

SAMARITANS

Mid Cheshire

Samaritans of Mid Cheshire

Annual Review 2024-25



Annual General Meeting
Wednesday 2nd July 2025 at 7.00 pm
Owley Wood Recreation Club
Barrymore Rd, Weaverham, Northwich, CW8 3LS

Sections

1. Samaritans' Vision, Mission and Values.
2. Trustees' Report.
3. Samaritans of Mid Cheshire
4. Director's Report.
5. Branch Strategy Review.
6. Treasurer's Report.
7. Financial Statement.
8. Thank You.
9. Incoming Director's Message.

1. Samaritans' Vision, Mission and Values

It's now generally acknowledged that to genuinely reduce suicide we must reach people earlier on in the crisis cycle, which means reaching out to and helping people who would not consider themselves to be suicidal. We want all potential callers to understand that our service is here for anyone who is experiencing pain in their lives.

Our Vision

Our vision is that fewer people die by suicide.

To achieve this, we believe Samaritans has a crucial role to play in:

- Reducing the risk factors that make some people more likely to take their own lives.
- Ensuring that people who are at increased risk of suicide are supported.
- Making it less likely that people who do experience suicidal thoughts act on them.
- Reducing the likelihood that people develop suicidal thoughts.

Our Mission

We're here every day and night of the year for anyone struggling to cope. We make sure people have somewhere to turn and support when they need it most. We work with communities to let people know we're here for them and we campaign to make suicide prevention a priority.

Our Values

Our support service adapts to the changing environment, but the values are the core of our listening service remain constant:

Listening: Exploring feelings alleviates distress and helps people to reach a better understanding of their situation, and the options open to them.

Confidentiality: If people feel safe, they are more likely to be open about their feelings.

Non-judgemental: We want people to be able to talk to us without fear of prejudice or rejection.

People making their own decisions: We believe that people have the right to find their own solution and that telling people what to do takes responsibility away from them.

Human contact: Giving people time, undivided attention and empathy meets a fundamental emotional need and reduces distress and despair.

2. Trustees' Report

The Trustees of Samaritans of Mid Cheshire present their report for the year ended 31 March 2025.

Samaritans of Mid Cheshire is a Charitable Incorporated Organisation (CIO) registered with the Charity Commission, with the Registration Number 1170575 and with a registered address of 1 Manchester Road, Northwich Cheshire CW9 5LY.

It is an Affiliated Branch of the central charity, Samaritans (Registered Number 219432) and the relationship between the two charities is governed by an affiliation agreement. As an Affiliated Branch and as an independent Charity, the Branch has its own Trustees, and is run by the Branch Director (a volunteer leadership role) together with the Branch Leadership team.

The Trustees who served during the year were:

Judi Boardman
Diana Brown
Peter Burke
Andrew Clarke
Susan Coles
Ron McLaverty
Annie Mills
John Munnery
Bernice Philps (appointed 6th August 2024)
Janice Scaplehorn

The composition of the Board of Trustees is reviewed on a regular basis to ensure that it meets the needs of the charity. Per the Constitution, the Board of Trustees should have a minimum of three members and a maximum of thirteen. All members of the Branch are encouraged to consider becoming Trustees, and external recruitment would be initiated as required. Branch Trustee meetings are scheduled at intervals of four to eight weeks depending on the requirements of the charity.

The Branch Director for the past three years has been Annie Mills. As part of a planned cycle of transition, Annie will be resigning, and Jan Scaplehorn will be appointed as Branch Director at the AGM on 2 July 2025. The Trustees wish to thank Annie for her phenomenal leadership, and offer their full support to Jan as she takes over this essential role.

3. Samaritans of Mid Cheshire: who we are, what we do, and why we do it...

Our branch has been providing support to people nationally and in our local area since 1964. We offer emotional support by telephone, by email and soon, we hope, by on-line chat. Our branch covers Altrincham, Hale, Hale Barns, Knutsford, Lymm, Middlewich, Northwich, Timperley, and Winsford, and we have been working very hard to engage with the community on different levels and in different ways.

Nationally, Samaritans:

- Respond to over 3.3m calls for help a year, from 200 branches.
- Answer a call for help every 10 seconds.
- Suicidal feelings are mentioned in 1 in 4 calls.
- Self-Harm is mentioned in 1 in 15 calls.
- 7 out of 10 callers said they felt the call had a positive impact on how they were feeling, and they felt more able to cope.

In our Mid Cheshire Branch:

- We handle an average of 20,000 calls a year and over 3,000 emails.
- We currently have 70 active Listeners who generally give at least three hours of their time every week.
- Some are Leaders and Mentors or involved with other important functions such as Recruitment, Training, Outreach, Volunteer Support, Financial Control, IT and Branch Administration, giving extra time to these duties.
- We are open 365 days a year.
- We operate a combination of shifts, including nights and weekends.
- Everyone is highly trained, mentored, and supported continually.
- We have 20 Outreach trained Listeners.
- We support Thorn Cross Prison and have a dedicated team of 10 who visit and support the in-house trained Listeners.
- We give awareness talks to many organisations and businesses.
- We work in partnership with Network Rail.
- We belong to the Suicide Prevention Schemes that operate in our Region.
- We are active in local schools and colleges giving interactive talks to students.
- We attend local events to raise awareness of what we do.

4. Director's Report

It feels a bit strange, and sad in many ways, to be writing this report as I come to the end of my three-year term as Director of this amazing Branch.

But mostly I just feel an immense sense of pride in what we have all achieved together! Every year we face challenges, but we also have amazing successes, and we can celebrate together knowing that going forward, although there will always be a lot to do, we can do so with confidence that we will continue to grow, be relevant, and will always be there for our callers.

I have summarised some of our achievements on the next page.

Our key strategies have remained the same throughout:

- Strengthening the team.
- Developing the Outreach opportunities.
- Developing a sustainable Fundraising Policy.
- Improving our provision of Night Hours to help meet caller needs.
- Complete the building repairs and improvements.

We have achieved on every single objective, thanks to everyone in the team.

Over and above the objectives above we have:

- Successfully gone through the change to the Listening Centre, which was not without its challenges.
- Pioneered the new Director Selection Process.
- Been part of the Future-Proofing research.
- Redecorated the Training Room and spent monies furthering our strategic objectives.
- Met with our local MP, Andrew Cooper, who endorsed us on his Facebook page.

These are just a few of the things we have achieved together.

I know we are not always at full strength, but I want to say thank you for doing whatever you have been able to do.

I feel honoured to have been your Director, and humbled by the support you have shown me.

You have all been my inspiration all the way through.

I want to thank you all:

The Branch Leadership team for their support, expertise and advice and the amazing work they have done together with their teams; the Trustees for their support and guidance; but **most importantly to every single one of you for continuing to be there for our callers**, no matter what other role you may play.

Thank you.



5. Branch Strategy Review

ALL STRATEGIES ARE DISCUSSED AT BLT MEETINGS MONTHLY, TRUSTEE MEETINGS AND BRANCH MEETINGS THREE OR FOUR TIMES PER YEAR WITH REGULAR UPDATES IN OUR MONTHLY NEWSLETTER.

Collaboration, communication, co-operation, teamwork!

Action Agreed	How will the action be implemented	Overview of achievements for AGM, JULY 2025
Expand recruitment opportunities to achieve 90 active listening volunteers by the end of 2026.	Recruitment team expanded and initiatives ongoing and expanding.	Recruitment working well, on target for 85 by the end of 2025, (on target for 90 by 2026) and reviewing more flexible volunteering opportunities to ensure we can continue to grow.
	BLT to review the strength of each team.	Each team has increased, to enable maximum strength, and succession planning.
	Training.	July '24 -July '25, 14 trained/training with 16 more planned for this year + Continual Development.
Develop and deliver a wider range of outreach activities.	Expand and strengthen the whole outreach team.	The team now has 20 fully trained Outreach Listeners, with more training planned, more community engagement and talks to groups and businesses.
	Research the branch catchment area for high-risk groups and outreach needs.	A huge range of current and new activities being undertaken, while still searching for new groups and initiatives, especially in high risk groups.
Investigate and implement new approaches to fundraising and financial security.	Build a sustainable fundraising team and make helpful connections with local businesses.	Fundraising has been a real success over the last 3 years, leaving us in a healthy position and allowing us to spend our funds in line with our strategic objectives. A secure plan is in place for continuous fundraising as necessary.
Continue to pursue the delivery of the core night hours service.	Hold meetings to stress the need and look together for ways to achieve our objectives.	Night Rota Secretary has been specifically assigned and we now have a Night Owls team of 24 volunteers, happy to work nights, with their own WhatsApp Group to aid communication, which is extremely effective.
Ensure the building and people's health, safety and security is maintained and in compliance with UK legislation.	Trustees include a health and safety professional and building/construction professional.	H&S Policy, Risk Assessments, Risk Register and other relevant documentation regularly reviewed and updated. Fire safety documents and training also updated. External contractors engaged to ensure compliance with UK legislation. Annual H&S and Property Checklists completed and submitted to Central Charity to ensure compliance.
Complete the building repair and improvements.	Follow the existing project plan.	Building works completed successfully having raised £40,000 through grants and donations. The works were completed with minimal down time. Amazing success!!

6. Treasurer's Report

This is my first Treasurer's report since being appointed Treasurer in August 2024, and I'd like to start by thanking the previous Treasurer, Sue Coles, for the tremendous job that she did in this role for many years. Her support to me during this transition period has been wonderful, and I really appreciate her continuing support as Deputy Treasurer. Thank you, Sue.

My second huge thank you is to Chris Jeffries for being our Independent Examiner. Samaritans of Mid Cheshire is an independent charity, affiliated to Samaritans, and hence is required to have an annual, independent review of its accounts. Chris has concluded and reported that there are no matters to be drawn to the attention of the Members of the charity. Thank you, Chris.

Review of the Financial Year

When compared with the prior year, the charity's income in the 2024/2025 financial year has increased by 34% from **£34,015** to **£45,691**. The key elements to highlight in this change are as follows:

- In the prior year, almost a third of our income (£10,900) was in the form of restricted donations specifically in relation to building work on both the exterior and interior of our premises in Manchester Road. These donations were received from a range of companies, organisations and individual donors and the building work was completed in the prior year.
- In the current year, there has been a focus on raising unrestricted funds that can be used to cover our running costs and in expanding our Outreach activities. As part of these efforts, partnerships have been forged with local businesses, and with local organisations, clubs and churches. As well as raising funds, these partnerships often enable us to talk to people in their offices, or at their meetings, where we have the opportunity to explain who we are, what we do and how to reach us.
- We have undertaken three street collections in the year, raising a total of nearly £3,000, and which again enables us to talk to people in an informal setting.
- Our work with our local Prison is supported by a grant of £2,192. This is lower than in the prior year (prior year £4,179) simply because the charity received the grant for two years in the prior year.
- We have also raised funds from social events in the year, including a very successful quiz night.
- Finally, we are extremely grateful to the families who have donated to our Branch in memory of their loved ones. This thoughtfulness, and recognition of the work we do, is really appreciated.

With regards to expenditure, the expenditure has reduced from **£66,586** in the 2023/24 financial year to **£31,917** in 2024/25. This is primarily due to the one-off £34,000 restricted expenditure in 2023/24 on the Branch building and £2,000 restricted expenditure on the House interior refurbishment. In the current year, the focus has been on

- Meeting the ongoing management and operating costs for the Branch premises including utilities, housekeeping costs, insurance and maintenance.
- Expanding our Outreach activities, including the purchase of a new, robust gazebo to shelter our volunteers from the elements at Outreach events. In the 2024/25 year we were talking to people and raising awareness at events/venues including Brit Fest, the Cheshire Show, Winsford Pride, The Tatton Show and various local fetes.

As a result of the increases in unrestricted funds and the decrease in restricted building costs, the charity made a surplus of **£13,774** in 2024/25. The balance of cash in the bank has thus increased by **£13,774** increased from **£39,988** to **£53,762**. These funds are held in reserve for the benefit of the charity's beneficiaries and will be spent in accordance with the charity's objectives of:

- Maintaining safe and welcoming premises from which to operate the charity and our listening services.
- Recruiting and retaining volunteers.
- Taking every opportunity to increase awareness through Outreach of the Samaritans vision that fewer people die by suicide.

Bernice Philps
Treasurer



Mid Cheshire Samaritans at the North West Regional Conference 2025

7. Financial Statement



CHARITY COMMISSION
FOR ENGLAND AND WALES

Samaritans of Mid-Cheshire

1170575

Receipts and payments accounts

CC16a

For the period
from

01-Apr-24

To

31-Mar-25

Section A Receipts and payments

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £	Last year to the nearest £
A1 Receipts					
Donations	12,735	-	-	12,735	8,979
Legacies and In memorium	7,270	-	-	7,270	350
Corporate donations	8,000	-	-	8,000	375
Organisations, clubs, churches	1,815	650	-	2,465	-
Collections	2,913	-	-	2,913	1,008
Other Fundraising / Events	6,713	-	-	6,713	5,684
Grants	2,039	-	-	2,039	4,179
Gift Aid	2,192	-	-	2,192	1,624
Interest	1,364	-	-	1,364	916
Restricted donations re building work	-	-	-	-	10,900
	-	-	-	-	-
Sub total (Gross income for AR)	45,041	650	-	45,691	34,015
A2 Asset and investment sales, (see table).					
	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	-
Total receipts	45,041	650	-	45,691	34,015
A3 Payments					
Utilities and operating contracts	6,339	-	-	6,339	4,887
Telephone	570	400	-	970	1,508
Housekeeping and Refreshments	2,160	-	-	2,160	2,380
National Branch Contribution	708	-	-	708	1,075
Conference costs	1,885	-	-	1,885	-
Fundraising costs	882	-	-	882	1,233
Advertising, publicity and recruitment	792	-	-	792	1,679
Outreach	5,200	250	-	5,450	1,209
Branch, Director and Volunteer expenses	5,875	-	-	5,875	2,413
Insurance	1,307	-	-	1,307	2,391
Non restricted building costs	-	-	-	-	6,337
Non restricted Ops Room refurbishment	-	-	-	-	1,827
House maintenance and equipment	5,036	-	-	5,036	2,316
Prison expenses	513	-	-	513	472
Sundry unrestricted costs	-	-	-	-	838
Restricted: House interior refurb	-	-	-	-	2,021
Restricted: House exterior	-	-	-	-	34,000
	-	-	-	-	-
Sub total	31,267	650	-	31,917	66,586
A4 Asset and investment purchases, (see table)					
	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	-
Total payments	31,267	650	-	31,917	66,586
Net of receipts/(payments)	13,774	-	-	13,774	- 32,571
A5 Transfers between funds	-	-	-	-	-
A6 Cash funds last year end	39,988	-	-	39,988	72,559
Cash funds this year end	53,762	-	-	53,762	39,988

7. Financial Statement (cont'd)

Section B Statement of assets and liabilities at the end of the period

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B1 Cash funds	The Co-Operative Bank	25,654	-	-
	Nationwide	28,108	-	-
		-	-	-
	Total cash funds	53,762	-	-

(agree balances with receipts and payments account(s))

	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B2 Other monetary assets		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-

	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B3 Investment assets			-	-
			-	-
			-	-
			-	-
			-	-

	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B4 Assets retained for the charity's own use	Property at cost	unrestricted	90,000	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-

	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
B5 Liabilities			-	
			-	
			-	
			-	
			-	

Signed by one or two trustees on behalf of all the trustees

Signature	Print Name	Date of approval
Bernice Philips	BERNICE PHILIPS	18/6/25
Susan Coles	SUSAN COLES	18/6/25

8. Thank You

Samaritans would like to thank the following companies, organisations and people for their generous financial support:

AMS Limited

Coveris Limited

Churches and organisations, including St Helen's (Northwich), Plumley Methodist Church, Antrobus Friendly Society, Knutsford Bowling Club, Knutsford Lions, Barthomley WI and Hartford Bridge Club.

Jim Martin Family Trust.

Family and friends in memory of Moira Menelaws and George Shaw, as well as the proceeds of a concert in memory of Barbara Cuthbert.

Fund-raising (The Lion Hotel, Moulton quiz, 60-for-60, 100 Club, 60th Anniversary Raffle, Brew Monday, Samarathon).

Collections in Northwich (twice), Altrincham and at a Sarah Millican performance.

Fetes and festivals (Brit Fest, Knutsford, Weaverham and Northwich River festival).

Donations from individuals, some on a monthly basis together with some significant one-off donations. All are appreciated.

Gift Aid: we also appreciate everyone who enables us to claim Gift Aid on their donations. It really does make a difference.

Our thanks also go to everyone for the generous donation of their time to support our work.

Our thanks go to:

- All our listening volunteers.
- The leadership team and support volunteers who ensure the smooth running of the Branch.
- Everyone who has attended external meetings or external organisations on behalf of the Branch.
- Everyone who has participated in fund-raising in any way.
- Everyone who has been a part of our Outreach activities in any way.

It's really important to remember just how many hours our volunteers and our supporters donate to the activities of the Branch. The donation of time is just as important as the donation of funds, and is equally appreciated. Thank you.

Supported by:



**Providing innovative, sustainable
packaging solutions**

Supported by:



**Advanced Medical
Solutions**

**Empowering Clinicians with Innovative
Solutions**

9. Incoming Director's Message

Well, here we are again. I've had three years off for good behaviour, and I'm back!

First, a huge 'Thank You' to Annie for doing an absolutely splendid job as Director, keeping us all on our toes, and bringing our Branch forward in such an amazing way. We had our challenges, the building for one and the fundraising needed to invest in it, all of which Annie overcame magnificently. I wish her well and know she will still be here with us to continue her good work.

I treasure the work carried out by everyone associated with our Branch; Trustees, Branch Leadership Team, and every single volunteer, who all keep our Branch running smoothly, and building on the Samaritans' Aims, to provide a safe, effective and positive service for our callers and volunteers.

I'm enormously proud to be taking over as Director again, knowing that we will all continue to be there for our callers and for each other, as a 'family', during times of change and the challenges ahead. I look forward to meeting up with you at the AGM or on shift in the very near future.

Thank you.

Jan 456



We didn't manage to grab a shot of Jan 456 and Annie 431 together before going to print, so here's one we did earlier...

[© Within These Walls, June 2022]

We're here to listen

Call free day or night on

116 123

Email

jo@samaritans.org

Web

samaritans.org/midcheshire

Visit us

**1 Manchester Road
Northwich
CW9 5LY**

SAMARITANS



Receipts and payments accounts

CC16a

For the period
from

01-Apr-24

To

31-Mar-25

Section A Receipts and payments

	Unrestricted funds	Restricted funds	Endowment funds	Total funds	Last year
	to the nearest £	to the nearest £	to the nearest £	to the nearest £	to the nearest £
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Legacies and In memorium	7,270	-	-	7,270	350
Corporate donations	8,000	-	-	8,000	375
Organisations, clubs, churches	1,815	650	-	2,465	-
Collections	2,913	-	-	2,913	1,008
Other Fundraising / Events	6,713	-	-	6,713	5,684
Grants	2,039	-	-	2,039	4,179
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Interest	1,364	-	-	1,364	916
Restricted donations re building work	-	-	-	-	10,900
	-	-	-	-	-
Sub total (Gross income for AR)	45,041	650	-	45,691	34,015
A2 Asset and investment sales, (see table).					
	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	-
Total receipts	45,041	650	-	45,691	34,015
A3 Payments					
Utilities and operating contracts	6,339	-	-	6,339	4,887
Telephone	570	400	-	970	1,508
Housekeeping and Refreshments	2,160	-	-	2,160	2,380
National Branch Contribution	708	-	-	708	1,075
Conference costs	1,885	-	-	1,885	-
Fundraising costs	882	-	-	882	1,233
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Outreach	5,200	250	-	5,450	1,209
Branch, Director and Volunteer expenses	5,875	-	-	5,875	2,413
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Non restricted Ops Room refurbishment	-	-	-	-	1,827
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Restricted: House interior refurb	-	-	-	-	2,021
Restricted: House exterior	-	-	-	-	34,000
	-	-	-	-	-
Sub total	31,267	650	-	31,917	66,586
A4 Asset and investment purchases, (see table)					
	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	-
Total payments	31,267	650	-	31,917	66,586
Net of receipts/(payments)	13,774	-	-	13,774	- 32,571
A5 Transfers between funds	-	-	-	-	-
A6 Cash funds last year end	39,988	-	-	39,988	72,559
Cash funds this year end	53,762	-	-	53,762	39,988

Section B Statement of assets and liabilities at the end of the period

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B1 Cash funds	The Co-Operative Bank	25,654	-	-
	Nationwide	28,108	-	-
		-	-	-
	Total cash funds	53,762	-	-
	(agree balances with receipts and payments account(s))			

	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B2 Other monetary assets		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-

	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B3 Investment assets			-	-
			-	-
			-	-
			-	-
			-	-

	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B4 Assets retained for the charity's own use	Property at cost	unrestricted	90,000	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-

	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
B5 Liabilities			-	
			-	
			-	
			-	
			-	

Signed by one or two trustees on behalf of all the trustees

Signature	Print Name	Date of approval
Bernice Philips	BERNICE PHILIPS	18/6/25
Susan Coles	SUSAN COLES	18/6/25



Section A

Independent Examiner's Report

Report to the trustees/
members of

Charity Name
Samaritans of Mid Cheshire

On accounts for the year
ended

31 March 2025

Charity no
(if any)

1170575

Set out on pages

1-2

Remember to include the page numbers of additional sheets

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31 March 2025

Responsibilities and
basis of report

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

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

Independent
examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention (~~other than that disclosed below *~~) in connection with the examination which gives me cause to believe that in, any material respect:

- accounting records were not kept in accordance with section 130 of the Act or
- the accounts do not accord with the accounting records

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

~~* Please delete the words in the brackets if they do not apply.~~

Signed:

Date: 18 June 2025

Name: C.G. Jeffries

Relevant professional
qualification(s) or body
(if any):

FCA Institute of Chartered Accountants in England and Wales

Address:

1 Queens Road, Chedle Hulme, Stockport, SK8 5HG

Section B**Disclosure**

Only complete if the examiner needs to highlight matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).

Give here brief details of any items that the examiner wishes to disclose.

