TAMWORTH SAMARITANS

England & Wales · Charity number 1170514

Details

Status	Registered
Legal form	CIO
Registered	2016-12-01
Register	View on the Charity Commission register

Contact

Address	The Manor House Lichfield Street Tamworth 2nd Floor Office Suite B79 7QF
Phone	0182766664
Email	tamworth.director@samaritans.org
Website	Samaritans.org/tamworth

Activities

Objects: THE OBJECTS OF THE CHARITY ARE:1) TO ENABLE PERSONS IN TAMWORTH 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; AND3) TO COLLABORATE WITH AND SUPPORT SAMARITANS CENTRAL CHARITY AND ITS AFFILIATED BRANCHES IN FULFILLING THESE OBJECTS.

Activities: The Charity provides confidential emotional support to those who are experiencing feelings of distress or despair, including those who may be at risk of suicide, with the aim of improving their emotional health and reducing the incidence of suicide. The Charity operates a telephone helpline which is open 24 hours a day; 365 days a year. Our support allows contacts to explore difficult feelings.

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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

- Staffordshire

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£81,660	£37,769	-	-
2024-03-31	£23,788	£32,822	-	-
2023-03-31	£29,800	£37,064	-	-
2022-03-31	£29,284	£34,825	-	-
2021-03-31	£54,308	£26,817	-	-

Trustees

Name	Role	Appointed
Christopher Edward Holmes		2025-10-15
Christopher Martin Williams		2025-10-15
Mark Richard Emly		2023-12-13
Megan Kate Hubbard		2023-07-10
Shannen Annette Sawyer		2023-12-13
Stephen John Richards		2025-10-15
Trudi Thomas		2023-12-13

Linked charities

- THE SAMARITANS OF TAMWORTH (1170514-1)

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TAMWORTH SAMARITANS

England & Wales - Charity number 1170514

Accounts

SAMARITANS

Tamworth

Annual Report 2024-25

Introduction

Background

This report has been written in the spring of 2025 as report on progress in the financial year 2024/25 and in preparation for our AGM in October 2025.

About Tamworth Samaritans

The Samaritans provides confidential emotional support through a listening service 24 hours a day by telephone, email and online chat through a network of over 200 branches in the UK and Republic of Ireland and also in a range of outreach settings. The vision of Samaritans is that fewer people will die by suicide each year and the service is for anyone who feels they need support and someone to talk to, whatever they are facing.

Tamworth Samaritans is one such branch providing this service, as an independent charity and affiliate branch of central Samaritans. Tamworth Samaritans volunteers respond to callers via email and telephone and deliver outreach and awareness events and activities.
As at 31st March 2025, Tamworth Samaritans consists of 96 volunteers and currently is governed by a team of seven Trustees. Two of the Trustees are Branch Co-Directors elected to run the branch in the autumn of 2023, with a three year term beginning on 1st December 2023. The Trustees are supported by a wider team of Deputy Directors selected by the Co-Directors who have responsibility for different areas of the branch's operations (mentoring, shift leaders, rota, training, recruitment, volunteer care, outreach). Individual volunteers also take responsibility for specific tasks to support the running of the charity, including IT support, health and safety, first aid, purchasing, DBS checking, etc.

We aim to formally welcome an additional Trustee (Treasurer) on board at the AGM in October 2025.

The whole Branch Leadership Team meets on a monthly basis, with additional Trustee meetings taking place every other month. Trustees and DDs lead separate team meetings as required.

In the year 1st April 2024 – 31st March 2025, Tamworth Samaritans supported 745 emails, 8,937 telephone callers, totalling 9,682 callers in need.

Administrative details

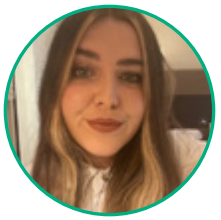
Directorship

The Branch Co-Directors are Megan Hubbard and Shannen Sawyer (term start date 01/12/23).

Trustees

The Trustees in office as of 31st March 2025 were:

Megan Hubbard


Shannen Sawyer

Linda Bird

Mark Emly

David Tickle

Trudi Thomas

We extend our thanks to Kevin Redfern for his hard work as Trustee for Fundraising and Publicity. Kevin has since stepped down from this role.

Further, Steve Richards is acting in capacity as Treasurer and will be nominated as a Trustee at the AGM.

Registered Address

Manor House, Lichfield Street, Tamworth, Staffordshire, B79 7QF.
Tamworth Samaritans is a registered charity with the Charity Commission, 1170514.

Thanks to our supporters

We are extremely grateful to all of our supporters, whether it is in-kind or financial support. Every donation we receive helps us to sustain our branch and therefore provide vital services to people in emotional distress. Thanks for recent support go to:

Central Co-Op, and the Central Co-Op Support Centre Lichfield
Stretton Co-Op stores and Lichfield
Marks Walk Co-op
The National Lottery
Lea Marston Golf Club
Briers Waste Management
Masonic Hall
Ashley Bayliss, Barry Davies, Ben Phillips, Pete Dunnill, Dave Hamilton, Ashley Millward, Kristian Jeffrey, Katie Pearce, Lloyd Answermoz; under the coordination of Chris533
Customers of Asda Tamworth
Customers of Waitrose Lichfield
Lichfield District Council
Tamworth Borough Council
Paypal Giving Fund
Lemon Zest Events
Staffordshire Mediation
Estate of Stella Sanders
Dosthill WI
Cathy8 and the Open Garden scheme
Bill and John Smith and all of the friends and family of Al Smith
Carol554 (stone painting)
All volunteers who took part in, or sponsored, the January reset.

Everyone who has made a personal contribution, raised funds through sponsorship, encouraged donations through friends, family and colleagues, or selected Tamworth Samaritans as the chosen charity in memory of a loved one. Thank you!

Co-Directors Report

What a brilliant year we have had at Tamworth Samaritans as we have continue through our directorship period.
There are always so many people we want to thank for the support we are given! We are very grateful to have the support of a dedicated, knowledgeable and hard-working Branch Leadership Team, without whom we could not do this role. We are also thankful for all volunteers in our branch who make Tamworth Samaritans what it is. There are so many volunteers who take on that little bit (or a lot!) extra to keep our branch running in order to support our callers and we are lucky to have 80+ volunteers answering calls to those in need alongside a team of brilliant support volunteers.

We have had many successes as a branch over the past year, not limited to the number of callers we support. Earlier in the year we completed the Volunteer Voice Survey, and over all we received exceptionally positive results from our volunteers at Tamworth Samaritans which was a huge success for us. Fundraising-wise, we have been very lucky to have been recipients of some very generous donations and we have engaged in some really exciting awareness and outreach activities including riding the trains and having a presence at Tamworth Football Club.

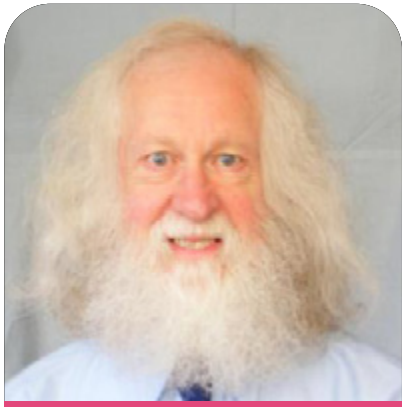
It was a pleasure to welcome the CEO of Samaritans, Julie Bentley, to our branch in October 2024. That month also saw the beginning of the central charity's partnership with Central Co-op which led to some new events and opportunities for us. We've also supported some big central changes with the introduction of the Listening Centre and making sure everyone had a new DBS check completed in line with the central charity's new guidance. These changes ultimately help us to deliver an even more effective service.

We hope you enjoy reading the updates from the rest of the Branch Leadership Team which will hopefully give you a sense of the great work of our branch over the past year. We are looking forward to continuing to lead the branch up until December 2026; at the end of Tamworth Samaritans' 50th year!

We'd like to finish with our final thank you to everyone – thank you financial supporters, in-kind supporters, or both; for your much-valued contributions to keeping Tamworth Samaritans going and supporting over 9,000 callers in need by phone and email each year. This could not be achieved without our fabulous volunteers who make Tamworth Samaritans an absolutely fantastic friendly charity and a team we are so proud of.

We are lucky to have 80+ volunteers answering calls

Deputy Director Reports



Rota Management
Ed294

The Rota Secretary team has continued to carry out its principal task week in week out: to try to fill shifts with listening volunteers, so that shifts remain open and callers can be supported. We have also now taken on the task of finding Shift Leaders for all shifts. This is greatly aided by Julie 522 being a Shift Leader as well as a rota secretary: she has convenient access to the Leaders WhatsApp Group.

Julie is now officially deputy Deputy Director for Rotas. The rest of the team is Alex 474, Jan 498 and Richard 441. Erica 464 was part of the team, but now concentrates more on Prison work; we thank her for all her work with us.

I work closely with Sue 88, DD for Volunteer Care, and we meet regularly to exchange information. I also worked closely with Charley 484 when she was DD for Shift Leaders; together we developed updated protocols for managing shifts and proposals for adding new experimental shifts.

Overnight shifts (Thursday/Friday and Friday/Saturday) were temporarily shortened from four and a half hours to four from June 2024, and this arrangement was made permanent six months later after a survey of volunteer views. In the autumn, Tuesday shifts were amended to start half an hour later and then the now 22:00 shift was extended by an hour to form a new overnight shift, so that the branch now has five overnight shifts.

Overnight shift times are among those times of higher need, when caller numbers are nationally proportionally higher than listener numbers. Information on levels of need (high/medium/lower) had been added to shifts on the Three Rings rotas in early summer.

In March this year three more experimental daytime shifts were added to the rota. These are at medium need times, in a further attempt to provide relatively higher need shifts. Inevitably these extra shifts have led temporarily to more shifts being closed: we will review the rota after a few months of their inclusion. It is planned to add one more overnight shift (Sunday/Monday) on an experimental basis when listener and Shift Leader numbers allow.

Recruitment
Simon477

We recruited 11 volunteers during the spring 2025 intake, compared with 6 in the autumn cohort

Over the past year, we've made great strides in improving our branch recruiting processes and outcomes. Since Simon477 has been leading the team we have re-launched our information sessions, which were very well received. This refresh made a noticeable difference, with interviews running much more smoothly and an overall better experience for both candidates and interviewers. We also made a clearer process with ensuring potential volunteers were supported with any reasonable adjustments where required.

As a result of these improvements, we recruited 11 volunteers during the spring 2025 intake, compared with 6 in the autumn cohort — a fantastic increase that reflects the stronger processes now in place.

Alongside this, with support from Jemma494, we have successfully cleansed the Branch Management Tool. This has significantly reduced the waiting list for new volunteers and has meant potential volunteers are being contacted more regularly and efficiently about their attendance at information sessions.

We have also been delighted to welcome Beth502, Carol544, Helen495, and Sarah510 to the recruiting team. Their help with running information sessions and interviews has made a huge difference and strengthened our recruiting capability.

Thank you to everyone who has supported this work – your efforts have made a real impact!

Deputy Director Reports

Training
Niki455

In the past year two cohorts have received Core Training. Our biggest cohort to date completed their training in March. Embedding training runs concurrently.

We trialled doing Skills Practice differently for the Spring 25 cohort which proved successful. New Samaritans received brief oral feedback, then more comprehensive written feedback. We continue to look for willing Skills Practice volunteers to help support our new volunteers on their maiden Skills Practices.

We have welcomed new members to the training team, though are still quite a small team to cover a lot of Branch Training, so we always welcome volunteers who wish to join; please get in touch!

Alongside our Branch EDI Lead Steven 524, I have helped to develop our approach for this year's focus on raising the profile of, and everybody's understanding of, EDI and its importance in what we do at Samaritans. As part of our Branch meeting in June we will use the time to complement the mandatory online training.

A number of our volunteers have taken the opportunity to take part in different regional training opportunities which is excellent and supports our branch greatly.

We trialled doing Skills Practice differently for the Spring 25 cohort which proved successful

Mentoring
Katy271

I have the honour of leading a team of Samaritans who are trained to fulfil one of the most rewarding roles at Tamworth Samaritans; that of being a Mentor.

At the time of writing this report we have a Mentoring Team consisting of around:

•32 New Samaritan Mentors, although not all are active/available for current or upcoming cohorts
•13 of these colleagues also act as Lead Mentors, helping us to be safe and secure in the skills of our Probationers before they become Full Samaritans
•17 of our Mentors are able to fulfil the demands of being Ongoing Mentors to our existing Samaritans
•4 colleagues are actively progressing their skills to become Mentors and 1 further volunteer is keen to progress
The support of these experienced colleagues is invaluable for New Samaritans after they complete the CORE Development programme and for Probationers who are sufficiently skilled to potentially progress to Full Samaritan status. There is additional tailored support for those Samaritans who are returning to duty after a period of leave. This year the Mentor Team team have expanded their offering to include the annual requirement for each of us to undertake a period of Ongoing Mentoring, aiming to ensure that each of us know our practice to be safe, secure, supported and effective.

Since the last AGM on 30th October 2024 to 30th April 2025 we have collectively supported 5 New Samaritans, signed off 6 Probationers as Full Samaritans and supported the return to duty for 4 experienced Samaritans. The Ongoing Mentoring is allowing each of us to be assured that our practice is supported, safe, effective and positive with the annual activity having been completed for 19 of our colleagues to date.

We are now actively working with the 11 New Samaritans, who graduated from Core Development in Spring 2025. We will all be working to help them experience, embed and be secure in the skills, awareness and application of policies and build trust in other branch colleagues. The Ongoing Mentoring is allowing each of us to be assured that our practice is supported, safe, effective and positive with the annual activity having been completed for 19 of our colleagues to date.

I look forward to another period in which we work together to ensure that all volunteers feel fully supported and that our skills, aspirations and influence are passed on a part of a very rich and valuable offering for our callers, colleagues and our community.

Deputy Director Reports

Outreach
Richard441

We are reaching out to Tamworth and Lichfield Schools in order to promote our service

This year has seen an increase in outreach in the Tamworth and Lichfield area. We have developed closer links with Lichfield Council, attending presentations with the housing and homelessness departments which were very well received.

We have developed links with the Central Co-op, attending their partnership launch with Samaritans and being invited to talk at and be present at the Men's Voices Day and Women's Voices Day.

In Tamworth we have attended fairs in the park and four community hub events in different wards around Tamworth listening to the public and other services. The outreach team have an increasing number of volunteers who have been trained in face to face conversations.

We are reaching out to Tamworth and Lichfield Schools in order to promote our service and work alongside teachers and young people. Currently we have South Staffs College interested in us working with them.

We continue to overlap and support Partnerships including Network Rail, joining them on the rail network.

The outreach team and are always on the look out for opportunities to listen to callers from vulnerable communities. We have been invited to participate along side Age Concern in one of their community tea shops in Sutton Coldfield and we are still aiming to have a team out on the canal networks after an initial meeting with the chaplain for the area.

Volunteer Care
Sue88

There are 9 members of the team and each one of us has a group of volunteers we check in with regularly

The role of the Volunteer Care Team is to be supportive to all volunteers on rota and on leave and who are Support volunteers. Presently there are 9 members of the team and each one of us has a group of volunteers we check in with regularly.

The team can be contacted if volunteers have ideas, suggestions and comments on how their experience and journey with our branch could be improved or changed. We are also there if volunteers have personal issues they need support with.

We can guide volunteers towards the right person they need to contact or just be available for a chat if a volunteer needs to talk. The team send cards to volunteers who are unwell, off rota or had a bereavement. We also send Thank you cards when volunteers step down from being a volunteer. We arrange volunteer events such as Christmas get togethers, pub meet ups etc. Our volunteers are our greatest resource and we hope to ensure volunteers feel supported, appreciated and happy in branch.

Trustee Reports

Trustee for Governance and Compliance - Trudi493

As Trustee for Governance and Compliance, my focus is on fostering a culture of accountability and best practices within our organization. By championing key areas such as Safeguarding, Data Protection, Health and Safety, Asset Management, and Risk Management, I aim to ensure the safety, wellbeing, and trust of both our volunteers and the wider community. Each initiative I undertake is guided by the shared vision of maintaining a resilient and welcoming environment for all.

Risk Management Procedure
As Trustee for Governance and Compliance, implementing an effective Risk Management Procedure has been a cornerstone of my efforts to promote safety and wellbeing within our organization. This procedure ensures that potential risks to our volunteers, members of the public, and the charity's reputation are proactively identified, assessed, and addressed.

By embedding this practice into our operations, we are not only safeguarding those who rely on us but also fostering a culture of accountability and preparedness.

The Risk Management Procedure includes:
·Comprehensive Risk Assessments: For every external event, we conduct detailed evaluations to pinpoint potential hazards and determine mitigation strategies.

·Event Information Packages: These packages are designed to provide clear guidance and essential resources for our teams, ensuring smooth execution and effective communication.

·Regular Monitoring and Review: To maintain its effectiveness, the procedure undergoes ongoing evaluation and refinement, adapting to new challenges and feedback from volunteers.

I am proud to report that this initiative is now fully operational and has been instrumental in enhancing the safety and efficiency of our events. Its success reflects the collaborative efforts of our team and a shared commitment to excellence. Moving forward, I aim to continue refining this procedure, ensuring it remains a robust foundation for safeguarding our volunteers and the wider community.

Data Protection Initiatives
As part of my responsibilities, I have prioritized Data Protection to ensure our organization remains compliant with the UK GDPR rules and regulations. Recognising the importance of safeguarding the personal information of our volunteers and service users, I have embarked on a critical project to develop a comprehensive Record of Processing Activities (RoPA).

This initiative is designed to provide a clear and concise framework for documenting how we handle, store, and process data. By doing so, we aim to demonstrate accountability and uphold the highest standards of transparency and trust. While this project is ongoing, substantial progress has been made, including the identification and categorization of key data processing activities.

Looking ahead, my focus is on collaborating with the Branch Leadership Team to finalize this document in the coming months. Once completed, the RoPA will not only ensure our compliance but also serve as a valuable resource for maintaining best practices in data protection across the branch.
I am confident that this initiative will significantly enhance our organization's ability to protect sensitive information and adapt to evolving regulatory requirements.

Branch Continuity Planning
To ensure the resilience and ongoing functionality of our branch, I have been developing a comprehensive Branch Continuity Plan. This plan is designed to prepare for unforeseen circumstances that could disrupt our operations, protecting both the vital services we provide to our callers and the wellbeing of our volunteers. While certain challenges, such as technical failures, extreme weather events, or unexpected staff shortages, may be beyond our control, it is essential that we are prepared to respond swiftly and effectively. The Branch Continuity Plan outlines clear strategies and protocols for mitigating risks, maintaining core services, and safeguarding the reputation of both the branch and the wider charity.

Key elements of the plan include:
·Risk Assessment: Identifying potential threats and their impact on our operations.

·Crisis Response Framework: Defining roles, responsibilities, and communication channels to ensure a coordinated approach during disruptions.

·Service Prioritization: Establishing which services must remain operational under all circumstances to minimize the impact on callers.

·Training and Awareness: Equipping our volunteers and staff with the knowledge and tools needed to implement the plan effectively.

This plan not only reinforces our commitment to operational excellence but also reflects our proactive approach to addressing challenges head-on. By fostering a culture of preparedness, we aim to maintain the trust of our community and continue delivering meaningful support, regardless of the circumstances.

In my role as Trustee for Governance and Compliance, I remain dedicated to maintaining an environment that prioritizes safety, transparency, and resilience. The progress we have achieved in key areas such as risk management and data protection demonstrates our commitment to upholding the highest standards of accountability. Moving forward, I am eager to build upon these foundations, address emerging challenges, and continue supporting the Branch Leadership Team in delivering a safe, inclusive, and welcoming space for all. Together, we can ensure the ongoing success and positive impact of our branch within the community.

Trustee Reports

Trustee for Partnership - Dave161

Tamworth Borough Council
We regularly have volunteers go to Tamworth Borough Council and Support Staffordshire events include regular VCSE (Voluntary Community Social Enterprise) forums which are often held at the Sacred Heart Church Centre.

HMP/YOI Swinfen Hall
We currently have 12 Listeners at the prison; most of whom were trained last year. Our team of 4 volunteers regularly visit to support the Listeners either on their wings or at the prison Bistro. They are looking forward to the Listener family day in May which we are helping to organise. We have a relatively new BPSO (Branch Prison Support Officer) in Erica 464 who enthusiastically leads our team.

Network Rail
We've had a busy year supporting Network Rail (and vice versa), our regular events being Brew Monday and Small Talk Saves Lives campaigns at which we held awareness events at both Tamworth and Nuneaton stations. Both were well supported by our volunteers.
We were also asked to support Network Rail events at both London Euston and Liverpool Lime Street stations where we operated alongside Network Rail staff.
We also talked to passengers on the trains and at stations on the way to and from Tamworth.

On a more sombre note we were asked to offer Postvention support at Tamworth Station following several serious incidents in the locality.

Trustee for Premises and Resources - Mark423

As a BLT we are always extremely keen that our volunteers feel very supported and valued. An important part of this is to ensure that the premises in which we volunteer, engage with our callers and interact with each other, feel comfortable, welcoming and safe. Therefore, over this last year we have looked to continue to make improvements and respond to suggestions/reflections that have come from our team of volunteers. This is in addition to undertaking all the necessary safety checks such as electrical, fire and water quality that need to take place.

We have a wonderful team of volunteers who help maintain an oversight of our premises and resources

Hopefully volunteers have enjoyed the benefits of the new boiler, the extra space in the training and meeting room, the re-organised quiet/debrief room and the new display boards. In addition, the feedback from volunteers which was shared with the landlord has led to investigation of the signing in book, the new intercom system and the grit box for the pathway.

We have a wonderful team of volunteers who help maintain an oversight of our premises and resources. Thank you so much to them for everything they do, it is hugely appreciated. They are, Rachel481 who ensures that all our refreshments are kept stocked up and who responds to specific requests; Chris357 who oversees all our IT equipment and systems and links in with Central Samaritans, John361 who monitors our health and safety, Christine520 who looks after our First Aid and Cathy8 who provides the lovely flowers.

Trustee Reports

Branch Secretary - Linda460

My role is made much easier by all our great volunteers who help keep the branch tidy, organised and compliant. Volunteers help in numerous ways including by making sure we have stocks of the paperwork we all need, by populating and maintaining notice and information boards to keep us up to date, by shredding information which has reached its disposal date and by provide dedicated administrative support to areas such as finance, training and recruitment.

Over the last 12 months we have changed how we manage our governance meetings so that we can monitor the decisions we take and the actions needed to put what we decide into practice. Our electronic file system has been reviewed and restructured and we continue to work to make key documents available to volunteers.

Prioritisation of investment, by our Co-Directors, in Samaritans branded clothing and promotional material, for use during a variety of events, has been welcomed by volunteers and our partners at these events. This proactive approach helps to raise awareness of Samaritans services and attract and inform potential volunteers. The effective use and organisation of these assets continues to be a priority.

The branch also held a Branch meeting and its AGM, both of which were well attended and gave volunteers the chance to hear from our Co-Directors, Deputy Directors, Regional Officers and some of our partner organisations. We also had the chance to ask questions of the Branch Leadership Team and to chat with each other.

Over the next 12 months I look forward to working with, and supporting, members of the leadership team and their teams. I am keen to make sure volunteers have the information and administrative processes around them, so they feel well supported as they deliver our services to our callers.

Shift Leaders Team

Charley484 stepped down as Deputy Director for Leaders during this reporting period, but before her departure made great developments in developing the shift leader role including:

•Setting in motion clear guidance and parameters for debriefing and contacting leaders, which we've now developed into a protocol.
•Creating a whatsapp group for shift leaders to share updates and top tips and to support each other to problem solve.
•Promoting the importance of the shift leader role

Listening shifts cannot operate without a shift leader and we are so grateful to our shift leader team. Due to their commitment, a shift never closes due to not having a leader in place.
We have a team of 13 shift leaders at the time of writing and whilst we would love more volunteers to join the team, our current shift leader team are dedicated, supportive, and make such a difference to our branch!

Fundraising

We said goodbye to Kevin529 as Trustee for Fundraising and Publicity right as the end of the financial year closed and we have thanked Kevin for all he has done in this capacity. Kevin was able to build the Fundraising and Publicity team and strategy and objectives were put in place to not only raise funds for the branch but to also ensure that we had a good process for creating thank you letters and for developing our publicity.

It is hard to know where to start with writing this update, as we have been so very lucky with fundraising in this reporting period! We have received some very generous donations from charities, businesses and wills, and from the hard work of some of our own volunteers, raising funds for us in a number of ways. Some volunteers have additionally donated funds through their companies and through their connections. A full list of funders appears on page 5.

We have also raised funds together as a team including festive bucket collections at Asda and Waitrose with our very own in-house Santa! These events are great for raising awareness as well as raising funds; the bright green clothing (funded through our National Lottery grant) really helps us to stand out! Toward the end of the period, we had a brilliant fundraising quiz event organised by the Smith family in memory of Al243; it was a lovely event to remember Al.

As we move into 2025-26 we look to grow on the successes of 2024-25 as we enter into our 50th year in 2026!

Financial Report

Nominee Trustee - Treasurer - Steve550

Overview of financial report
This is the financial report for Tamworth Samaritans for the accounting period 1st April 2024 to 31st March 2025. The report highlights the financial performance of branch and purpose is to inform members, stakeholders and the charity commission of our financial position.

£43,891
Raised through fundraising, a brilliant effort

Key highlights of financial performance

	2024-25	2023-24
Income received	**£81,660**	**£23,788**
267% increase compared to last year		
Breakdown:		
Grants		£12,039
Donations & legacies	£79,961	£11,749
Expenses	**£37,741**	**£32,822**
15% increase compared to last year		

Income statement
The income of £81,660 that was received (compared to £23,788 in the previous year) is made up in the main of £79,961 from donations, legacies, and £1,118 in interest. We are delighted that this an increase in income from last year. Grants were received from Tamworth Borough Council and HMP Swinfen. For clarity, the income also includes a £2,500 invoice to Tamworth BC for the grant for financial year 25-26. The expenses of £37,769 (compared to £32,822 in the previous year) consist of administration costs running costs and costs of premises.

It should be noted that a payment of £1,000 was made to Walsall Samaritans; a central Samaritans branch. This was toward their fundraising campaign for their new building given the state of disrepair of their current building and was agreed by Trustees in support of a fellow Samaritans branch with aims and objectives that are the same as ours.
The total expenses costs increased by 15% year on year. Last year's costs were admin costs of £11,982, running costs of £8,255 and premises costs of £12,586.

In summary the branch had a brilliant year for fundraising, gaining £43,891 this year for reserves in comparison to a loss of £8,952 in the year ending 31st March 2024 which is a great achievement.

The balance of our bank accounts as of 31st March 2025 increased to £138,971 from £96,230. The surplus cash has been deposited in fixed-term accounts to earn interest income. Our reserves are continually being monitored to make sure we are earning interest on our funds as well as having sufficient funds at hand to operate.

Financial Report

The net assets stand at £143,302, an increase from last year (£100,412). Please note our annual contribution to Central Samaritans has not yet been calculated. In summary, the balance sheet shows that Tamworth Samaritans holds enough funds to maintain the operation of branch for 36 months without aiding further donations as at today's expenses.

The fiscal year has seen significant and generous donations, for which we are extremely grateful. We also acknowledge the extremely hard work of our fundraising and publicity team and all of our volunteers who have contributed in various ways to our fundraising.

A reserve policy will continue to review our investments, and a budgeting system will be put in place in the coming financial year to bring some clarity to our spending.
As the new treasurer of the branch since February this year I would like to thank everyone for their kind welcome and support whilst I get up to speed with everything. I would like to say a special thank you to the finance team who work very hard to keep the accounts up to date and make sure everyone is paid as soon as possible. I look forward to a long relationship with the branch.

Balance sheet		
	2024-25	**2023-24**
Net assets	**£143,302**	**£100,412**
Fixed assets		
Tangible assets	£4,331	£4,331
Current assets		
Debtors	£0	£250
Short Term investments	£0	£2,485
Other current assets	£0	£4,705
Cash at bank and in hand	£138,971	£95,230
Creditors		
Trading creditors	£0	£6,590
Other creditors	£0	£0
Funds & Reserves		
Restricted funds	£1,560	£1,296
Unrestricted general funds	£141,302	£99,116

Funding

Tamworth Samaritans is an independent charity entirely dependent on funding from donations and grants.
Our volunteers all play a role in raising funds and we are always grateful for any donation, no matter the size. Should anyone wish to make a donation or discuss partnership ideas please contact us Tamworth.director@samaritans.org.

www.samaritans.org/tamworth
X: @SamaritansTam

FOTAS
Four Oaks Taxation & Accounting Services Limited
CHARTERED ACCOUNTANTS - TAXATION SPECIALISTS - REGISTERED AUDITOR

Suite D, Astor House, 282 Lichfield Road, Four Oaks, Sutton Coldfield, West Midlands, B74 2UG

T: 0121 323 5005
E: info@fotas.co.uk
W: www.fotas.co.uk

Independent Examiner's Report to the Trustees of Tamworth Samaritans.

I report to the charity trustees on my examination of the accounts of Tamworth Samaritans for the year ended 31/03/2025 which are set out on the Report to Management.

Responsibilities and basis of report

As the charity's trustees you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

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

An independent examination includes a review of the accounting records kept by the CIO and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently I do not express an audit opinion on the accounts.

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.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Signed:

Michael J Rudd FCA CTA
On behalf of FOTAS Ltd
Suite D, Astor House,
282 Lichfield Road,
Sutton Coldfield,
West Midlands
B742UG

27/08/2025

Tamworth Samaritans

Charity Commission for England and Wales, No. 1170514

Balance Sheet - Comparative

As at March 31, 2025

	31 Mar 2025	31 Mar 2024
Fixed Assets		
Tangible Assets	4,331	4,331
Current Assets		
Debtors		250
Short Term Investments		2,485
Other Current Assets		4,705
Cash At Bank And In Hand	138,971	95,230
Creditors		
Trading Creditors	-	6,590
Other Creditors		
Net Assets	**143,302**	**100,412**
Funds & Reserves		
Restricted Funds	1,560	1,296
Unrestricted General Funds	141,742	99,116
Funds Provided	**143,302**	**100,412**

Tamworth Samaritans
Income & Expense - Detail
As at March 31, 2025

Income	
Income and Endowments	
Donations and Legacies	79,961
Investments	127
Other Incoming Resources	388
Other Trading Activities	66
Interest Received	1,118
Total Income	**81,660**
Expenses	
Expenditure	
Charitable Activities	37,741
Raising Funds	28
Total Expenses	**37,769**
Operating Profit/(Loss)	**43,891**
Other Expenses	
Samaritans Walsall	1,000
Total Other Income/(Expenses)	**1,000**
Net Profit/(Loss)	**42,891**

SAMARITANS

Tamworth

Tamworth.director@samaritans.org
www.samaritans.org/tamworth
X: @SamaritansTam

TAMWORTH SAMARITANS

England & Wales - Charity number 1170514

Accounts

SAMARITANS

Tamworth

Annual Review 2023-2024

Introduction

Background

This report has been written in the summer of 2024 as report on progress since our last AGM in December 2023, in preparation for our AGM in October 2024. It also serves to present on our position to the 31st March 2024 in terms of our financial position and progress as our Annual Report.

About Tamworth Samaritans

The Samaritans provides confidential emotional support through a listening service 24 hours a day by telephone, email and online chat through a network of over 200 branches in the UK and Republic of Ireland and also in a range of outreach settings. The vision of Samaritans is that fewer people will die by suicide each year and the service is for anyone who feels they need support and someone to talk to, whatever they are facing.

Tamworth Samaritans is one such branch providing this service, as an independent charity and affiliate branch of central Samaritans. Tamworth Samaritans volunteers respond to callers via email and telephone and deliver outreach and awareness events and activities.

As at 31st March 2024, Tamworth Samaritans consisted of 96 volunteers and currently is governed by a team of six Trustees. Two of the Trustees are Branch Co-Directors elected to run the branch in the autumn of 2023, with a three year term beginning on 1st December 2023. The Trustees are supported by a wider team of Deputy Directors (DDs) selected by the Co-Directors who have responsibility for different areas of the branch's operations (mentoring, shift leaders, rota, training, recruitment, volunteer care, outreach). Individual volunteers also take responsibility for specific tasks to support the running of the charity, including IT support, health and safety, first aid, purchasing, DBS checking, etc.

The whole Branch Leadership Team meets on a monthly basis, with additional Trustee meetings taking place every other month. Trustees and DDs lead separate team meetings as required.

In the year 1st April 2023 – 31st March 2024, Tamworth Samaritans supported 9,909 callers and responded to 904 emails, totalling 10,813 callers in need.

Administrative details

Directorship

The Branch Co-Directors are Megan Hubbard and Shannen Woodcock (term start date 01/12/23).

Megan Hubbard and Mark Emly were acting in a caretaking capacity from 1st June 2023-1st December 2023, taking over from the previous director Judith Hepburn, who's term finished in May 2023.

Trustees

The Trustees in office as of 31st March 2024 were:

Megan Hubbard

Shannen Woodcock

Linda Bird

Mark Emly

David Tickle

Trudi Thomas

We extend our thanks to Susan Harwood for her hard work as Trustee for Fundraising and Publicity. Susan has since stepped down from this role.

The following Trustees stepped down at the AGM in December 2023 and therefore were Trustees for part of the reporting period: Katy Hope, Alan Ramage. Thank you to you both.

Registered Address

Manor House, Lichfield Street, Tamworth, Staffordshire, B79 7QF.
Tamworth Samaritans is a registered charity with the Charity Commission, 1170514.

Thanks to our supporters

We are extremely grateful to all of our supporters, whether it is in-kind or financial support. Every donation we receive helps us to sustain our branch and therefore provide vital services to people in emotional distress. Thanks for recent support go to:

- 118 Print Group
- Tamworth Co-Op
- Central Co-Op
- Stretton, Polesworth, Dordon, Wood End, Lichfield, Whittington and Tamworth Co-Op stores
- Lea Marston Golf Club
- The National Lottery
- St George's Church Glascote
- Easyfundraising
- CareerLink
- Tamworth Borough Council
- Lichfield District Council
- HMP Swinfen Hall
- Support Staffordshire
- Network Rail
- Tamworth Train Station
- Office Recycling Solutions UK - Burton Branch
- A Russell Brickwork, and Tony Coleman
- Cathy8 and the National Garden Scheme
- Bill Smith and friends and family of Alan243
- Tamworth Cricket Club
- Tamworth Rugby Club
- Sarah Mllican
- Staffordshire Family Mediation Service

And everyone who has made a personal contribution, raised funds through sponsorship, encouraged donations through friends, family and colleagues, or selected Tamworth Samaritans as the chosen charity in memory of a loved one.

Co-Directors Report

In December 2023, days before our last AGM, we took post as Branch Co-Directors for Tamworth Samaritans.
We were delighted to have been selected by the branch for this role and consider it a great privilege. We are the branch's first official Co-Directors and we really value being able to work in this way. Not only because we both work full time but because it is so very valuable to have the opportunity to share skills, experience and ideas, and have a sounding board for discussions. We love working together and are very grateful to have the support of a dedicated, knowledgeable and hard-working Branch Leadership Team, without whom we could not do this role. We are also thankful for all volunteers in our branch who make Tamworth Samaritans what it is; as reflected in our Volunteer Voice survey we are a branch that people are proud to be a part of. There are so many volunteers who take on that little bit (or a lot!) extra to keep our branch running in order to support our callers and we are lucky to have 80+ volunteers answering calls to those in need alongside a team of brilliant support volunteers.

When we took up role, we set to work aiming to address some of the things that volunteers asked us to look at as part of the director selection process. This has led to an increased focus on fundraising, some updates and improvements in branch, and what we hope to be some positive developments around communications. It was great to see such a good turnout at our branch meeting in June 2024 where we also introduced our plans to reintroduce ongoing mentoring, which aligns to a development point arising from the volunteer voice survey. We also confirmed in July that we intend to continue delivering emails as a branch, in response to branch feedback that this is the preferred option by a majority of our members.

As new Co-Directors, we have completed a Quality Review that is a mandatory step delivered by Central Samaritans in the first few months of a Director or Co-Directors' term. This review highlighted many strengths for our branch which span a range of areas of our branch's operations, including but not limited to, training, mentoring, leaders, outreach and communications. We are also committed to developing our areas of identified focus and we are pleased to have the branch involved as part of that.

We hope you enjoy reading the updates from the rest of the Branch Leadership Team which will hopefully give you a sense of the great work of our branch since the last AGM. We are looking forward to continuing to lead the branch for another two years and want to thank all of our supporters; whether financial supporters, in-kind supporters, or both; for your much-valued contributions to keeping Tamworth Samaritans going and supporting over 10,000 callers in need by phone and email each year.

Deputy Director Reports

Leaders
Charley484

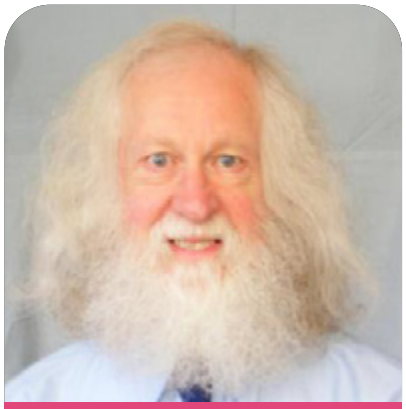
Since the last AGM Norman236 has stepped back from the role as DD for Leaders, although he is still making a huge contribution to the Branch in his other roles. I want to take this opportunity to thank him for establishing the DD for Leaders role and for all the support he gave me as I took over as DD in January and for his continued support as a valued member of the team.

The role of the Shift Leader is embedded in the way that Samaritans operates to support volunteers and callers. Shift Leaders are experienced volunteers, and all undergo training before they take up their role. To help ensure that we're consistent and stay up to date we've all completed the new online training either as an update or as part of initial training since January 2024.

As part of supporting the whole service provided by Tamworth Samaritans there are now Shift Leaders identified for Outreach events and Prison Shifts. A dedicated area has been made in Branch for debriefing. Thank you so much to Mark423 and Chris533 who helped to make this a reality. As part of good practice, encouraged by Samaritans, the pre-shift check-in has been established and how we debrief volunteers after night and twilight shifts is under review. To white board in the duty room is now being used to update volunteers of any persistent misuse callers and to help with recognising them earlier.

Looking forwards, I will be attending the Samaritan's Regional Conference this year, with other members of the Branch. This will be an opportunity to network, share good practice and ideas with other Branches and bring these back to Tamworth.

Thank you to all Shift Leaders who've contributed to the team this year, without you we couldn't run the shifts. More Leaders are needed to enable us to provide and support the service that Tamworth are looking to develop in coming year.



Rota Management
Ed294

I lead a perfect team of six with Jan498, Alex474, Erica464, Julie522 and Richard441. Five of us take a week at a time to do our best to see that as many as possible of our 25 weekly listening shifts are filled, with Richard ready as a reserve. A Rota Working Party of volunteers met from summer 2023 until early spring 2024, looking at various aspects of the shift rota; we sent out a survey, analysed the fifty plus responses, wrote up some suggestions about changes to the rota to better support the needs of both callers and volunteers, listened to the views of the branch again this summer, and are about to roll out (and afterwards audit) a set of changes.

I work closely with the Deputy Directors for Shift Leaders and for Volunteer Care in particular, and in my spare time I analyse rota-related branch statistics and present them to the Branch Leadership Team and others.

Mentoring
Katy271

One of the most rewarding roles to experience at Tamworth Samaritans is that of being a Mentor. We currently have 32 wonderful Tam Sams who have, are, or (hopefully) will be acting in this capacity. Their support is invaluable for New Samaritans after they complete the CORE Development programme, for Probationers who are progressing to Full Samaritan status, and to those Sams who are returning to duty. Since the last AGM we have collectively supported 12 New Sams and three Sams who have returned to duty, and signed off 10 New Samaritans.

We are soon to commence another element of mentoring which should provide us all with another level of support and opportunities to trust each other. Ongoing Mentoring will allow us each to be assured that our practice is safe, effective and positive.

I look forward to another period in which we work together to ensure that all volunteers are supported and experience a positive environment.

Deputy Director Reports

Outreach
Richard441

At Tamworth Samaritans our outreach aims to provide emotional support and promote awareness of Samaritans across our local area. We are interested in providing educational sessions in local schools and community hubs as well as being available to face to face support for our community in challenging times.

We have a large group of volunteers, all trained in providing face to face support. Currently we are working in partnership with local rail services and are exploring providing a listening service to our local canal boat users. We support initiatives run by both Tamworth and Lichfield councils and try to have a presence at as many local events as possible.

Volunteer Care
Sue88

The Volunteer Care take a great deal of pride in caring for and supporting our volunteers. We send emails of support, cards and sometimes flowers to volunteers who may be going through a difficult time.

We regularly send out emails to volunteers to ask for ideas and suggestions that might improve their experience of volunteering in the branch. We have organised social events in the past and will continue to do so in the future. We hope to provide a safe place for volunteers to share their thoughts and comments on any subject they feel is relevant to Tamworth Samaritans.

Training
Niki455

The Tamworth Training Team has trained two cohorts in the last year, Autumn 2023 and Spring 2024. The Autumn cohort have now completed their Embedding training and are now all full numbers, following being signed off by some of our Lead Mentor team.

The Spring group are part way through Embedding, where they have been joined by two other volunteers, one who moved from a different branch and another who trained in Birmingham as could not make our dates. After a lot of hard work by our Trustee for Premises Mark 423, the wall in the Training Room has been removed (with the agreement of our landlord) which means we can train more in a cohort, and as a result we will be welcoming 13 new recruits to our Core training in September. Our Training Team has grown with new members attending regional TT training.

Recruitment
Simon477

This year has been a period of change. We have had two rounds of interviews, the most recent of which was in July and August this year producing 13 new potential volunteers who are set to join the core training in September. Since the last AGM, we have also recruited support volunteers to the Fundraising and Publicity team and Finance teams.

In addition, I took up the position of Deputy Director in March along with support from Jemma494 managing the administration of the onboarding process. Three new team members are due to take their interview training early in September. This will help to spread the responsibility as well as enabling us to reach more potential volunteers both in the listening and support roles, ultimately supporting the branch in achieving its growth objectives. Looking forward our intention is to reintroduce the Information Events as a way of promoting Tamworth Samaritans and providing an opportunity for potential volunteers to gain a better understanding of what Samaritans is all about, the role and commitment of listeners and of the other invaluable supporting roles within the branch.

Trustee Reports

Trustee for Partnership - Dave161

As last year Tamworth Samaritans have three main partnerships, and we are very grateful for the mutually supportive relationships we have with all three.

Tamworth Borough Council
We are grateful for the annual grant we receive from TBC and attend events that are held in the town and surrounding area. We also regularly attend VCSE meetings organised by the Support Staffordshire organisation.

HMP/YOI Swinfen Hall
Our prison team consists of four volunteers and we usually visit the prison weekly. We train prisoners to be Listeners twice a year and trained 14 young men earlier in 2024 and will hopefully train another group in October/November. We have an excellent relationship with the prison staff and regularly attend monthly Safer Custody meetings and other family events.

Network Rail
We maintain regular contact with Tamworth Station staff and take part in two main Samaritan campaigns; January for 'Brew Monday' and also in March for 'Small Talk Saves Lives'. Sadly there have been several incidents involving fatalities at the station during the last few months and we have visited as part of our Postvention support.

Trustee for Governance and Compliance - Trudi493

Since taking on the role at the beginning of the year my main focus and priority has been to gain a clear understanding of Risks and Risk Management Procedures and to ensure that the requirements and needs for the safety and wellbeing of our volunteers and members of the public is identified, addressed and captured within an agreed Risk Assessment and Event Information package for every external event. This package has now been written, formalised and implemented with generic documentation that can be used and adapted to suit each individual event as required.

Risk assessments have also now been generated to ensure the health, safety and wellbeing of all volunteers whilst working in branch.

Data Protection and the key policies to which Samaritans must adhere is a crucial element of my role and I am currently working towards having a working RoPA (Record of Processing Activities) to ensure that we are compliant with the UK GDPR rules and regulations. This will be a significant area of work which will require input from all members of the BLT and will take time to produce but will ultimately provide a comprehensive register to be used as working document for years to come.

It is also vital that Data Protection is understood at an individual level therefore I will be looking to ensure that all volunteers are fully up to date with the latest modules on the Samaritans Learning Hub. I have begun to draw up a list of policies that we have and the schedule for when they are to be reviewed. This will be an ongoing piece of work. I would like to take this opportunity to thank Katy271 for all her time, help and support and for her invaluable knowledge which has been gratefully accepted in our handover.

Trustee Reports

Branch Secretary - Linda460

My focus for the last 12 months has been to make sure we have processes in place to plan and manage our meetings and monitor progress on the decisions we take. We have also reviewed some of the systems and information sources we have to equip and support our volunteers and ensure they have what they need when listening to our callers or replying to their emails.

The information we display on noticeboards and stored in duty room folders has been checked and updated so that areas look well-kept and content is meaningful. Our electronic file system has been reviewed and restructured to make it more logical and easier to use. This work will continue next year as we ensure all key documents are available to volunteers and that they are aware of what is available.

We give out a wide range of material to a variety of people, including booklets and leaflets at events or to those seeking support, we give out merchandise to people to raise awareness of Samaritans services or to attract and inform potential volunteers. This material and information is essential to the promotion and delivery of our services and as such its organisation and management has been another priority.

Over the next 12 months I look forward to working with, and supporting, members of the leadership team and their teams. I am keen to make sure volunteers have the information they need and the administrative processes and structure around them feel confident and secure in themselves and the service we deliver to callers and people we interact with.

Trustee for Premises and Resources - Mark423

As a BLT we are extremely keen that our volunteers feel very supported and valued. An important part of this is to ensure that the premises in which we volunteer, engage with our callers and interact with each other, feel comfortable, welcoming and safe. Therefore, over this last year we have looked to continue to make improvements and respond to suggestions/reflections that have come from our team of volunteers. This is in addition to undertaking all the necessary safety checks such as electrical, fire and water quality that need to take place. Amongst other smaller actions some of the key developments that have occurred include:

· Installing a new boiler that importantly will not keep failing and will be more efficient and enable us to feel warm on shift as well as having hot water in the kitchen. As part of this process we have now established a new payment agreement with the Tamworth Financial Services offices downstairs who share the boiler and our electricity meter.

· Knocking down the wall in the training room/meeting room to provide a larger space to train more new volunteers in each cohort and to do so in an area that is less cramped.

· Providing new chairs in the duty room that are more comfortable and provide better back support.

· Tidying and sorting the debrief/quiet room, including sourcing new more comfortable chairs and putting up pictures to provide a private, welcoming and decluttered space.

· Putting a light over the key safe by the front door to enable easier and more straightforward access at night.

· Responding to the Central Samaritans initiative of a new wifi system and moving over to a VOIP system. Once fully in place this should mean there will be fewer dropped calls.

· Ensuring that the premises remain clean and tidy with the help of all our volunteers but also sourcing a new cleaning company after our previous cleaner had to stop due to ill health.

· Installing new and annually serviced fire extinguishers that cover the whole premises.

We have a wonderful team of volunteers who help maintain an oversight of our premises and resources. Thank you so much to them for everything they do, it is hugely appreciated. They are: Rachel481 who ensures that all our refreshments are kept stocked up and who responds to specific requests; Chris357 who oversees all our IT equipment and systems and links in with Central Samaritans; John361 who monitors our health and safety; and Christine520 who looks after our First Aid.

Trustee Reports

Acting in capacity as Trustee for Fundraising and Publicity - Kevin529

Over the past year, we have made significant strides in establishing and expanding the work of the Fundraising and Publicity Team. One of our key successes has been forming a partnership with Lea Marston Golf Club who selected us as their charity of the year. Their fundraising efforts have contributed significantly to our cause. We are also deeply grateful for the generous £1,000 donations received from CareerLink and Co-Op Tamworth, which have bolstered our resources alongside our longer standing agreements with Tamworth Borough Council and HMP Swinfen and a generous donation from Support Staffordshire.

Additionally, we are pleased to announce that we were awarded a £20,000 grant from the National Lottery, a major milestone in our fundraising efforts. This donation will be reflected in the annual accounts for the financial year 2024-25 and will offset our expenses versus income position of the 2023-24 financial year. Another highlight of the year was participating in the Sarah Millican tour bucket collection, which raised a notable sum to further our work. We are so very grateful to all donors no matter the amount, as we rely on the generosity and goodwill of supporters to keep our branch going.

On the publicity front, we have been actively engaging with our community on Twitter, where we have shared our outreach and fundraising initiatives. In line with our goal to increase visibility, we are also in the process of updating our website to better reflect our work and engage with supporters.

Thank you to Susan508 for all of her hard work in establishing the team in December 2023 and achieving fantastic results. Over the coming year, we will be build on these excellent foundations with the following priorities:

- Maintaining and, if possible, increasing funding from existing partners.
- Securing further public and private sector grants.
- Building relationships with additional local councils, businesses, venues, events, clubs, and other community initiates to explore sponsorships and other fundraising opportunities.
- Increasing the visibility and community awareness of our (wonderful) branch and the vital work we do, to encourage partnerships, participation and volunteer applications.

And my personal mission is to put fun in the fundraising. For us to work together as a branch, to come up with some brilliant, top-notch activities we can all get involved in, to help the branch maintain its financial security and achieve its longer-term ambitions.

Photo of the fundraising quiz in December 2023

Financial Report

Overview of financial report
This is the financial report for Tamworth Samaritans for the year ending 31 March 2024. The accounting period is from 1st April 2023 to 31st March 2024. The report highlights the financial performance of the branch and the purpose is to inform branch members, key stakeholders and the Charity Commission of our financial position and performance.

Key highlights of financial performance		
	2023-24	**2022-23**
Income received	**£23,788**	**£29,800**
20% reduction compared to last year		
Breakdown:		
Grants	£12,039	£8,287
Donations & interest	£11,749	£21,513
Expenses	**£32,822**	**£37,064**
11% reduction compared to last year		
Breakdown:		
Admin costs	£11,982	£10,191
Running costs	£8,255	£13,063
Premises costs	£12,586	£13,809

For further explanation on this, we have run a calculation on the depreciation of our fixed assets using our accounting system. This creates a further saving in expenses. We haven't shown depreciation of assets for the past few years so we have taken the opportunity to update this, this time.

Income statement
In summary of financial performance, the branch made the net loss of £8,952 for this year in comparison to £7,264 in the previous year.

The Charities Aid Foundation fund in short-mid-term investments has closed and the investment was in the process of returning to the bank account at the time of reporting and therefore the bank balance increased to £95,230 from £69,219. The surplus cash has been put into a new investment account to earn interest which will add to our income.

The net assets of £100,412 has decreased in comparison to last year (£109,364) due to the depreciation of fixed assets. The contribution to Central Samaritans which has increased. The contribution is calculated on a set formula which Central Samaritans provide.

Balance sheet		
	2023-24	**2022-23**
Net assets	**£100,412**	**£109,364**
Fixed assets		
Tangible assets	£4,331	£8,447
Current assets		
Debtors	£250	£0
Short Term investments	£2,485	£31,472
Other current assets	£4,705	£0
Cash at bank and in hand	£95,230	£69,219
Creditors		
Trading creditors	£-6,590	£213
Other creditors	£0	£13
Funds & Reserves		
Restricted funds	£1,296	£9,853
Unrestricted general funds	£99,115	£99,510

Summary
Tamworth Samaritans hold enough funds to maintain the operations of the branch over 18 months without aiding further donation as it is stands.

We are delighted that for the financial year 2024-25 we will have significant increases in income to report due to some very generous donations and some dedicated work by the Fundraising and Publicity team.

This report was created by Sulhee503, who was acting in capacity as Treasurer for the whole reporting period. We are grateful to Sulhee for her hard work and commitment during this period. Sulhee has since stepped down from this position and we are looking for a new Treasurer to join the team!

Funding

Tamworth Samaritans is an independent charity entirely dependent on funding from donations and grants.
Our volunteers all play a role in raising funds and we are always grateful for any donation, no matter the size. Should anyone wish to make a donation or discuss partnership ideas please contact us Tamworth.director@samaritans.org.

jo@samaritans.org
www.samaritans.org/tamworth
X: @SamaritansTam

SAMARITANS

Tamworth

Tamworth.director@samaritans.org
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X: @SamaritansTam

Independent examiner's report to the Trustees and members of Tamworth Samaritans on the accounts for the financial period ended 31st March 2024

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 Charities Act)) and that an independent examination is needed.
It is my responsibility to:

- examine the accounts under section 145 of the Charities Act,
- to follow the procedures laid down in the General Directions given by the Charity Commission (under section 145(5)(b) of the Charities Act, and
- to state whether any particular matters have come to my attention.

Basis of independent examiner's statement:

My examination was carried out in accordance with General Directions given by the Charity Commission (CC32). An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present 'a true and fair' view and the report is limited to those matters set out in the statement below.

Independent examiner's statement:

In connection with my examination, no matter has come to my attention

(1) Which gives me reasonable cause to believe that, in any material respect the requirements:

- to keep accounting records in accordance with section 130 of the Charities Act
- to prepare accounts which accord with the accounting records and comply with the accounting requirements of the Charities Act have not been met

or

(2) To which, in my opinion, attention should be drawn, in order to enable a proper understanding of the accounts to be reached.

Signed: Date: 27/7/2024

Name: DAVID DAVIES

Mr David Davies
4 Moat Drive
Drayton Bassett
Tamworth
Staffordshire
B78 3UG

Tamworth Samaritans

Charity Commission Registration Number 1170514

Balance Sheet - Detail

As at March 31, 2024

	GBP
Fixed Assets	
Tangible Assets	
Computer Equipment	3,666.00
Fixtures & Fittings	966.00
Current Assets	
Customer Accounts Receivable	250.00
Short Term Investments	
CAF Fixed Int Accumulation Fund B	2,485.00
Other Current Assets	4,675.00
Cash At Bank And In Hand	
Lloyds Bank Business Current Account	8,010.00
Lloyds Bank Business Savings Account	35,450.00
Lloyds Bank Fixed 2.00%	10,000.00
Lloyds Bank Fixed 3.60%	20,000.00
United Trust Bank 1.5% 100 day notice - Building Fund Account	21,771.00
Creditors	
Trade Creditors	(6,590.00)
Net Assets	**100,412.00**
Funds & Reserves	
Retained Funds	
General Fund	100,412.00
Funds Provided	**100,412.00**

Note:

1) During the year £6,971.00 income was received in the form of restrictive grants. £1,567.00 was brought forward at the start of the year. At the balance sheet date, £1,296.00 remained unspent.
2) The trustees' policy, noting that they have no guaranteed income stream, is to hold enough funds in reserve to enable the charity to operate for 18 months in a similar manner as it operated in the previous 18 months while assuming no income would be forthcoming.

Signed:

Sul Hee Jang
Treasurer
Signed on behalf of all Trustees

Date:

Signed:

David Davies
Independent Examiner

Date: 27/7/2024

TAMWORTH SAMARITANS

England & Wales - Charity number 1170514

Accounts

Statistics

In the period from July 22 to September 2023 there were a total of 13,538 contacts, and a total of 3,444 hours were spent on calls..

Methods of Contact

Telephone contacts (including contacts lasting less than 30 seconds):	12,312
Email:	1,226
Total	**13,538**

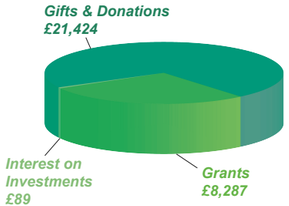
Samaritans supported in 2022 - 2023 by:

Tamworth Borough Council

Staffordshire County Council

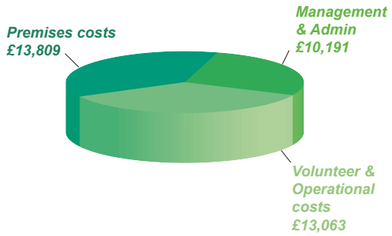
Financial Summary 2022 - 2023

INCOME
TOTAL: £29,800



There was no income from fundraising or appeals in this financial year.

EXPENDITURE
TOTAL: £37,063



Aim

Our aim is to:

- Ensure that callers receive a high quality of consistent service to enable them to express their feelings effectively in complete confidence and equally to
- Ensure volunteers are given the necessary initial and ongoing training and support to carry out their role.

Objectives

We will:

- Make our services as accessible as possible
- Provide a quality service
- Raise our profile and ensure a favourable environment for our callers and our volunteers
- Obtain human and financial resources needed to achieve our objectives
- Strive for the retention and motivation of volunteers
- Ensure the effective management of the Branch.

Service

Samaritans provide a service that is available by telephone around the clock, every day of the year. They can also be contacted by email.
Callers do not need to identify themselves and the confidential service is free of charge.
Each of the volunteers gives their time freely to the Charity.

Funding

The Charity is entirely dependent for funding on donations and grants from local and county authorities, the Home Office, organisations and individuals - and the hard work put in by Tamworth Samaritans' volunteers.

Tamworth Samaritans relies on donations and it is a registered charity (Charity Number 1170514). To make a donation, please send a cheque made payable to "Tamworth Samaritans" at our Branch address or contact the Branch for further details.

Bank: Lloyds Bank, 17 George Street, Tamworth, B79 7LW

Phone: Free Call 116 123
Email: jo@samaritans.org
Website: www.samaritans.org/tamworth

@SamaritansTam

The Queen's Award for Voluntary Service

The MBE for volunteer groups

SAMARITANS

Tamworth Branch

Registered Charity no. 1170514.

Annual Review 2022 - 2023

Tamworth Castle and Lichfield's Council offices light up green to celebrate the 70th birthday of the Samaritans!

2nd Floor Office Suite, The Manor House, Lichfield Street, Tamworth, Staffordshire, B79 7QF

Branch Leadership Team 2022-2023

Tamworth Samaritans is a registered charity with the Charity Commission No. of 1170514 and is located at the Manor House, Lichfield Street, Tamworth, Staffordshire, B79 7QF.

Samaritans is located at the Upper Mill, Kingston Road, Ewell, Surrey, KT17 2AF.

Tamworth Samaritans is an Affiliated member of the Samaritan organisation and it is administered by a Single Branch Leadership Team (BLT) comprising:

- **~ Branch Director … role currently vacant**
- **~ Branch Leadership Co-ordinators … Megan Hubbard and Mark Emly**
- **~ Deputy Director for Recruitment and Selection … Tom Duffin**
- **~ Deputy Director for Training … Niki Furlong Smith**
- **~ Deputy Director for Volunteer Care … Sue Fryer**
- **~ Deputy Director for Prisons … Paula Jauncey**
- **~ Treasurer … Sulhee Jang**
- **~ Secretary … Megan Hubbard**
- **~ Trustee for Documentation and Compliance … Katy Hope**
- **~ Trustee for Premises and Resources … Alan Ramage**
- **~ Trustee for Fundraising and Publicity … role currently vacant**
- **~ Trustee for Partnerships … David Tickle**

Responsibilities of the Branch Leadership Team

The Branch Leadership Team (BLT) is responsible for the general management of the administration of the charity, its property and affairs, and in particular is responsible for publicity and all financial and property affairs including fundraising, investments, maintenance of the building and provision of insurance.

The Leadership Team oversees the selection of a new Branch Director every three years. The Branch Director is responsible for the day-to-day management of the Branch and of the volunteers.

A huge thank you to every volunteer for their continued dedication to Tamworth Samaritans. Without your hard work and willingness, not only for the work in the duty room, but for all the other tasks that require extra support, we would not be able to maintain the 24/7 service we promise to our callers. You are all stars!

Director's Report

We write this in the absence of a Director at present. As Branch Leadership Team Coordinators, it has been our pleasure to support the Branch Leadership team since Judith stepped down as Director in May. We would like to start by recognising all Judith has done for Tamworth Samaritans and say a big thank you for leading us so well for two years.

Throughout the year since the last AGM, we have continued to provide excellent support to our listeners through the cost of living crisis in a turbulent world. And now, Samaritans has turned 70! Every one of our volunteers has been a part of that journey and we have a team of volunteers who are committed and empathetic.

All of our Branch Leadership team have led in their respective areas to ensure that we are delivering high quality outreach, supporting our local prison, bringing in and training two new cohorts of volunteers, keeping us compliant, safe and with the tools required to fulfil our roles, providing support and care to all of us, and ensuring we stay financially robust. In the summer Norman and Ed joined the BLT team to give us an enhanced leadership focus on rota and shift management and for leaders. Thank you to all of the BLT team for supporting Judith and us, and also to everyone else who has taken on roles and responsibilities to help our branch run smoothly.

As we move into this period of a new Director/Co-Directors, we say thank you for everyone's continued support of our branch, helping us to support the callers who need us so much.

Megan476 and Mark423
Branch Leadership Team Coordinators

Prison Report

Swinfen Prison is doing well at the moment. I think we are starting to get back to normal after Covid, which is so nice to report, but prison life is always challenging.

In April we trained 14 new Listeners. We still go into the prison on a Thursday evening most weeks to see our Listeners and hold our monthly meetings in the chapel.

Our Safety Officer Carol Sweet is moving to another department in the prison and we are going to miss her. She has done an amazing job with us with the Listeners, often going above and beyond what was needed.
So - thank you Carol.

My thanks to the Prison Team: Dave 161, Marion 397, Trish231 (S) and Erica 464, who all do an amazing job week in, week out.

Thanks also to the Governor and staff at Swinfen Prison - without them we would not be able to deliver the Listeners scheme, so thank you Swinfen.

Let's hope the coming year will continue to be as good as this one.
Paula 89

Trustees' Reports

Partnership Trustee Report 2021-22
Network Rail
We have visited Tamworth Station on a number of occasions, including Brew Monday, which is always on the second Monday in January and can be a very difficult time of year for many people. Sadly, someone took their life near Tamworth Station in March and we helped support staff and members of the public following this tragic event. We also attended the station in July as part of our 'Small Talk Saves Lives' campaign.

Tamworth Soroptimists
Katy represented us at their annual Charity Lunch in June and we were presented with a cheque as one of their charities of the year. Thanks Katy.

Tamworth Pride
We supported this event at the Castle Grounds in July by running a stall with a raffle which was well supported by volunteers and generated a lot of interest in our organisation. Thank you to Paula for organising this.

Looking forward to more of the same in 2024.
Dave 161

Treasurer's Report
The Treasurer, as the Trustee responsible for financial administration and management of the Branch, is accountable to the Branch Director and reports directly to the Trustees and Branch Leadership Team. As a Treasury department, we ensure that proper accounts and records are kept in order to monitor the finances and assets of Tamworth Samaritans.
We attend meetings and report on the Branch's financial position, which also includes preparing an annual financial statement for Samaritans Central Charity.
Thank you to Helen295 for her continued commitment to ensuring our bills are paid on time, and to Susan for keeping the records up to date.

Although donations decreased by 10% and there was no money from fundraising in the 2022-2023 financial year, the Branch's income increased by 2% in comparison to the previous financial year because of an increase in the HMP Swinfen NOMS Grant.

However, expenditure in the year ending 31 March 2023 was £37063, 6% more than in the previous financial year.

Net assets as at 31 March 2023 were £109,364 in comparison to £116,627 in the year ended 31 March 2022.

In summary, Tamworth Samaritans has made a loss of £7264, an increase of £1723 compared with the previous year's loss of £5541.
Sulhee

Documentation and Compliance Trustee's Report
In the period since our last report, the main challenges for the Trustees and Branch have arisen from the need to ensure that Data Protection is understood at an individual level, and that our Key Policies of Confidentiality, Self-Determination and Safeguarding are expressed confidently by every volunteer in the quality of the service they offer to every caller. A further focus has been working with our Branch Treasurer, Sulhee, to enable her to ensure that all our financial procedures are specified within a best practice framework.

I would like to acknowledge the unusual nature of the challenge we have experienced in having nearly six months without a Branch Director. However, I am sure we would all wish to acknowledge that we have been held safe. secure and forward facing through the diligent and engaging approaches of our BLT Co-ordinators, Megan and Mark.

Looking ahead, as we move to develop a much-needed positive and outward facing approach to fund-raising and outreach activities, we will need to ensure that the safety and wellbeing of our volunteers and members of the public is captured within an agreed Risk Assessment and Event Information for every external activity. The redrafting of local policies and a clear understanding of Risks and Risk Management Procedures will also be a key challenge for the new Branch Leadership Team.

There is both an opportunity and a need to build some depth and breadth in our approach to compliance. We are looking for Samaritans who are willing to shape our approach to building a register of risks and help carry out light touch checks and balances around our finances, assets, policies and general practices. These activities are not onerous but do need a bit of passion, so if anyone can spare some time and energy to ensure that we continue to operate as the independent, self-funded, affiliated charity Tamworth Samaritans, please come and talk to me and our new Branch Director.
Katy 271

Premises and Resources Trustee's Report
In the past 12 months we haven't needed to carry out any major work in the premises. We have made sure that the regular maintenance work, such as the PAT testing and the annual boiler service, has been done.

We have continued to provide the resources needed to maintain a clean and safe working environment for everyone.

Thank you to John361 for his continuing support with the maintenance of the branch, and to Nick and Heather Read at TC Media who have printed our AGM pamphlet again this year.
Alan188

Tamworth Samaritans

Charity Commission Registration Number 1170514

Balance Sheet - Detail

As at March 31, 2023

Fixed Assets	
Tangible Assets	
Computer Equipment	6,592
Fixtures & Fittings	1,855
Current Assets	
Short Term Investments	31,472
Cash At Bank And In Hand	69,219
Creditors	
Trading Creditors	
Supplier Accounts Payable	213
Other Creditors	
Payroll Liabilities	13
Net Assets	**109,364**
Funds & Reserves	
Restricted Funds	9,853
Unrestricted General Funds	99,510
Funds Provided	**109,364**

Note:

1) The trustees' policy, noting that they have no guaranteed income stream, is to hold enough funds in reserve to enable the charity to operate for 18 months in a similar manner as it operated in the previous 18 months while assuming no income would be forthcoming.

Signed

Sulhee Jang
Treasurer
Signed on behalf of all Trustees

Date 25/01/2024

Signed

David Davies
Independent Examiner

Date 25/1/2024

Independent examiner's report to the Trustees and members of The Samaritans of Tamworth on the accounts for the financial period ended 31 March 2023

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 and that an independent examination is needed. (Section 144 of the Charities Act 2011 [the Charities Act], and subsequent revision issued in 2022)

As Independent Examiner, it is my responsibility to:
• examine the accounts under section 145 of the Charities Act,
• to follow the procedures laid down in the General Directions given by the Charity Commission (under section of the Charities Act), and
• to state whether particular matters have come to my attention.

Basis of independent examiner's statement:
My examination was carried out in accordance with Directions and guidance given by the Charity Commission (CC32). An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present 'a true and fair view' and the report is limited to those matters set out in the statement below.

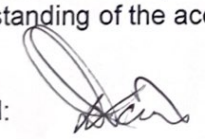
Independent examiner's statement:
In connection with my examination, no matter has come to my attention:

(1) which gives me reasonable cause to believe that in any material respect, the requirements:

- to keep accounting records in accordance with section 130 of the Charities Act.
- to prepare accounts which accord with the accounting records and comply with the accounting requirements of the Charities Act have not been met.

or

(2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Signed: 

Date: 25/1/2024.

Mr. David Davies
4 Moat Drive
Drayton Bassett
Tamworth
Staffordshire
B78 3UG

TAMWORTH SAMARITANS

England & Wales - Charity number 1170514

Accounts

Statistics

In the period from July 2021 to July 2022 there were a total of 13,234 contacts.

Methods of Contact

Telephone contacts (including contacts lasting less than 30 seconds):	12,010
Email:	1,224
Total Contacts	**13,234**

Samaritans supported in 2021 - 2022 by:

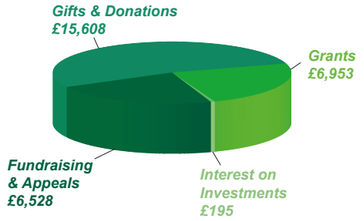
Tamworth Borough Council

Staffordshire County Council

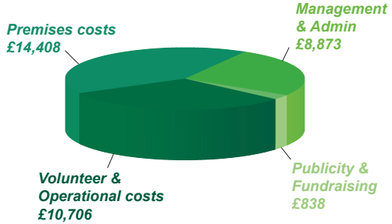
Working to become Dementia Friendly

Financial Summary 2021 - 2022

INCOME
TOTAL: £29,284



EXPENDITURE
TOTAL: £34,825



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- Ensure the effective management of the Branch.

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The Charity is entirely dependent for funding on donations and grants from local and county authorities, the Home Office, organisations and individuals - and the hard work put in by Tamworth Samaritans' volunteers.

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Phone: Free Call 116 123
Email: jo@samaritans.org
Website: www.samaritans.org/tamworth

@SamaritansTam

The Queen's Award for Voluntary Service

The MBE for volunteer groups

SAMARITANS

Tamworth Branch

Registered Charity no. 1170514.

Annual Review 2021 - 2022

2nd Floor Office Suite, The Manor House, Lichfield Street, Tamworth, Staffordshire, B79 7QF

Branch Leadership Team 2021-2022

Tamworth Samaritans is a registered charity with the Charity Commission No. of 1170514 and is located at the Manor House, Lichfield Street, Tamworth, Staffordshire, B79 7QF.

Samaritans is located at the Upper Mill, Kingston Road, Ewell, Surrey, KT17 2AF.

Tamworth Samaritans is an Affiliated member of the Samaritan organisation and it is administered by a Single Branch Leadership Team (BLT) comprising:

~ Branch Director … Judith Hepburn

~ Vice Director … Paul Chester

~ Deputy Director for Recruitment and Selection … Steve Godwin

~ Deputy Director for Training … Niki Furlong Smith

~ Deputy Director for Volunteer Support … Sue Fryer

~ Deputy Director for Prisons … Paula Jauncey

~ Deputy Director for Outreach … Dave Tickle

~ Treasurer … Marion Benjamin

~ Secretary … Fiona Styles

~ Trustee for Documentation and Compliance … Katy Hope

~ Trustee for Premises and Resources … Alan Ramage

~ Trustee for Fundraising and Publicity … role currently vacant

~ Trustee for External Affairs and Marketing … David Tickle

Responsibilities of the Branch Leadership Team

The Branch Leadership Team (BLT) is responsible for the general management of the administration of the charity, its property and affairs, and in particular is responsible for publicity and all financial and property affairs including fundraising, investments, maintenance of the building and provision of insurance.

The Leadership Team oversees the selection of a new Branch Director every three years. The Branch Director is responsible for the day-to-day management of the Branch and of the volunteers.

A huge thank you to every volunteer for their continued dedication to Tamworth Samaritans. Without your hard work and willingness, not only for the work in the duty room, but for all the other tasks that require extra support, we would not be able to maintain the 24/7 service we promise to our callers. You are all stars!

Director's Report

If the pandemic was hard on people, then the last year has been far more demanding for our callers, and on us. During lock downs, some people at least felt a sense of security being at home. The last year has seen an increase in concerns about finance, access to the NHS and mental health support. Loneliness is a topic raised by many of our callers and some of their stories have been heart wrenching to hear.

But the pandemic didn't just happen to others. It happened to us as volunteers. We have all seen shifts close because volunteers have seen an increase in demands from work, from family and from catching the dreaded virus. Shifts are closed from necessity, not choice.

So, what has happened in the last year? We have seen an explosion in Outreach activities. We now have a hub at the Community Café where people can drop in and talk to us. We supported Freshers' Week at Tamworth College and the Lichfield Campus, and Tamworth Pride, a popular event for us. We continue to train and give support to Swinfen Hall YOI.

But it is the areas of high risk that have increased this year: Tamworth Railway Station and Tesco Depot, where we have been asked to give support because of the numbers of people who had chosen to take their own lives. We have been proud to be there for people who have been affected by these events.

Finally, thanks to Sue and the Volunteer care team, we have been able to meet up together for our wonderful 'Thank You' event; a much-needed social event reminding us that we are people as well as volunteers.

Thank you everyone for everything you do to help our callers; it is hugely appreciated.

Judith - Director of Tamworth Samaritans

Prison Report

We are still going strong in Swinfen Prison even though we have had some challenges along the way, but it would not be prison life without these challenges.

In July we trained 5 new Listeners, now we have 12 Listeners. Thank you to
Dave 161 and Erica 464 for delivering the training.

We still go into the prison on Thursday evenings for our weekly visits to see our Listeners, and to hold our monthly meetings.
So, after the two years of what we and everyone else have been through, we haven't done too badly and I am hoping that things will now go back to normal.

My thanks go to my team Dave 161, Marion 397, Trish 231 (S) and Erica 46 (a new member who has joined our team). Without this marvellous team the service we deliver to Swinfen Prison wouldn't be possible - so thank you to all of them.

As always, we want to thank the Swinfen Prison Governor and Staff and our wonderful Safer Custody Officer Carol who helps us out in so many ways and makes our job so much easier.

Let's hope that in the coming year we will continue to keep moving forward.

Paula 89

Trustees' Reports

Partnership Trustee Report 2021-22
I have attended a number of VCSE (Voluntary, Community and Social Enterprise) forums, networking and raising our awareness with other charities across Staffordshire and surrounding areas. We are highly thought of in this sector and I received many compliments from representatives of other organisations.

We have continued to support and work alongside Network Rail at Tamworth Station on several occasions, including three visits in January 2022 to promote 'Brew Monday'. This is a time of the year when people can be particularly vulnerable and may need our support. We handed out literature and had many useful conversations with those travelling. We have also fostered some excellent relationships with the station staff.

Many thanks to all the volunteers who attended any of the above events.
Dave 161

Treasurer & Fundraising Report
The Treasurer, as the Trustee responsible for financial administration and management of the Branch, is accountable to the Branch Director and reports directly to the Trustees and Branch Leadership Team. As a Treasury department, we ensure that proper accounts and records are kept in order to monitor the finances and assets of Tamworth Samaritans. We attend meetings and report on the Branch's financial position including preparing an annual financial statement for Samaritans Central Charity. Thank you to Helen295 for her continued commitment to ensuring our bills are paid on time!

The year ending 31 March 2022 saw the Branch's total wealth decrease by 5%; net assets as at the financial year end were £116,627. This decrease can be attributed to the combined effect of a reduction in income coupled with an increase in expenditure. Whilst the Branch received a further £1,800 grant from Pears Foundation and the Department for Digital, Culture, Media and Sport, overall income dropped 46% (over £25,000) on the prior year.

With activities ramping up as the pandemic waned, it was inevitable that expenditure would increase. Total costs incurred were around £8,000 higher than in the year ended March 2020. Approximately half of this was down to increased spend on the everyday running costs of the Branch; however, the majority of this was covered by unspent funds received in the year 2020-21. A loss on branch investments accounted for the other half of the increase.

Tamworth Samaritans continues to be supported by individuals and organisations based in both the local community, and further afield. Their generosity and kindness helped raise £29,284.07 in the period. From larger events and endeavours - such as the Sarah Millican show collection and the sponsored bike ride by Steve458 – to one-off donations; they have all been valuable contributions that mean the Branch can look forward to further successes, this year and beyond.

In summary, the year 2021-22 was not a financially prosperous year. However, relying on shrewd management and brought-forward funds has meant the Branch will continue to grow - after all, not all growth can be measured on a Balance Sheet! Tamworth Samaritans still stands in good stead financially; it is in a position where it will meet its commitment to Samaritans Central Charity this year; it has invested in its premises and its people; and reserves remain available as we approach more challenging economic uncertain times ahead.
Marion397

Report from the Trustee for Compliance
The role of the Trustee for Compliance is to ensure and give assurances that our actions are broadly compliant against a range of legal requirements, charity guidelines and best practices. If you think of the General Data Protection Act you will see that as being a statutory requirement; on the other hand, our processes around risk management flow from Charity Commission guidelines, whilst our Expenses Policy is drawn from Samaritans' best practice. You might not see these as light or exciting subjects but compliance is what allows us to operate legally, responsibly and hold in mind the safety of Samaritans, supporters, donors, callers and members of the public.

The themes in this last period have been driven by the need for our Branch Leadership Team to be more aware of the scope of Data Protection, and to giving assurances that all of us complete and embrace an ever-widening range of initial and continuing training requirements. The work ahead will involve reshaping our Risk Register, revisiting all our local policies and ensuring that we all feel well equipped to interact with callers by having a full understanding of the links between Confidentiality, Self-Determination and Safeguarding.

I especially want to thank Andy 473 for the work he led around preparing a risk assessment for the 'Thank You' event. This type of work helps the rest of us to be free to enjoy events safe in the knowledge someone has anticipated that slips, trips, falls and fires can and do happen, and has planned action to ensure that we can all stay safe. Thanks also to John 361 who re-assessed and redrafted our fire and accident procedures, which are now much more visible and accessible. The example set by Branch Director, Judith 387 is really encouraging; she is flying the flag for ensuring there are Risk Assessments for the increasingly diverse range of outreach activities, which means we can all support these with confidence and commitment.

Looking ahead, there is both an opportunity and a need to build some depth and breadth in our approach to compliance. We are looking for Samaritans who are willing to shape our approach to building a register of risks and help carry out light touch checks and balances around our finances, assets, policies and general practices. It's not too onerous - if you can spare some time and energy to ensure that we continue to operate as the independent, self-funded, affiliated charity Tamworth Samaritans, please come and talk to me....
Katy 271

Premise and Resources Trustee Report
The Premises Team have had another busy year. We have continued to provide the resources needed to maintain infection control and keep our volunteers safe when they were in the branch.

To meet the requirements of our insurance company, a new lock on the front door of our premises was installed for us by Lichfield Lock and Key.

We have also had new carpet tiles laid throughout the branch. I would like to thank John 361 and Judith 387 for their help over the two days that it took for this work to be completed.

We bought a new gazebo, which we used for the first time at Tamworth Pride. Our volunteers and visitors to the event commented on how effective and professional it looks. Thank you to all the volunteers who helped with the tricky task of putting it up for the first time, and to those who helped dismantle it and take it back to the branch.

Finally, we now have a new kitchen. Thank you to Judith 387 for all her efforts in getting this project completed.

Our thanks to Nick and Heather Read at TC Media for printing our AGM pamphlet again this year.
Alan188

Tamworth Samaritans
Charity Commission Registration Number 1170514
Balance Sheet - Detail
As at March 31, 2022

	GBP
Fixed Assets	
Tangible Assets	
Computer Equipment	
Computer Equipment Cost	6,592.23
Fixtures & Fittings	
Fixtures & Fittings Cost	1,854.98
Current Assets	
Short Term Investments	
CAF Fixed Int Accumulation Fund B	31,471.55
Cash At Bank And In Hand	
Lloyds Bank Business Current Account	19,927.62
Lloyds Bank Business Savings Account	35,009.59
United Trust Bank 1.5% 100 day notice - Building Fund Account	21,771.19
Net Assets	**116,627.16**
Funds & Reserves	
Retained Funds	
General Fund	122,168.27
Accumulated Funds	-5,541.11
Funds Provided	**116,627.16**

Note:

1) During the year £1,800.00 income was received in the form of restrictive grants. £4,402.23 was brought forward at the start of the year. At the balance sheet date, £1,839.13 remained unspent.
2) The trustees' policy, noting that they have no guaranteed income stream, is to hold enough funds in reserve to enable the charity to operate for 18 months in a similar manner as it operated in the previous 18 months while assuming no income would be forthcoming.

Signed:

Marion Benjamin
Treasurer
Signed on behalf of all Trustees

Date:

Signed:

David Davies
Independent Examiner

Date:

Independent examiner's report to the Trustees and members of Tamworth Samaritans

On the accounts for the financial period ended 31st March 2022

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 Charities Act)) and that an independent examination is needed.
It is my responsibility to:

- examine the accounts under section 145 of the Charities Act,
- to follow the procedures laid down in the General Directions given by the Charity Commission (under section 145(5)(b) of the Charities Act, and
- to state whether particular matters have come to my attention.

Basis of independent examiner's statement:

My examination was carried out in accordance with General Directions given by the Charity Commission.
An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures
in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present 'a true and fair' view and the report is limited to those matters set out in the statement below.

Independent examiner's statement:

In connection with my examination, no matter has come to my attention,

(1) Which gives me reasonable cause to believe that, in any material respect, the requirements:

- to keep accounting records in accordance with section 130 of the Charities Act;
- to prepare accounts which accord with the accounting records and comply with the accounting requirements of the Charities Act have not been met

(2) To which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Signed: _____ Date: .....

Name: .....

Mr David Davies
4 Moat Drive
Drayton Bassett
Tamworth
Staffordshire
B78 3UG

TAMWORTH SAMARITANS

England & Wales - Charity number 1170514

Accounts

Statistics

During the period from1 November 2020 to 31 August 2021 there were a total of 10,864 contacts.

Methods of Contact

Telephone contacts (including contacts lasting less than 30 seconds):	9,398
Email:	1,466
Total Contacts	**10,864**

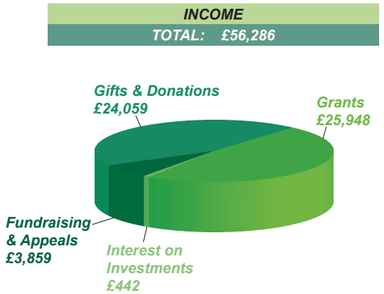
Samaritans supported in 2020 - 2021 by:

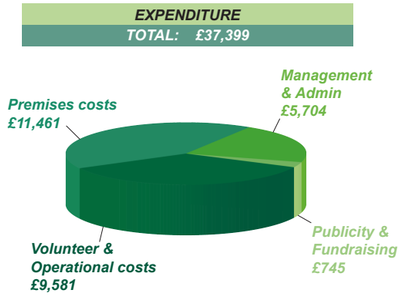
Tamworth Borough Council

Staffordshire County Council

Working to become Dementia Friendly

Financial Summary 2020 - 2021





Aim

Our aim is to:

- Ensure that callers receive a high quality of consistent service to enable them to express their feelings effectively in complete confidence and equally to
- Ensure volunteers are given the necessary initial and ongoing training and support to carry out their role.

Objectives

We will:

- Make our services as accessible as possible
- Provide a quality service
- Raise our profile and ensure a favourable environment for our callers and our volunteers
- Obtain human and financial resources needed to achieve our objectives
- Strive for the retention and motivation of volunteers
- Ensure the effective management of the Branch.

Service

Samaritans provide a service that is available by telephone around the clock, every day of the year. They can also be contacted by email.
Callers do not need to identify themselves and the confidential service is free of charge.
Each of the volunteers gives their time freely to the Charity.

Funding

The Charity is entirely dependent for funding on donations and grants from local and county authorities, the Home Office, organisations and individuals - and the hard work put in by Tamworth Samaritans' volunteers.

Tamworth Samaritans relies on donations and it is a registered charity (Charity Number 1170514). To make a donation, please send a cheque made payable to "Tamworth Samaritans" at our Branch address or contact the Branch for further details.

Bank: Lloyds Bank, 17 George Street, Tamworth, B79 7LW

Phone: Free Call 116 123
Email: jo@samaritans.org
Website: www.samaritans.org/tamworth

@SamaritansTam

The Queen's Award for Voluntary Service

The MBE for volunteer groups

SAMARITANS

Tamworth Branch

Registered Charity no. 1170514.

Annual Review 2020 - 2021

2nd Floor Office Suite, The Manor House, Lichfield Street, Tamworth, Staffordshire, B79 7QF

Branch Leadership Team 2020-2021

Tamworth Samaritans is a registered charity with the Charity Commission No. of 1170514 and is located at the Manor House, Lichfield Street, Tamworth, Staffordshire, B79 7QF.

Samaritans is located at the Upper Mill, Kingston Road, Ewell, Surrey, KT17 2AF.

Tamworth Samaritans is an Affiliated member of the Samaritan organisation and it is administered by a Single Branch Leadership Team (BLT) comprising:

~ Branch Director … Judith Hepburn

~ Vice Director … Paul Chester

~ Deputy Director for Recruitment and Selection … Steve Godwin

~ Deputy Director for Training … Niki Furlong Smith

~ Deputy Director for Volunteer Support … Sue Fryer

~ Deputy Director for Prisons … Paula Jauncey

~ Deputy Director for Outreach … Dave Tickle

~ Treasurer … Marion Benjamin

~ Secretary … Fiona Styles

~ Trustee for Documentation and Compliance … Katy Hope

~ Trustee for Premises and Resources … Alan Ramage

~ Trustee for Fundraising and Publicity … role currently vacant

~ Trustee for External Affairs and Marketing … David Tickle

Responsibilities of the Branch Leadership Team

The Branch Leadership Team (BLT) is responsible for the general management of the administration of the charity, its property and affairs, and in particular is responsible for publicity and all financial and property affairs including fundraising, investments, maintenance of the building and provision of insurance.

The Leadership Team oversees the selection of a new Branch Director every three years. The Branch Director is responsible for the day-to-day management of the Branch and of the volunteers.

A huge thank you to every volunteer for their continued dedication to Tamworth Samaritans. Without your hard work and willingness, not only for the work in the duty room, but for all the other tasks that require extra support, we would not be able to maintain the 24/7 service we promise to our callers. You are all stars!

Director's Report

Two words sum up the last twelve months: change and resilience. From Central Office we have received reports about the ways in which the charity will monitor Safeguarding to reflect change in all national charities. So, we are in the throes of changing procedures in taking calls and writing emails, with new hubs of excellence being introduced over the next year. All this change is to ensure a better service for all our callers, but specifically those under 18 and people deemed at risk. Change can be unsettling but Tamworth Samaritans are resolutely positive about the weekly emails that signal a direction of practice in the branch. They are proving to have resilience that is awe-inspiring to adapt to the pace of change and shows their dedication to the branch and its callers.

We are still grappling with all the change that Covid 19 has wrought upon us. We have not had to close the branch because of the virus but we have had to close shifts, particularly when Tamworth was at the heart of the "pingdemic"; our cleanliness and sanitising procedures have helped us here. Our volunteers are not immune to the effects of life after lockdown; circumstances have changed, families have been re-shaped and sometimes we need to support each other as well as callers. People have taken periods of leave, now many are thankfully returning to us. Again, this shows that our volunteers have the resilience to overcome their own difficulties and still have kindness and compassion with their fellow colleagues and our callers who rely on us.

Slowly, we are returning to do outreach projects. Outside the branch, we have been seen in Planters Garden Centre at a charity table event, completed individual 'Samarathons" and attended Tamworth Pride and Freshers' Week at Tamworth College. Hopefully, our outreach work will continue and we will renew partnerships where we have been unable to give full support because of Covid - for example, at the railway station.

It is at Swinfen Hall Youth Offenders' Institute where resilience has been the byword. The Prison Team were unable to go into the prison to support their Listeners, but they used telephone contact to support those in most need. Spending 23 hours in a cell has led to spiralling mental health problems, so this link with us has been essential. We have recently trained more Listeners to add to the team in Swinfen. All this in a year where Samaritans over the four nations are celebrating 30 years of working within prisons to help reduce suicidal intention and supporting people who are in emotional distress.

Change has meant movement and we have seen Sue 88 hand over to the reins to a new team. We thank her and her team for everything they did over the last year in unparalleled times. We also thank the new members of the team who have given their time willingly to new learn new skills and support the immense change that is happening daily. We say goodbye to two people who have given much to the branch for, collectively, 62 years: Marlene 5 who has been in branch for 41 years and Michael 170 for 21 years. What commitment and resilience! Thank you both for everything you have done for all of us.

The last year has seen us train 19 more new Samaritans in branch and three within the region. They are most welcome and help build capacity and move the branch forward. Emma 270 has become the Regional Training Officer and John 393 has joined the National Safeguarding Team. We congratulate them both and wish them well in their new roles.

The next 12 months will offer us challenges – but with all that we have been through, we have shown that we have the compassion and kindness, as well as the resilience, to face them all and offer the very best service for our callers.

Thank you to each and every one of you for everything you have done in the last year to keep Tamworth Samaritans on track to continue to deliver a strong service for all our callers for the next 12 months.

Judith Hepburn

Prison Report

Last year was a very challenging year for the Prison Team at Swinfen. With the help of the wonderful Staff and the Safer Custody Officer Carol (a star!) we managed to maintain contact with the Prison even though it was in lockdown through most of the year. We achieved this by a weekly telephone call with two Listeners from the same wing and our Safer Custody Officer. Dave and I took the calls. The Listeners still felt we were there for them even though it wasn't face to face - a fantastic achievement.

We were eventually able to go back into the Prison in the afternoons to see Listeners in the Chapel. The Listeners said to me "It is so nice to see your face Miss", those words summed everything up for me.

On 4 August 2021 we trained six new Listeners, now we have ten. This is the first training to take place in 18 months.

On 27 August 2021 we held a celebration of 30 years of Listeners. All ten Listeners attended and they were each allowed to invite two family members. An amazing day was had by all.

My thanks to my team - Dave 161, who has been amazing over the past year helping me deliver the service to the Prison, Marion 397 and Trish 231 (S).

On 16 September 2021 we were able to resume our normal visits to the Prison at 6.00pm and the rest of the team were able to join us once again.

A year like no other but we got there in the end.

Paula 89, BPSO for Tamworth Samaritans

Trustees' Reports

Documentation and Compliance
Report from the Trustee for Compliance

As trustee for compliance and documentation, I have to ensure and give assurances that our actions are broadly compliant against a range of requirements, guidelines and best practice. If you think of the General Data Protection Act, that is a law. If you think of Risk Registers, Risk Assessment and Risk Management, in this context they derive from Charity Commission guidelines, whereas our Safeguarding Policy is an example of best practice. Not the lightest or most uplifting of subjects but it is what keeps us legal and keeps Samaritans, callers, donors, and members of the public safe.

When we held our last AGM, no-one could have predicted that the following 12 months would continue to be so challenging to us individually and collectively as Tamworth Samaritans. The dominant issue has undoubtedly been the interpretation and guidance based on the Central Office Coronavirus Risk Assessment. My thanks to Sue 88, as Branch Director, for her exceptional efforts to communicate with every volunteer about infection control and how to keep themselves safe. Nor did I anticipate quite how the organisation would respond to the need for greater accountability and transparency around Safeguarding.

More recently, I have been looking to revisit all our local policies (a work in progress), start to reshape our Risk Register, provide documentation to support the Quality Outcomes Framework and to support our new Branch Director and her team of Deputy Directors and Trustees to build awareness of the context and wider responsibilities of their roles.

Looking ahead, there is both an opportunity and a need to build some depth and breadth in our approach to compliance. So, I will be looking for willing Samaritans who can help with shaping our approach to risk assessment and management, effective communication and carrying out light touch checks and balances around our finances, assets and general practices. If you can spare some time and energy to ensure that we continue to operate as the independent,
self-funded, affiliated charity Tamworth Samaritans,
please think about joining the team.

Katy 271
Trustee for Compliance

External Affairs and Marketing
A very quiet year for Outreach and Partnership activity due to COVID-19, although we have secured a number of grants to help us financially through the crisis including two from the Pears Foundation for approximately £15000. We have maintained our links with Network Rail and are looking forward to being a presence again at local stations. In August 2021 we had a stand at the first Tamworth Pride event and attracted interest from many who attended. In September 2021 we were present at Lichfield College Freshers' week, raising awareness of what Samaritans can offer to those who need support at this important time in their lives.

Dave 161

Premise and Resources
2020–2021 has been a busy year for the Premises Team. Our main priority has been infection control and helping to keep our volunteers safe when they were in the branch. We owe thanks to Wilko for helping us to maintain a continuous supply of anti-bacterial wipes and hand-gel during the past 12 months.

We have cleared out old and obsolete items and equipment – thank you to John 361, Judith 387, Sam 279, Susie 275, Andy 473 (P) and his son for their time and help to fill the skip.

John 361 and I have re-vamped the Training Room, putting up a new noticeboard and a
wall-mounted television and assembling the new chairs ordered by Emma 270. We also put up new noticeboards in the Duty Room.

Our landlord quickly replaced a leaking radiator in the duty room and arranged for the broken lock on the front door to the building to be repaired.

The Pears Foundation grant has enabled us to buy and install a dishwasher in the kitchen.

A special thank you to Chris 357 for continuing to maintain and keep our IT systems up-to-date.

Thank you also to Nick and Heather Read at TC Media for printing our AGM pamphlet again.

Alan188

Treasurer's Report
As the Trustee responsible for financial administration and management of the Branch, the Treasurer is accountable to the Branch Director and reports directly to the Trustees and Branch Leadership Team. As the Treasury department, we ensure that proper accounts and records are kept in order to monitor the finances and assets of Tamworth Samaritans. We attend meetings and report on the Branch's financial position including preparing an annual financial statement for Samaritans Central Charity. Thank you to Helen295 for her continued commitment to ensuring our bills are paid on time!

The year ending 31 March 2021 saw the Branch's total wealth increase by 29%; where net assets as at the financial year end were £122,168. This increase can be attributed to efforts by the Branch to cut down on discretionary expenditure - which was possible due to the ongoing effects of the Pandemic; it meant less money was needed for events such as publicity, outreach and fundraising. The Branch also received significant income (£14,200) in the form of restrictive grants, which it was able to spend on investment in the premises and equipment.

In what was a difficult year for fundraising, due to restrictions such as social distancing, Tamworth Samaritans was still generously supported by some frequent and recurring patrons; as well as donors who backed our events such as last summer's Samarathon at Tamworth Cricket Club and the newly created "Here4u" Text-to-Give campaign over the winter.

Due to investments made last year and ongoing support of volunteers, those in the community, and organisations in the wider public, it is reassuring to know the Branch has weathered the worst of the Covid-19 storm, and is in good financial health to continue the work that it does.

Marion397

Tamworth Samaritans
Charity Commission Registration Number 1170514
Balance Sheet - Detail
As at March 31, 2021

	GBP
Fixed Assets	
Tangible Assets	
Computer Equipment	
Computer Equipment Cost	7,824.63
Fixtures & Fittings	
Fixtures & Fittings Cost	1,854.98
Current Assets	
Short Term Investments	
CAF Fixed Int Accumulation Fund B	32,882.08
Cash At Bank And In Hand	
Lloyds Bank Business Current Account	23,021.18
Lloyds Bank Business Savings Account	35,006.06
United Trust Bank 1.5% 100 day notice - Building Fund Account	21,579.34
Net Assets	**122,168.27**
Funds & Reserves	
Retained Funds	
General Fund	94,677.35
Accumulated Funds	27,490.92
Funds Provided	**122,168.27**

Note:

1) During the year £14,200.00 income was received in the form of restrictive grants. Of this, £4,402.23 remained unspent at the balance sheet date.
2) The trustees' policy, noting that they have no guaranteed income stream, is to hold enough funds in reserve to enable the charity to operate for 18 months in a similar manner as it operated in the previous 18 months while assuming no income would be forthcoming.

Signed:

M A Benjamin

Marion Benjamin
Treasurer
Signed on behalf of all Trustees

Date: 13.10.2021

Signed:

David Davies
Independent Examiner

Date: 7/9/21

Tamworth Samaritans
Statement of Financial Activities (Income & Expense)
April 1, 2020 to March 31, 2021

	Unrestricted	Restricted	Endowment	Total
Income				
Income and Endowments				
Income from Donations and Legacies				
Donations	24,059.15	13,550.00		37,609.15
Gift Aid Received	2,466.39			2,466.39
Grants – Recurring				
HMP Swinfen NOMS Grant	1,313.84	434.45		1,748.29
Support Staffordshire		650.00		650.00
Tamworth Borough Council	10,000.00			10,000.00
Sundry Donations	764.52			764.52
Income from Other Trading Activities				
Bookstall & Card Sales for Fundraising	328.00			328.00
Fetes, Bazaar, Other Fund-raising Events	300.00			300.00
Investment Income				
Interest Received	442.02			442.02
Total Income	**39,673.92**	**14,634.45**	**0.00**	**54,308.37**
Expenses				
Expenditure				
Charitable Activities				
Charity Management & Administration				
3 Rings	184.80			184.80
Branch Leadership Team	234.46	50.00		284.46
Central Charity Contribution	4,928.00			4,928.00
Costs of Independent Examination/Audit	60.00			60.00
Finance Accounts Software Costs	124.32			124.32
Subscriptions	122.38			122.38
Charity Running Costs				
Branch Housekeeping	131.80	168.00		299.80
Cleaning Materials	47.99			47.99
Electricity	1,106.94			1,106.94
Expenditure on Outreach	13.00			13.00
Health & Safety	160.80	302.30		463.10
In-House Training	34.00	5.99		39.99
Insurance	542.17			542.17

Tamworth Samaritans
Statement of Financial Activities (Income & Expense)
April 1, 2020 to March 31, 2021

	Unrestricted	Restricted	Endowment	Total
Photocopying	151.00			151.00
Printing & Stationery Costs	100.43			100.43
Refreshments	84.72			84.72
Branch Refreshments	17.50			17.50
HMP Catering expenses		5.15		5.15
Telephone & Internet	1,259.70	23.98		1,283.68
Travel				
HMP Swinfen Travel		429.30		429.30
Travel Expenses	6,617.82			6,617.82
Premises Costs				
Premises Rent	9,676.34			9,676.34
Premises Repairs & Renewals	325.55	221.34		546.89
Premises Service Charge	1,238.17			1,238.17
Expenditure on Raising Funds	744.89			744.89
Net Gains/(Losses) on Investments	-2,295.39			-2,295.39
Total Expenses	**25,611.39**	**1,206.06**	**0.00**	**26,817.45**
Net Resource Movement	**14,062.53**	**13,428.39**	**0.00**	**27,490.92**
Net Movement in Funds	**14,062.53**	**13,428.39**	**0.00**	**27,490.92**
Total Funds Brought Forward	**94,677.35**	**0.00**	**0.00**	**94,677.35**
Total Funds Carried Forward	**108,739.88**	**13,428.39**	**0.00**	**122,168.27**

Independent examiner's report to the Trustees and members of Tamworth Samaritans

On the accounts for the financial period ended 31st March 2021

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 Charities Act)) and that an independent examination is needed.
It is my responsibility to:

- examine the accounts under section 145 of the Charities Act,
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- to prepare accounts which accord with the accounting records and comply with the accounting requirements of the Charities Act have not been met

(2) To which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Signed: ..... Date: 7/9/21

Name: DAVID DAVIES

Mr David Davies
4 Moat Drive
Drayton Bassett
Tamworth
Staffordshire
B78 3UG

Independent examiner's report to the Trustees and members of Tamworth Samaritans

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Signed: .....

Date: 1/9/21

Name: DAVID DAVIES

Mr David Davies
4 Moat Drive
Drayton Bassett
Tamworth
Staffordshire
B78 3UG