kept safe, including the introduction of self-distancing, sanitisers, etc.
- The reduction of available phonelines from three to two to aid social distancing
- Regular changes to the rota system had to occur to enable us to contribute jointly with other branches in the South East to ensure continuous 24-hour cover
- On-going responses to regular risk assessments as more about the virus became known

Despite these significant challenges, our available volunteers worked above and beyond the normal expectations to keep a service running to support callers. Many volunteers took on extra shifts each week. The figures below, compared to the previous year, represent a reduction of our service. However, under the circumstances, they reflect huge commitment on the part of our available volunteers.

ANNUAL	2019/20	2020/21	+/- DIFF		AVERAGE PER MONTH	2019/20	2020/21	+/- DIFF
Phone calls	18666	16456	-2210		Phone calls	1556	1371	-185
Hours involved	5642	5110	-532		Hours involved	470	426	-44
No. of Emails	3221	2956	-265		No. of Emails	268	246	-22
Face-to-face	642	0	-642		Face-to-face	54	0	-54



The chart above compares our service delivery three months before and seven months after Covid-19 restrictions were introduced at the end of March 2020. This shows that despite our number of available

EASTBOURNE AND DISTRICT SAMARITANS
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021

volunteers dropping by 31% at the start of the restrictions, the total phone call hours only dropped by 4.9% and the number of emails by 14.7%.

In addition, the branch involved itself in national initiatives, making good use of those volunteers who were obliged to remain at home. Two volunteers were selected to join the newly organised national NHS helpline; others joined the trial to complete emails at home; and others fulfilled Leader duties to support volunteers taking calls in the branch.

Good use was made of the online meeting software 'Zoom' to enable both Trustees and Deputy Directors to meet together regularly and attend to the administration and running of the branch. Zoom was also used to host coffee sessions, bringing branch volunteers together socially and emotionally.

Our measures to reduce the spread of Covid-19 in the branch have been well received and adhered to by our volunteers. Many expressed that they felt 'safe' and although a small number of volunteers contracted the virus during the twelve months from contacts outside the branch, we have had no outbreak within.

The number of available listening volunteers has reduced during the year. A small number have not returned as the lockdowns have eased. The majority of the reduction in numbers can be explained by the fact that we have held no training courses throughout the year. In an average year new recruits would number around 50. This reduction was anticipated in last year's report. There are currently 80+ potential recruits waiting for assessment and training and, once conditions allow, the majority of these will be added to our numbers.

The work of listening volunteers continues to be aided by support volunteers who have carried on completing a range of administrative and supportive tasks, where appropriate and safe to do so.

Some online training has been made available to volunteers who have been able to access this from home. The 'Responding to Callers in Prison' training was particularly helpful as we have experienced a not unexpected rise in the number of these calls. A change in the method by which calls are received has allowed volunteers to access online training at the phone desks in the branch. The annual assessment of listeners' skills was temporarily suspended again this year in order to comply with Covid-19 restrictions.

At the beginning of the year, we formed a partnership with Brighton's branch of Samaritans and HMP Lewes to develop a project which would support and enhance the Listening Service within the prison, provide training for prison staff and Samaritan volunteers and give hope and support to prisoners, particularly those new to the prison regime. Funding was sought and acquired and the group met via Zoom to plan. Three short films are to be created; one aimed at residents of the prison, one for prison staff and one for volunteers. The construction of the films was to take place in the prison and involve the prison listeners in the delivery of the content. Whilst the planning and organisation of the films has progressed well, we have been as yet unable to complete the project owing to outbreaks of Covid-19 within the prison and subsequent lockdowns. A completion date for early September 2021 now looks likely.

Conditions in the prison over the last twelve months have been challenging and the Listener Service has been unable to function consistently. Our prison team has been unable to visit the Listeners inside the prison and have managed for short periods by telephoning from home. Support for both Prison Listeners and for staff in the prison has been on-going throughout.

Our Caller Support Team has continued to make a strong contribution to ensuring a consistent and appropriate approach to callers, especially the most vulnerable. Links via Zoom with our South East regional

EASTBOURNE AND DISTRICT SAMARITANS
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021

Team help to provide a fair and consistent approach, with particular reference to our most distressed callers.

Our Volunteer Care Team has had a particularly challenging role throughout the year, providing emotional support for all our volunteers, particularly those who were self-isolating, supporting their positive mental health and keeping them connected with the branch community.

Objective 2

To promote a better understanding in society of suicide, suicidal behaviour, and the value of expressing feelings which may otherwise lead to impaired emotional health and suicide.

The service provided by Samaritans is enhanced and more widely understood through our partnerships with local groups and organisations.

This year, we have been unable to engage in the majority of our regular activities with schools, universities and local businesses because of the pandemic restrictions.

We have, however, continued to meet regularly, via Zoom, with the other members of the East Sussex Suicide Prevention Group and the Beachy Head Risk Management Team.

During the year, we have appointed a Marketing Team who have been engaged in updating our website, planning a regular newsletter, managing our Twitter account and engaging with local businesses. In this activity we have worked with and been supported by the Samaritans' National Lead for Marketing.

Once restrictions are lifted we will be better prepared to engage with our community, raising awareness of our work and offering support. In recent months we have been approached by managers of local businesses who have been concerned about their customers and we are anticipating that in forthcoming months these requests may well rise.

Objective 3

To collaborate with and support Samaritans central charity and its branches in fulfilling these objectives.

The Branch Director has attended a number of meetings with representatives of the national charity and with Directors of other branches in the South East, all virtually via Zoom.

In addition, closer partnerships have been formed with the branches at Brighton and Hastings, providing mutual support through the particular challenges.

Our branch work has been supported by our designated Regional Director and his Deputy.

The work of the charity has continued, despite the circumstances, at a consistent and familiar pace.

EASTBOURNE AND DISTRICT SAMARITANS
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021

Conclusion

In summary, Eastbourne and District Samaritans has faced a challenging year with success:

- Despite the challenges we have continued to carry out the aims of the charity, supporting people locally and nationally through our core work, responding to callers who ring or email us.
- Our volunteers have kept the branch open and the majority of shifts full by doing extra when needed and, together with the other branches in the South East, have maintained a 24-hour service throughout.
- Support has been given to volunteers who have found the pandemic particularly difficult and the sense of community remains strong.
- Financially, we end the year in an improved position, despite the closure of our shop for the majority of the year and the cancellation of local fundraising events.
- The restrictions in branch activities have enabled us to carry out some refurbishment of the building and provide an improved environment in which our volunteers work.
- The large number of people interested in joining our service bodes well for the growth of the branch to its pre-pandemic position and beyond.
- The preparation completed by our Marketing Team increases our capacity to promote a wider understanding of our work within our local community when lifting of restrictions allow.
- We are in a positive position to recover fully from the pandemic and move forwards into the future.

By Order of the Board of Trustees

Gillian Mills (Chair)

Date: 16 August 2021

**INDEPENDENT EXAMINER'S REPORT
TO THE TRUSTEES OF
EASTBOURNE AND DISTRICT SAMARITANS**

I report on the accounts of the branch for the year ended 31st March 2021, which are set out on pages 12 to 20.

Respective responsibilities of Trustees and Examiner

The charity's Trustees are responsible for the preparation of the accounts. The charity's Trustees consider that an audit is not required for this year under section 144 of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed.

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 Trust 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.

VMR Anderson BA (Hons) FCA DChA

Chartered Accountant
Clark Brownscombe
2 St. Andrews Place
Lewes
East Sussex
BN7 1UP

Date: 16th August 2021

EASTBOURNE AND DISTRICT SAMARITANS
STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2021

	Unrestricted Funds £	Restricted Funds £	Totals 2020/21 £	Totals 2019/20 £
INCOME				
Income and endowments from				
Donations and legacies				
- Donations and gifts	31,941	545	32,486	39,381
- Legacies	27,520	-	27,520	-
Other trading activities				
- Fundraising events	2,965	242	3,207	6,862
Income from investments	25	-	25	82
Other income				
- Rental income	<u>8,000</u>	<u>-</u>	<u>8,000</u>	<u>16,000</u>
Total income and endowments	<u>70,451</u>	<u>787</u>	<u>71,238</u>	<u>62,325</u>
EXPENDITURE ON				
Charitable activities	46,374	1,651	48,025	48,668
Raising funds	<u>18</u>	<u>-</u>	<u>18</u>	<u>466</u>
Total resources expended	<u>46,392</u>	<u>1,651</u>	<u>48,043</u>	<u>49,134</u>
Net movement in funds	24,059	(864)	23,195	13,191
Fund balances at 1st April 2020	<u>643,746</u>	<u>3,820</u>	<u>647,566</u>	<u>634,375</u>
Fund balances at 31st March 2021	<u>667,805</u>	<u>2,956</u>	<u>670,761</u>	<u>647,566</u>

EASTBOURNE AND DISTRICT SAMARITANS
STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2021

	Unrestricted Funds £	Restricted Funds £	Totals 2020/21 £	Totals 2019/20 £
Charitable activities				
Volunteer travel, training and Council/Regional Meetings	10,381	-	10,381	13,903
Telephone	8,414	-	8,414	3,800
Advertising and general publicity	-	-	-	1,653
Postage, printing and stationery	774	-	774	1,692
Branch affiliation fee to central charity	2,431	-	2,431	(77)
Sundry expenses	918	-	918	857
Rates, water, electricity and heating	4,819	-	4,819	4,725
Repairs and renewals	9,239	1,651	10,890	15,299
Cleaning	4,076	-	4,076	3,361
Insurance	1,617	-	1,617	1,515
Depreciation	278	-	278	326
Loss on disposal of fixed assets	1,573	-	1,573	-
Governance costs				
- Accountancy fees	<u>1,854</u>	<u>-</u>	<u>1,854</u>	<u>1,614</u>
	<u>46,374</u>	<u>1,651</u>	<u>48,025</u>	<u>48,668</u>
Raising funds				
Fundraising expenses	<u>18</u>	<u>-</u>	<u>18</u>	<u>466</u>

EASTBOURNE AND DISTRICT SAMARITANS

BALANCE SHEET AS AT 31st MARCH 2021

COMPANY NUMBER CE009224

CHARITY NUMBER 1170508

	Note	£	2020/21 £	2019/20 £
FIXED ASSETS				
Tangible fixed assets	4		575,087	576,938
Investment in trading company	3		<u>100</u>	<u>100</u>
Current Assets			575,187	577,038
Debtors	5	10,511		17,732
Cash at bank and in hand		<u>89,660</u>		<u>55,048</u>
		100,171		72,780
Creditors: Amounts falling due within one year	6	<u>4,597</u>		<u>2,252</u>
Net Current Assets			<u>95,574</u>	<u>70,528</u>
Total Assets Less Current Liabilities			<u>670,761</u>	<u>647,566</u>
 Represented by:				
Restricted Funds				
Duty Room refurbishments	9		2,956	3,820
Unrestricted Funds				
General Fund	9		<u>667,805</u>	<u>643,746</u>
			<u>670,761</u>	<u>647,566</u>

The Financial Statements were approved by the Trustees on 16th August 2021

Gillian Mills (Chair)

EASTBOURNE AND DISTRICT SAMARITANS
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

1. ACCOUNTING POLICIES

a. Accounting

These financial statements have been prepared under the historical cost convention, and in accordance with applicable accounting standards. In addition, they have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with FRS 102. The trust constitutes a public benefit entity as defined by FRS 102. The Trustees consider that there are no material uncertainties about the trust's ability to continue as a going concern. The accounts are prepared in sterling which is the functional currency of the Charity.

b. Fund Accounting

The charity maintains various funds in accordance with the Statement of Recommended Practice 'Accounting and Reporting by Charities FRS 102'. These funds, which require separate disclosure, are as follows:-

Unrestricted Funds – These are the general funds of the charity and are expendable at the discretion of the trustees in the furtherance of the charitable objectives. The main sources of general funds are from donations and gifts, legacies, fundraising events and income from investments and bank deposits.

Restricted Funds – These are funds which are subject to specific objects declared by the donor or which are raised by appeal for a specific purpose. These funds are expendable by the trustees in furtherance of the specific object for which they were given unless the donor later agrees that they can be applied for a general purpose. Due to the nature of these funds, they are accounted for separately from the general funds of the charity.

c. Depreciation

Depreciation is provided on all tangible fixed assets, other than freehold and leasehold property, at rates calculated to write off the cost less estimated residual value, of each asset over its expected useful life, as follows:-

Computer Equipment and Photocopier	20% straight line basis
Other Office Equipment and Furniture	15% reducing balance basis

Freehold property and the 999-year leasehold property have not been depreciated in accordance with FRS 102 because in the opinion of the Committee, the properties are repaired on a regular basis with the relevant costs charged to the Income and Expenditure Account, and market value is in excess of the purchase price.

d. Voluntary Income

Donations are recognised as income when the donation is received.

Legacies are recognised at the earliest point at which the amounts become certain.

EASTBOURNE AND DISTRICT SAMARITANS
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

e. Investment Income

Interest is accrued on a daily basis and is credited on this basis in the income and expenditure account.

f. Expenditure

Expenditure is included in the Statement of Financial Activities on an accrual basis, inclusive of any VAT which cannot be recovered.

The main categories of expenditure are:

- i. Charitable activities which are the costs of running the branch.
- ii. Expenditure on raising funds which includes investment manager's fees and fundraising expenses.

g. Consolidation

The charity has taken advantage of the exemptions conferred in paragraph 24.6 of the Statement of Recommended Practice "Accounting and Reporting by Charities FRS 102" from preparing consolidated financial statements.

h. Statement of Cash Flows

The charity has taken advantage of the provisions in the SORP for Charities applying FRS 102 Bulletin 1 not to prepare a Statement of Cash Flows.

i. Financial Instruments

The Charity has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at amortised cost. Financial assets held at amortised cost comprise cash and bank in hand, other debtors and prepayments. Financial liabilities held at amortised cost comprise other creditors and accruals. Investments in subsidiaries are held at cost less impairment.

EASTBOURNE AND DISTRICT SAMARITANS
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

2. COMPARATIVE STATEMENT OF FINANCIAL ACTIVITIES
(Prior year)

	Unrestricted Funds £	Restricted Funds £	Totals 2019/20 £
INCOME			
Income and endowments from			
Donations and legacies			
- Donations and gifts	35,561	3,820	39,381
Other trading activities			
- Fundraising events	6,862	-	6,862
Income from investments	82	-	82
Other income			
- Rental income	<u>16,000</u>	<u>-</u>	<u>16,000</u>
Total income and endowments	<u>58,505</u>	<u>3,820</u>	<u>62,325</u>
EXPENDITURE ON			
Charitable activities	48,668	-	48,668
Raising funds	<u>466</u>	<u>-</u>	<u>466</u>
Total resources expended	<u>49,134</u>	<u>-</u>	<u>49,134</u>
Net movement in funds	9,371	3,820	13,191
Fund balances at 1st April 2019	<u>634,375</u>	<u>-</u>	<u>634,375</u>
Fund balances at 31st March 2020	<u>643,746</u>	<u>3,820</u>	<u>647,566</u>

EASTBOURNE AND DISTRICT SAMARITANS
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

3. FIXED ASSET INVESTMENTS

	2020/21	2019/20
	£	£
Investment in trading company	<u>100</u>	<u>....100</u>
At 31st March 2020 and 31st March 2021		

The wholly owned trading company Samaritans Retail (Eastbourne) Limited, which is incorporated in the United Kingdom, pays its profits to the Charity by gift aid. The Charity owns the entire issued share capital of 100 Ordinary shares of £1 each. A summary of the trading results is shown below.

	2020/21	2019/20
	£	£
Turnover	15,632	61,861
Other operating income	35,733	-
Cost of sales and administration expenses	(43,704)	(55,899)
Distribution to Eastbourne and District Samaritans	(7,653)	(5,955)
Net surplus	<u>8</u>	<u>7</u>
The assets and liabilities of the company were:		
Assets	10,211	8,687
Creditors: amounts falling due within one year	(10,015)	(8,499)
	<u>196</u>	<u>188</u>
Aggregate share capital and reserves	<u>196</u>	<u>188</u>

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4. TANGIBLE FIXED ASSETS

	Freehold Property £	Leasehold Property £	Office Equipment & Furniture £	Total £
Cost				
As at 1st April 2020	329,941	245,146	33,837	608,924
Disposals	-	-	(33,837)	(33,837)
	<u>329,941</u>	<u>245,146</u>	-	<u>575,087</u>
Depreciation				
As at 1st April 2020	-	-	31,986	31,986
Charge for the year	-	-	278	278
On disposals	-	-	(32,264)	(32,264)
As at 31st March 2021	-	-	-	-
Net Book Value				
At 31st March 2021	<u>329,941</u>	<u>245,146</u>	-	<u>575,087</u>
At 31st March 2020	<u>329,941</u>	<u>245,146</u>	<u>1,851</u>	<u>576,938</u>

5. DEBTORS

	2020/21 £	2019/20 £
Amounts due from trading company	7,652	5,955
Prepayments	<u>2,859</u>	<u>11,777</u>
	<u>10,511</u>	<u>17,732</u>

6. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2020/21 £	2019/20 £
Other creditors	462	502
Accruals	<u>4,135</u>	<u>1,750</u>
	<u>4,597</u>	<u>2,252</u>

EASTBOURNE AND DISTRICT SAMARITANS
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7. TAXATION

The branch is considered to pass the tests set out in Paragraph 1 Schedule 6 Finance Act 2010 and therefore it meets the definition of a charity for UK corporation tax purposes. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

8. TRUSTEES REMUNERATION

No remuneration was paid to any of the Trustees during the year.

9. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Fixed Assets £	Net Current Assets £	Total 2020/21 £	Total 2019/20 £
Unrestricted funds	575,187	92,618	667,805	643,746
Restricted funds	-	<u>2,956</u>	<u>2,956</u>	<u>3,820</u>
	<u>575,187</u>	<u>95,574</u>	<u>670,761</u>	<u>647,566</u>

**ANALYSIS OF NET ASSETS BETWEEN FUNDS
(Prior year)**

	Fixed Assets £	Net Current Assets £	Total 2019/20 £	Total 2018/19 £
Unrestricted funds	577,038	66,708	643,746	634,375
Restricted funds	-	<u>3,820</u>	<u>3,820</u>	<u>-</u>
	<u>577,038</u>	<u>70,528</u>	<u>647,566</u>	<u>634,375</u>