

# SAMARITANS OF TAUNTON AND SOMERSET

England & Wales · Charity number 1170637

## Details

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**Status** Registered

**Legal form** CIO

**Registered** 2016-12-08

**Register** [View on the Charity Commission register](#)

## Contact

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**Address** The Samaritans  
16 Wood Street  
Taunton  
Somerset  
TA1 1UN

**Phone** 01823 289456

**Email** [taunton.director@samaritans.org](mailto:taunton.director@samaritans.org)

**Website** [www.tauntonsamaritans.org.uk](http://www.tauntonsamaritans.org.uk)

## Activities

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**Objects:** TO ENABLE PERSONS IN TAUNTON AND SOMERSET 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; 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; AND TO COLLABORATE WITH AND SUPPORT SAMARITANS CENTRAL CHARITY AND ITS AFFILIATED BRANCHES IN FULFILLING THESE OBJECTS.

**Activities:** To listen & talk with persons who are suicidal or in a state of emotional distress who are resident in the Taunton & Somerset area but not exclusively to that area. The volunteers are selected and trained to undertake the sensitive task of listening to callers and help them resolve their issues in accordance with laid down procedures.

## 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

- Somerset

## Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£38,732	£59,495	-	-
2024-03-31	£33,980	£33,624	-	-
2023-03-31	£43,292	£64,496	-	-
2022-03-31	£44,853	£51,365	-	-
2021-03-31	£39,155	£50,552	-	-

## Trustees

Name	Role	Appointed
Alan McDonagh		2025-09-03
Alistair Hallows		2020-11-19
Emma Lewes		2023-07-03
Jacqueline Mary Crawford		2020-07-15
Kirsti Nelson		2025-09-03
Mark Lithgow		2025-09-03
Richard Charles Rawes Jacobs		2020-11-19
Rob Setchell		2023-07-03
Sara Teresa Bannister		2021-09-07
Sarah Burge		2022-09-07
Wendy Overshott		2025-09-03

## Linked charities

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- THE SAMARITANS OF TAUNTON AND SOMERSET (1170637-1)

**SAMARITANS OF TAUNTON AND SOMERSET**

England & Wales - Charity number 1170637

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# Accounts

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SAMARITANS OF TAUNTON AND SOMERSET

FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2025

CONTENTS

1	Reference and Administrative Details
2 - 6	Report of the Trustees
7	Report of the Independent Examiner
8	Statement of Financial Activities
9	Balance Sheet
10 - 15	Notes to the Accounts

Charity No. 1170637

SAMARITANS OF TAUNTON AND SOMERSET  
REFERENCE AND ADMINISTRATIVE DETAILS  
FOR THE YEAR ENDED 31 MARCH 2025

Trustees of the Branch during the year were:

A Hallows (Director)  
J Crawford  
S Burge (Treasurer)  
E Lewis  
R Setchell  
S Bannister

Registered Address:

16 Wood Street  
Taunton  
Somerset  
TA1 1UN

Registered Charity No: 1170637

Bankers:

Barclays Bank plc  
North Street  
Taunton  
Somerset  
TA1 1LZ

Independent Examiner:

Mrs K Davies  
Westcotts  
7 Castle Street  
Bridgwater  
Somerset  
TA6 3DD

SAMARITANS OF TAUNTON AND SOMERSET

REPORT OF THE TRUSTEES

FOR THE YEAR ENDED 31 MARCH 2025

The trustees present their annual report and financial statements of the Charity for the year ended 31st March 2024. The financial statements have been prepared in accordance with the accounting policies set out in Note 1 to the accounts and comply with the Charity's trust deed, Charities Act 2011 and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and the Republic of Ireland (FRS 102) (Charities SORP (FRS102) (effective 1<sup>st</sup> January 2019)).

About the Samaritans

The Charity maintains a centre for receiving telephone calls and e-mails from members of the public and also welcomes any face to face visitors to the Branch. The centre is staffed entirely by unpaid volunteers and the branch is open 365 days a year.

The main objective of the Charity is:

To listen to and talk with persons who are suicidal, despairing or in a state of emotional distress. Callers are from around the United Kingdom and in non-pandemic times face to face callers are seen from the Taunton and Somerset area. The volunteers are selected and trained to undertake the sensitive task of listening to callers, encouraging them to discuss their thoughts and feelings; this is done in accordance with the policies and procedures of Samaritans as an organisation.

The Trustees confirm that they have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the Charity's aims and objectives and in planning further activities.

We do this by:

Reaching out to high-risk groups and communities to reduce the risk of suicide.

Working in partnership with other organisations and agencies.

Raising awareness of the challenges to reduce the incidence of suicide.

There are seven qualities that define Samaritans' Nature of Service:

- 24 hour availability
- Confidentiality
- Honesty
- Emotionally supportive
- Carefully structured
- Self-determination
- Safeguarding
- Each quality is accompanied by policies which must be implemented in all branches
- All branches must then use defined procedures to put these policies into effect
- All Samaritan volunteers must be aware of, and adhere to, Samaritans' Nature of Service

Through our Nature of Service we are committed to the following values:

1. Being available 24 hours a day to receive calls from people requiring emotional support.
2. To ensure and stress confidentiality of the call (within Samaritans). There are exceptions to this, for example, if there is a Safeguarding concern.

SAMARITANS OF TAUNTON AND SOMERSET

REPORT OF THE TRUSTEES

FOR THE YEAR ENDED 31 MARCH 2025

About the Samaritans - continued

3. Honesty – We publicly state how information relating to our callers is used.
4. Emotionally Supportive:  
Callers in need of Samaritans' service are accepted without prejudice and encouraged to talk or write about their feelings, acknowledge their emotions and explore options.  
Volunteers use their listening skills, recognise the needs of callers and respond appropriately.  
Volunteers will not impose their own convictions or influence callers in regards to politics, philosophy or religion.
5. Samaritans aim to offer a carefully constructed and consistent response to our callers. The support we offer is regularly reviewed and evaluated.
6. Self Determination. Callers remain responsible for their own decisions and do not lose the right to make decisions even if that decision is to take their own life. This belief underpins all our contact with callers. In situations where we suspect the caller is a child or a vulnerable adult who cannot make their own decision, and in a position of harm, this principle is subject to the limits imposed by our Safeguarding Policy.

Achievements and Performance

This past year at Wood Street has been one of momentum, renewal, and resilience. It has been shaped by the extraordinary commitment of our volunteers, the creativity of our outreach teams, the quiet diligence behind our safeguarding, and the warmth of a community that continues to respond generously to need. This report seeks to reflect on the past twelve months—what we have achieved, what we have learned, and where we hope to go next.

First and foremost, I extend my sincere thanks to every member of the branch. In a world increasingly characterised by disconnection and uncertainty, our collective effort to listen without judgment, to be present without conditions, and to support those in distress is nothing short of vital. It is a privilege to work alongside you. Whether you've taken regular night shifts, trained new recruits, supported outreach, raised funds, or simply offered a cup of tea and a kind word to a colleague offloading after a tough call—you have played your part in sustaining and enriching the work of Samaritans.

Operationally, we have had a strong year. Wood Street has continued to perform above national and regional averages in several key measures. In the first quarter of 2025, each active listening volunteer contributed an average of over seventeen hours of service—compared with a national average of twelve and a regional average just over thirteen. This is a remarkable achievement that speaks volumes of the commitment, flexibility, and stamina of our team. We have also made significant strides in our overnight cover, particularly between 3am and 7am, where we currently rank twelfth out of 196 branches across the country. These shifts, often overlooked, are deeply impactful, and I remain grateful to those who choose to support during the small hours.

The transition from Link to the Listening Centre presented some technical and cultural challenges. Yet, true to the spirit of the branch, our volunteers adapted quickly and with good humour. Your feedback has helped to resolve issues, and call quality and consistency have improved markedly. We are now fully embedded within the new system, and it is encouraging to hear from many of you that the experience of taking calls has become smoother and more reliable.

SAMARITANS OF TAUNTON AND SOMERSET

REPORT OF THE TRUSTEES

FOR THE YEAR ENDED 31 MARCH 2025

Achievements and Performance – continued

Volunteer recruitment and training have also flourished. This year we welcomed ten new Samaritans to Wood Street, and I am indebted to Freddie for his outstanding leadership in delivering Core Training. His attention to detail, encouragement of new voices, and ability to make learning engaging have made a strong impression. The training team, including Skills Practice Trainers and Mentors, continue to ensure that our newest colleagues feel supported and confident. Looking ahead, we are prioritising the reintroduction of Ongoing Mentoring and planning for more regular in-person sessions that give all volunteers the chance to reflect, refresh, and reconnect.

Care for our volunteers remains a central part of who we are. Dora has quietly and consistently ensured that those in difficulty or silence are not forgotten. Through regular check-ins, discretion and compassion, she helps maintain the web of support that enables all of us to offer our best selves on shift. The wellbeing of our team underpins the quality of our service, and I encourage everyone to continue making use of the resources and support available—whether you need a break, a conversation, or simply reassurance.

Outreach and fundraising have truly come into their own this year. Tracey has led with imagination, energy and courage. Her Brighton Marathon run not only raised significant funds for the branch, but also heightened our profile through Parkrun connections and the symbolic “Light the Town Green” campaign. Ella’s strategic and tireless work has borne real fruit, most notably through our relationship with Taunton Round Table, which resulted in a generous donation that will help us plan for future growth in our capacity and mentoring. We’ve maintained our visibility in the region through stands at Taunton Library, Sedgemoor Market, the Flower Show, Walk for a Life and Taunton Pride. Brew Monday and Samaritans Awareness in July allowed us to stand a post together. Many of you have been especially steadfast in this work—travelling miles, smiling through the rain, and bringing our message to new audiences.

Community fundraising has also played a key role. The Taunton Flower Show saw us awarded Best Non-Horticultural Stand and raised a generous sum, thanks to the generosity of local people and the willingness of so many of you to donate plants and time. Quiz nights at Moose Hall—beautifully run by Terri and Bryony—have grown into a joyful branch tradition, combining camaraderie with fundraising. Rory’s work overseeing the Gift Aid scheme and our branch lottery continues to provide vital funds, and I’m grateful to Roz for managing the complex task of keeping our finances in order.

Another highlight this year was the Dawn Walk fundraiser in Holcombe Rogus, organised by the local village community. Setting off in the early hours to meet the sunrise, residents and supporters walked in solidarity for mental health awareness and in honour of our branch’s work. The walk concluded with a communal breakfast—complete with bacon baps—and warm conversation, reflecting the deep-rooted generosity of our neighbours. Special thanks must go to Isla, Anya, and the organisers, who raised a truly impressive £650 for Wood Street. It was a powerful reminder that even in the earliest hours, we are not alone in what we do.

Behind the scenes, our branch has been quietly progressing plans for physical development. We are exploring options to create a second Operations Room and a more accessible entrance, responding to feedback from the Branch Review. Tommy has taken a lead on the feasibility study, and we hope these changes will enable us to better support mentoring and reduce background noise during busy shifts. The intention is to create an environment that reflects the excellence of our service—welcoming, adaptable and accessible. Douglas continues to be an excellent steward in our premises, and his quiet organisation and extraordinary time commitment should be commended.

SAMARITANS OF TAUNTON AND SOMERSET

REPORT OF THE TRUSTEES

FOR THE YEAR ENDED 31 MARCH 2025

Achievements and Performance – continued

Safeguarding and compliance have also been areas of focus. The updated DBS process has required significant attention, and I thank Tommy for his patience and clarity in supporting volunteers through it. Meanwhile, our paperwork has been commended by Central for its quality and usefulness—described as “pushing excellent.” Much credit goes to Wilf, who has taken up the role of Branch Hub Liaison Officer. His calm, informed guidance has been invaluable, and I am confident our safeguarding practice remains robust and compassionate.

Looking ahead, we move into the second phase of the current BLT’s three-year cycle—implementation. The consolidation of our processes, systems, and culture in year one has given us a strong foundation. We now look to invest our energy in improving accessibility, building stronger community links, diversifying our volunteer base, and creating clearer development pathways for those wishing to take on leadership or specialist roles. Equity, diversity and inclusion will continue to be at the heart of our practice, and I welcome all ideas that help us grow in these areas.

None of what we have achieved would have been possible without the extraordinary individuals who bring this branch to life.

Together, we have delivered a service that is not only effective, but deeply humane. We have sustained and strengthened a branch that is known for its quality, spirit, and warmth. Thank you—for your time, your care, and your belief in what we do.

Structure, Governance and Management

The Samaritans of Taunton and Somerset is a Charitable Incorporated Organisation (CIO) governed by its constitution and is a registered charity number 1170637. This Charity was registered on 8th December 2016 as an affiliate branch of the Central Charity.

The Charity is run by a Branch Committee the majority of whose members are elected by the Annual General Meeting of the members of the Charity. The Branch Committee is made up of a maximum of 10 elected members plus the Director, the Secretary, the Publicity Officer and the Treasurer. It has the power to co-opt additional members as appropriate up to one third of its membership (excluding co-opted members).

There are sub-committees for Publicity and Fundraising

The Committee meets regularly and is responsible for the general management of the administration of the Charity and its property and affairs.

The elected members of the Branch Committee automatically become Trustees of the Charity. The Committee endeavours to maintain a broad mix of skills and to ensure that this balance is maintained with individuals who are invited to offer themselves for election when the need arises.

The Trustees are familiar with the practical work of the Branch the majority are listening volunteers themselves. All new Trustees who are not volunteers attend training courses offered by the Samaritans.

The Trustees keep under review all risks and use risk assessment to ascertain any risks that the Branch may be exposed to especially in respect to the operations and its financial integrity. At the present time there are procedures in place to mitigate any exposure to any major risk.

SAMARITANS OF TAUNTON AND SOMERSETREPORT OF THE TRUSTEESFOR THE YEAR ENDED 31 MARCH 2025Treasurer's Report

The underlying income at £38,732 is in line with previous years, we have had a really good year due to the many efforts of our volunteers.

Fundraising has been exceptional this year due to sponsorships and outside collections. We have also received several unexpected donations which have helped greatly towards our running costs.

As a result, we made an unrestricted surplus of £20,763.

Expenditure was more or less in line with expectations, however it costs the charity about £59,000 per year to run and maintain the branch therefore all income is important and we are extremely grateful for all the monies we receive.

Responsibilities of the Trustees

The Constitution of Samaritans of Taunton and Somerset requires the Trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the Charity and of the surplus or deficit of the Charity for that period. In preparing those financial statements, they are required to:-

- select suitable accounting policies and then apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on a going concern basis unless it is inappropriate to presume that the Charity will continue in business.

They are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the Charity and enable them to ensure that the financial statements comply with the accounting requirements of the Charities Act 2011. They are also responsible for safeguarding the assets of the Charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Reference and Administrative Details

The reference and administrative details disclosed on page 1 form part of the Trustees' Report.

Reserves Policy

To safeguard financial risks and to ensure the financial viability of the charity, it is our policy to maintain general fund reserves at a figure of at least 18 months general expenditure. We currently have £142,077 at the year end. Please refer to note 6 of the accounts for detail in relation to designated and restricted reserves.

On behalf of the Branch Committee

.....  
A. Hallows  
Trustee

Date:

SAMARITANS OF TAUNTON AND SOMERSETINDEPENDENT EXAMINER'S REPORTTO THE TRUSTEES OF SAMARITANS OF TAUNTON AND SOMERSET

I report on the accounts of Samaritans of Taunton and Somerset for the year ended 31 March 2025 which are set out on pages 9 to 16.

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(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed.

It is my responsibility to:

- examine the accounts (under section 145 of the 2011 Act);
- to follow the procedures laid down in the General Directions given by the Charity Commissioners (under section 145(5)(b) of the 2011 Act); and
- to state whether particular matters have come to my attention.

Basis of independent examiner's report

My examination was carried out in accordance with the General Directions given by the Charity Commissioners. 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 the seeking of 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

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

- the accounting records were not kept in accordance with section 130 of the 2011 Act; or
- the accounts did not accord with the accounting records; or
- the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered part of an independent examination.

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

Mrs K Davies FCCA  
Westcotts  
Chartered Accountants  
7 Castle Street  
Bridgwater

Date:

SAMARITANS OF TAUNTON AND SOMERSET

STATEMENT OF FINANCIAL ACTIVITIES

FOR THE YEAR ENDED 31ST MARCH 2025

	Notes	Year ended 31 March 2025			Year ended 31 March 2024		
		Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
		Funds	Funds	Funds	Funds	Funds	Funds
		£	£	£	£	£	£
<b>Income</b>							
Income from donations and legacies:							
Grants		-	-	-	-	-	-
Donations and gifts		8,100	-	8,100	21,781	-	21,781
Covenants and gift aid		3,503	-	3,503	2,152	-	2,152
		<u>11,603</u>	<u>-</u>	<u>11,603</u>	<u>23,933</u>	<u>-</u>	<u>23,933</u>
Income from charitable activities:							
Fundraising		21,703	-	21,703	8,215	-	8,215
Other income:							
Bank interest receivable		5,106	-	5,106	1,395	-	1,395
Other activities		320	-	320	437	-	437
<b>Total Income</b>		<u>38,732</u>	<u>-</u>	<u>38,732</u>	<u>33,980</u>	<u>-</u>	<u>33,980</u>
<b>Expenditure</b>							
Expenditure on raising funds		<u>4,939</u>	<u>1,464</u>	<u>6,403</u>	<u>4,612</u>	<u>1,453</u>	<u>6,065</u>
Expenditure on charitable activities:							
Outreach		459	366	825	522	363	885
Advertising and publicity		1,355	1,097	2,452	1,881	1,089	2,970
Operational costs		5,824	3,660	9,484	6,508	3,633	10,141
Training costs		459	366	825	871	363	1,234
Volunteer expenses		6,562	366	6,928	7,100	363	7,463
Branch contribution		38,899	-	38,899	3,857	-	3,857
		<u>53,558</u>	<u>5,855</u>	<u>59,413</u>	<u>20,739</u>	<u>5,811</u>	<u>26,550</u>
Governance costs	2	998	-	998	1,009	-	1,009
Donation to North Devon branch		-	-	-	-	-	-
<b>Total Expenditure</b>	3	<u>59,495</u>	<u>7,319</u>	<u>66,814</u>	<u>26,360</u>	<u>7,264</u>	<u>33,624</u>
<b>Net Income/(Expenditure)</b>		(20,763)	(7,319)	(28,082)	7,620	(7,264)	356
<b>Other Recognised Gains/(Losses)</b>							
Gain on revaluation of fixed assets		-	-	-	-	-	-
<b>Net Movement in Funds</b>		<u>(20,763)</u>	<u>(7,319)</u>	<u>(28,082)</u>	<u>7,620</u>	<u>(7,264)</u>	<u>356</u>
<b>Reconciliation of Funds:</b>							
<b>Total Funds brought forward</b>		142,077	190,346	332,423	134,457	197,610	332,067
<b>Transfer between funds</b>		-	-	-	-	-	-
<b>Total Funds carried forward</b>	5	<u>121,314</u>	<u>183,027</u>	<u>304,341</u>	<u>142,077</u>	<u>190,346</u>	<u>332,423</u>

The notes on pages 10 to 15 form part of these accounts.

SAMARITANS OF TAUNTON AND SOMERSETBALANCE SHEETAS AT 31ST MARCH 2025

	Notes	2025		2024	
		£	£	£	£
<b>Fixed Assets</b>					
Tangible fixed assets	4		181,629		188,948
<b>Current Assets</b>					
Debtors			-		-
Prepayments			1,119		1,058
Short term bank deposits			111,004		106,274
Cash at bank and in hand			53,052		57,746
			<u>165,175</u>		<u>165,078</u>
<b>Liabilities - Amounts falling due within one year</b>			<u>(42,463)</u>		<u>(21,603)</u>
<b>Net current assets</b>			<u>122,712</u>		<u>143,475</u>
<b>Net assets</b>			<u>304,341</u>		<u>332,423</u>
<b>Funds</b>					
Unrestricted funds	5		121,314		142,077
Restricted funds	5		54,110		61,429
Revaluation reserve	5		128,917		128,917
			<u>304,341</u>		<u>332,423</u>

Approved by the Trustees on ..... and signed on their behalf by:

A. Hallows  
Director

S. Burge  
Treasurer

The notes on pages 10 to 15 form part of these accounts.

SAMARITANS OF TAUNTON AND SOMERSETNOTES TO THE ACCOUNTSFOR THE YEAR ENDED 31 MARCH 20251 ACCOUNTING POLICIES(a) Basis of Accounting

These accounts have been prepared under the historical cost convention as modified by the revaluation of the Charity's freehold property, and in compliance with FRS102 The Financial Reporting Standard applicable in the UK and Republic of Ireland and with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (Charities SORP (FRS 102) (effective 1<sup>st</sup> January 2019)), and the Charities Act 2011. The Charity is a public benefit entity. The accounts are prepared in sterling, which is the functional currency of the Charity. The trustees have taken advantage of the exemption available to small charities not to prepare a cash flow statement. The trustees consider that there are no material uncertainties about the Charity's ability to continue as a going concern.

(b) Judgements and key sources of estimation uncertainty

The preparation of the accounts requires management to make judgements, estimates and assumptions that can affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

(c) Fund Accounting

General funds are unrestricted funds that are available for use, at the discretion of the Trustees, in furtherance of the objectives of the Charity and have not been designated for other purposes. Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. Restricted funds are funds that are to be used in accordance with specific restrictions imposed by donors or that have been raised by the Charity for particular purposes. Costs relating to such funds are charged against specific funds. The aims and use of each fund is set out in Note 6.

(d) Income Recognition

All incoming resources are included in the Statement of Financial Activities (the "SOFA") when the Charity is legally entitled to the income, there is reasonable certainty of receipt and the amount can be quantified with reasonable accuracy. The following specific policies apply to categories of income:

Donations and Gifts – These are included in the SOFA when received. Gifts in kind are valued and brought in as income and the appropriate expenditure.

Fundraising Income - Gross fundraising income from events organised by the Charity itself is included in the SOFA when received. Where deemed material, fundraising proceeds not yet received by the Charity at the year end have also been taken to income at the Trustees' estimate of likely receivable amount.

(e) Expenditure Recognition

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to that category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of the resource. Support costs have been allocated on the basis of time spent on the activity by volunteers. The following specific policies apply to categories of expenditure:

Fundraising Costs – Fundraising costs are those costs incurred in seeking voluntary contributions.

Governance Costs – Governance costs are the costs associated with the governance arrangements of the Charity, which relate to the general running of the Charity as opposed to those costs associated with fundraising or charitable activities. Included within this category are costs associated with the strategic as opposed to the day to day management of the Charity's activities.

SAMARITANS OF TAUNTON AND SOMERSETNOTES TO THE ACCOUNTS (CONTINUED)FOR THE YEAR ENDED 31 MARCH 20251 ACCOUNTING POLICIES – continuedExpenditure Recognition - continued

Support Costs – Support costs comprise the costs of activities such as the management, financial, administrative and IT, together with common services, office accommodation and communication costs. These are allocated across the categories of charitable expenditure, governance costs and the costs of generating funds. The basis of the cost allocation has been explained in the notes to the accounts.

(f) Revaluation of fixed assets

The charity has chosen to adopt an accounting policy of carrying all buildings at its revalued amount, being its fair value at the date of revaluation less any subsequent accumulated depreciation and subsequent accumulated impairment losses. The charity will undertake valuations with sufficient regularity to ensure that the carrying amount does not differ materially from the fair value of the asset at the end of the reporting period. A separate revaluation reserve is shown within the funds analysis on the balance sheet and revaluation gains are recognised as Gains on the revaluation of fixed assets within the statement of financial activities. An amount equivalent to the element of depreciation charge on the difference between the cost and valuation of the revalued property is transferred between the unrestricted funds and the revaluation reserve each year.

(g) Depreciation

Depreciation is provided on all tangible fixed assets of material value held by the Charity for its own use on a straight line basis so as to write off their cost over their estimated useful lives as follows:-

Freehold property	50 years
Motor vehicles, computers and other office equipment/furniture	4 years

(h) Taxation

Samaritans of Taunton and Somerset is a registered Charity and is therefore potentially exempt from taxation of its income and gains to the extent that they fall within Part 10 of the Income Tax Act 2007 and section 256 of the Taxation of Chargeable Gains Act 1992. No tax charge has arisen in the year.

2	<u>GOVERNANCE COSTS</u>	<u>2025</u>	<u>2024</u>
		£	£
	AGM Expenses	238	332
	Independent Examiner's Fee	690	642
	Legal Fees	<u>70</u>	<u>35</u>
		998	1,009
		=====	=====

SAMARITANS OF TAUNTON AND SOMERSETNOTES TO THE ACCOUNTS (CONTINUED)FOR THE YEAR ENDED 31 MARCH 20253 BREAKDOWN OF COSTS BY ACTIVITY

	Basis of Allocation of Support Costs <u>% of Volunteer Time</u>	Direct Costs <u>2025</u> £	Support Costs <u>2025</u> £	Total Costs <u>2025</u> £	Total Costs <u>2024</u> £
Cost of Generating Funds:					
Fundraising Costs	20.0%	3,102	3,300	6,402	6,065
Charitable Expenditure:					
Outreach	5.0%	-	825	825	885
Advertising and Publicity	15.0%	(20)	2,474	2,454	2,971
Operational Costs (including phone line)	50.0%	1,235	8,248	9,483	10,141
Training Costs	5.0%	-	825	825	1,234
Volunteer Expenses	5.0%	6,102	825	6,927	7,463
Branch Contribution		23,899	-	23,899	3,857
Governance Costs		998	-	998	1,009
	100.0%	35,317	16,497	51,814	33,625

Support Costs Analysis:	<u>2025</u> £	<u>2024</u> £
Postage, Printing and Stationery	474	926
Repairs and Renewals	1,480	1,629
Cleaning and Housekeeping	481	710
Water, Light and Heat	4,547	4,048
Insurances	999	805
Office Telephones	529	552
Depreciation	7,319	8,809
Miscellaneous Office Costs	668	230
	16,497	17,709

SAMARITANS OF TAUNTON AND SOMERSETNOTES TO THE ACCOUNTS (CONTINUED)FOR THE YEAR ENDED 31 MARCH 20254 TANGIBLE FIXED ASSETS

	<u>Freehold Property</u>	<u>Office Equipment, Furniture &amp; Computers</u>	<u>Total</u>
	£	£	£
<u>Cost or Valuation</u>			
At 1 April 2024	200,000	50,272	250,272
Additions in Year	-	-	-
Revaluation	-	-	-
	-----	-----	-----
At 31 March 2025	200,000	50,272	250,272
	-----	-----	-----
<u>Depreciation</u>			
At 1 April 2024	12,904	48,420	61,324
Charge for Year	6,452	867	8,809
Revaluation	-	-	-
	-----	-----	-----
At 31 March 2025	19,356	49,287	69,628
	-----	-----	-----
<u>Net Book Value</u>			
At 31 March 2025	180,644	985	180,644
	=====	=====	=====
At 31 March 2024	187,096	1,852	188,948
	=====	=====	=====

The Charity's freehold premises at 16 Wood Street, Taunton was revalued by a firm of independent Chartered surveyors on an open market basis on 31st March 2022 at £200,000 and this value has been incorporated in these accounts. Market value is the estimated amount for which the property should exchange on the valuation date between a willing buyer and a willing seller in an arm's length transaction, after proper marketing and where the parties had each acted knowledgeably, prudently and without compulsion. The carrying amount is not considered to be materially different to its fair value at 31<sup>st</sup> March 2025.

The property was acquired in 1987 and the total historic cost was £63,511.

SAMARITANS OF TAUNTON AND SOMERSETNOTES TO THE ACCOUNTS (CONTINUED)FOR THE YEAR ENDED 31 MARCH 20255 RECONCILIATION OF FUNDS

	Balance 1 April 2024 £	Income £	Expenditure £	Transfer Between Funds £	Balance 31 March 2025 £
Unrestricted:					
General Fund	112,167	35,264	(44,593)	-	102,838
Designated Funds	29,910	-	-	-	29,910
	<hr/>				
	142,077	35,264	(44,593)	-	132,748
	<hr/>				
Restricted:					
Building Appeal	57,500	-	(2,000)	-	55,500
Hinkley Point C Community Fund	169	-	-	-	169
Pears Foundation Grant	769	-	(769)	-	-
GWR Grant	2,991	-	-	-	2,991
	<hr/>				
	61,429	-	(2,769)	-	58,660
	<hr/>				
Revaluation Reserve (Restricted):					
Revaluation of 16 Wood Street, Taunton	128,917	-	(4,452)	-	124,465
	<hr/>				
	128,917	-	(4,452)	-	124,465
	<hr/>				
Represented by:					
		General Fund £	Designated Funds £	Restricted Funds £	Total £
Tangible Fixed Assets		1,664	-	179,965	181,629
Current Assets		128,637	29,910	3,160	161,707
Current Liabilities		(27,463)	-	-	(27,463)
		<hr/>			
		102,838	29,910	183,125	315,873
		<hr/>			

SAMARITANS OF TAUNTON AND SOMERSETNOTES TO THE ACCOUNTS (CONTINUED)FOR THE YEAR ENDED 31 MARCH 20256 PURPOSE OF FUNDSGeneral Fund

Funds are held available for the ordinary purposes of the Charity.

Designated Funds

Designated funds are funds set aside by the Trustees for particular purposes. At 31 March 2025 these comprised the Reaching Out promotion (£6,500), a fund for the replacement of office equipment (£8,410) and a building reserve to be used for any costs arising in relation to the building (£15,000).

Restricted Funds

The building appeal fund represents the result of a specific fundraising appeal in earlier periods to acquire the Charity's freehold property. The Hinkley Point "C" Community Fund to provide emotional and other welfare support to all persons working on the site is being carried forward until the covid situation allows volunteers to travel to the site. The Pears Foundation Grant was rewarded to help pay for a branch refurbishment. The GWR Grant is to be used towards volunteer recruitment and community engagement activities.

**SAMARITANS OF TAUNTON AND SOMERSET**

England & Wales - Charity number 1170637

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# Accounts

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SAMARITANS OF TAUNTON AND SOMERSET

FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2024

CONTENTS

1	Reference and Administrative Details
2 - 9	Report of the Trustees
10	Report of the Independent Examiner
11	Statement of Financial Activities
12	Balance Sheet
13 - 18	Notes to the Accounts

Charity No. 1170637

SAMARITANS OF TAUNTON AND SOMERSET  
REFERENCE AND ADMINISTRATIVE DETAILS  
FOR THE YEAR ENDED 31 MARCH 2024

Trustees of the Branch during the year were:

N Jackaman (Secretary)  
J Crawford  
S Burge (Treasurer)  
A Hallows  
R Jacobs  
S Bannister

Registered Address:

16 Wood Street  
Taunton  
Somerset  
TA1 1UN

Registered Charity No: 1170637

Bankers:

Barclays Bank plc  
North Street  
Taunton  
Somerset  
TA1 1LZ

Independent Examiner:

Mrs T Bell  
Westcotts  
7 Castle Street  
Bridgwater  
Somerset  
TA6 3DT

SAMARITANS OF TAUNTON AND SOMERSET

REPORT OF THE TRUSTEES

FOR THE YEAR ENDED 31 MARCH 2024

The trustees present their annual report and financial statements of the Charity for the year ended 31st March 2024. The financial statements have been prepared in accordance with the accounting policies set out in Note 1 to the accounts and comply with the Charity's trust deed, Charities Act 2011 and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and the Republic of Ireland (FRS 102) (Charities SORP (FRS102) (effective 1<sup>st</sup> January 2019)).

About the Samaritans

The Charity maintains a centre for receiving telephone calls and e-mails from members of the public and also welcomes any face to face visitors to the Branch. The centre is staffed entirely by unpaid volunteers and the branch is open 365 days a year.

The main objective of the Charity is:

To listen to and talk with persons who are suicidal, despairing or in a state of emotional distress. Callers are from around the United Kingdom and in non-pandemic times face to face callers are seen from the Taunton and Somerset area. The volunteers are selected and trained to undertake the sensitive task of listening to callers, encouraging them to discuss their thoughts and feelings; this is done in accordance with the policies and procedures of Samaritans as an organisation.

The Trustees confirm that they have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the Charity's aims and objectives and in planning further activities.

We do this by:

Reaching out to high-risk groups and communities to reduce the risk of suicide.

Working in partnership with other organisations and agencies.

Raising awareness of the challenges to reduce the incidence of suicide.

There are seven qualities that define Samaritans' Nature of Service:

- 24 hour availability
- Confidentiality
- Honesty
- Emotionally supportive
- Carefully structured
- Self-determination
- Safeguarding
- Each quality is accompanied by policies which must be implemented in all branches
- All branches must then use defined procedures to put these policies into effect
- All Samaritan volunteers must be aware of, and adhere to, Samaritans' Nature of Service

Through our Nature of Service we are committed to the following values:

1. Being available 24 hours a day to receive calls from people requiring emotional support.
2. To ensure and stress confidentiality of the call (within Samaritans). There are exceptions to this, for example, if there is a Safeguarding concern.

SAMARITANS OF TAUNTON AND SOMERSET

REPORT OF THE TRUSTEES

FOR THE YEAR ENDED 31 MARCH 2024

About the Samaritans - continued

3. Honesty – We publicly state how information relating to our callers is used.
4. Emotionally Supportive:  
Callers in need of Samaritans' service are accepted without prejudice and encouraged to talk or write about their feelings, acknowledge their emotions and explore options.  
Volunteers use their listening skills, recognise the needs of callers and respond appropriately.  
Volunteers will not impose their own convictions or influence callers in regards to politics, philosophy or religion.
5. Samaritans aim to offer a carefully constructed and consistent response to our callers. The support we offer is regularly reviewed and evaluated.
6. Self Determination. Callers remain responsible for their own decisions and do not lose the right to make decisions even if that decision is to take their own life. This belief underpins all our contact with callers. In situations where we suspect the caller is a child or a vulnerable adult who cannot make their own decision, and in a position of harm, this principle is subject to the limits imposed by our Safeguarding Policy.

Achievements and Performance

Samaritans' policy requires a change of Director every three years, where possible, with a similar change of leadership team at the same time. Encouraging fresh ideas, new creative energy, and encouragement of branch members to seek and achieve personal development, this is an approach with many benefits. A significant risk is the loss of institutional memory, experience and knowledge of the workings and demands of the central charity. Samaritans continues to ponder the shape, scale and scope of leadership roles in its branches, recognizing the need for balance as it aims to deliver the safest, most positive and effective service possible, but relying on volunteers whose priority, of course, is to man the phones and fit Samaritans life into their own personal schedule.

Our branch owes a significant debt of gratitude to its previous Director, Rosie, and her excellent outgoing leadership team. They steered us through the difficult COVID-19 times, managing to sure up finances, recruit new volunteers and maintain effective links in the community despite the challenges we faced. Moreover, the branch received a much-needed face lift and in September 2023, our gardens received a wonderful facelift thanks to plants which had been part of the Samaritans listening garden at the Chelsea Flower Show, and the work of Darren Hawkes landscape gardeners, from Cornwall. Whilst the quality and safety of our service to our callers is paramount, consideration and support of the volunteer experience is also important and Rosie kept a keen eye on these matters,



measured by the success of Mr. Miles breakfast meetings, barbecues, informal dinners and teas in branch. Her encouragement of support volunteers, such an important part of our work force, was a personal priority. She has been a hard act to follow but such is the life of the Samaritans Director that one is soon swept along by the pace of change and challenges set by the central charity. The first job, and the most difficult, was establishing one's leadership team. Understandably, we join Samaritans to provide much-needed emotional support for people in despair. In surveys, most people wish this to be the extent of their commitment – quite understandably as they have busy lives and limited scope to expand their involvement. However, wider involvement in Samaritans business also brings a myriad of opportunities for personal development and use of personal and professional skills now underutilized or even undervalued.

SAMARITANS OF TAUNTON AND SOMERSET

REPORT OF THE TRUSTEES

FOR THE YEAR ENDED 31 MARCH 2024

Achievements and Performance – continued

We have just received formal feedback from our Branch Quality Review, something which takes place routinely in the first year of a new directorate. It provides a glowing appraisal of our branch, confirming the impact of Rosie's superb leadership until July 2023, and the positive impression created by the new leadership team. Trustees in Samaritans summarized an incredibly positive report; "This is an excellent review. The branch is to be congratulated for creating a successful, collaborative working environment, where everyone is aligned in making the branch work well. Your focus on inclusivity, and in particular your plans for a property that fully supports that is good to see".



At the end of year one, I am extremely grateful for the support of a superb group of people who have stepped into the Branch Leadership Team and who have worked supremely well to maintain the ethos and excellence of our Wood Street branch. Our meetings every six weeks have provided opportunities to share news and to plot the next steps as we try to move the branch even further forward. Their intelligent, experienced, and cooperative personas have been central to the fruitful discussions and sense of purpose. All the Deputy Directors, each responsible for an aspect of Samaritans business, have supported the branch members effectively, communicating clearly and striving to incorporate them into their teams. In two years' time, we will need a new Director and leadership team and knowledge of the workings of the branch will be a real help when you step into a new role on the BLT.

Tammy, DD for Recruitment, has made effective use of the much-lamented Branch Management Tool to streamline and improve the initial volunteer journey, arranging interviews, administering applications, and passing successful applicants into the training process. In theory, the software will coordinate all communications and protect data in an appropriate manner, keeping it in the Samaritans systems. She has been ably supported by a team of experienced Samaritans in the information, interview, and selection processes. In year two we hope to embed these processes and exploit their potential to the fullest. A feature of Tammy's work has been her cooperation with Freddie, DD for Training. Together they have scrutinized the Samaritans journey with the aim to make it smoother, more cohesive, and transparent. They recognize the importance of the Mentor role in this journey and in the coming year we hope to train more and enhance their understanding of how they can best help the new Samaritans towards full membership of the branch. Freddie has networked well in the Southwest region and his considerable experience and characteristic perspectives challenge fellow trainers.



We continue to train three cohorts each year. Freddie has investigated increasing group sizes from eight to ten, though such expansion brings practical downstream challenges around skills practice and mentoring. We recognize the challenge of answering calls as quickly as possible, for demand is always high and suicidal thoughts can strike at any time. Many services are only available during office hours and our pride continues that Samaritans are there around the clock. Successful recruitment and training, growing our branch numbers, is important but equally important is the minimization of attrition, something which is a concern around branches nationally. At the time of writing we have eighty-seven active listening volunteers, up from seventy-nine in July 2023. We have successfully trained and embedded fifteen new Samaritans in the last twelve months, so it seems clear that our low attrition rate is an important feature which allows us to maintain and even grow our numbers. Research suggests that, on average, a volunteer stays for about three years. We hope to buck this trend by maintaining the Taunton branch as an excellent, welcoming, and supportive place to meet like-minded folk and find personal fulfilment.

SAMARITANS OF TAUNTON AND SOMERSET

REPORT OF THE TRUSTEES

FOR THE YEAR ENDED 31 MARCH 2024

Achievements and Performance – continued

Our branch survey, sent out at the time of our Branch Quality Review, provided important feedback, and confirmed the loyalty and commitment of our Samaritans. Chief concerns revolved around reliability of the wi-fi and telephony in the branch, volunteers frustrated by dropped calls and sound quality. Deeper investigation revealed that our statistics were in line with national levels for these issues at each of our three duty stations. Issues seemed to stem from deeper seated problems being addressed by the central charity.

Wilson, as Vice Director for Compliance, has been an invaluable asset in the branch and a supportive friend to many of us. His personal drive is exceptional, and he has steered us through stiff regulatory challenges. From March 2024, Samaritans faced the challenge of maintaining its service whilst increasing the level scrutiny in the Criminal Records Checks of all volunteers. Samaritans needed to update the scope of checks across the organisation to achieve the best level of protection for those that encounter us. We were included in the first group of branches to upgrade DBS checks, of all volunteers, in a short three-month period. Some unavoidable technical issues arose, of course, but Wilson and Tommy worked tirelessly to provide personal support for all branch members and, characteristically, the challenging goal was achieved in good time.

In the next six months or so, we will embrace significant changes in telephony within the branch. Samaritans' national platform, Link, reaches the end of its life this year and moves are afoot to move all branches to VOIP calling which moves us away from analogue telephony, into the digital age, and bypasses the cabling and hardware of our current setup. Pilot studies are encouraging, and we will welcome this move which will allow us to increase the number of workstations and upgrade the wi-fi from copper cable to fibre. I write in the hope that these changes will bring improvements to the reliability of our in-house technology with associated benefits for our callers. Wilson will again steer the branch through this phase which should be complete by early 2025. Over the course of 2024, Samaritans will be migrating online chat and UK telephone helpline service to its new Listening Centre and the Welsh Language line. In 2025 they will also be migrating the UK email service, Republic of Ireland helpline and email service to the same platform. In Taunton, our hope is to offer the email service again, from 2025. The email hub in Samaritans has encountered capacity challenges and the charity is looking to return part of the email support to the branches. I welcome this opportunity which will complement our excellent support of callers on the phone. In May 2023, we responded to 1674 calls on the phone; in May 2024 we fielded 1931, an increase made possible by improved rota coverage and consistent volunteer numbers. During the past twelve months we fielded 23938 calls in our branch, up from 21379 in the previous year. We are one of few branches that continues to run four-hour shifts. As a result, we compare extremely favourably in the region in terms of calls supported. We have discussed how we can make the rota more flexible, but we also recognise the value of spending more time in branch, allowing important interactions with other friends in the branch and sharing of good practice.

We share pride in our branch, its successes and growth. Tracey, our energetic and visionary DD for Outreach, has worked synergistically with Ella, Fundraising Lead, a significant strength in our branch. Tracey's tireless work has nourished the roots of existing contacts at Bridgwater Wellbeing Café, Food Bank, Library and Sedgemoor Market but she has also spread tendrils everywhere in the local area. We supported Walk for a Life in September, and were present to meet people at Taunton Pride, the Flower Show, and a range of freshers' events at local colleges. Again, these are only possible if we enjoy the support of our own Samaritans, many who are outreach trained and therefore might provide face to face support to people they meet. For a branch which, like so many, has become unable to offer a face-to-face service since COVID times, we are proud to have supported thirty-one callers outside the branch in the past year. This emphasizes the importance of our being out in the community. We recognise the widespread challenges around mental health but also the increasing openness with which people talk about it. This is so important, and we make access to our service a priority.



SAMARITANS OF TAUNTON AND SOMERSETREPORT OF THE TRUSTEESFOR THE YEAR ENDED 31 MARCH 2024Achievements and Performance – continued

Brew Money and Small Talk campaigns provide great opportunities for us all to populate station platforms and other settings, to meet people and tell them about our work. Important conversations stem from these contacts. We have set up a Talks Team now, hoping to draw from the amazing work of Samaritans like Wendy, Simon and Ted who are experts in this field. Our calendar is filling up encouragingly, as we visit groups and businesses around the county to tell them about our work and aims.

In April 2024, Samaritans was the main charity supported by the London Marathon. Simon was selected to be a support volunteer at the event, but 'matters-marathon' took over around that weekend in Taunton too. We were present (and out of puff) at Park Run, enjoyed a carb-loading meal at Ask Italian, and were thrilled to light up parts of the county including Chard town hall, Wellington Monument and Taunton School.



Ella's experience in the wider commercial world is invaluable. While managing a young family and changes in personal circumstances, she has shaken the tree to develop wide ranging opportunities for meeting the local business community, enhancing understanding of our work and our reputation, and generating new income streams. Membership of Somerset Chamber of Commerce has introduced new friends and benefactors. To mark seventy years of Samaritans listening, we held a memorable cake and prosecco gathering at the ever-welcoming Worlds End pub, which was well attended by local businesses, some who have already asked for talks and even offered generous donations. Taunton Round Table were welcomed to the branch in the spring when we talked to about twenty-five guests about our work and plans for the branch. We are proud to be their chosen charity in the coming year and to be part of their Gala Dinner in the autumn which we hope will raise a significant sum to support our plans to develop the branch to make it more accessible on the ground floor.

Ella is a driven, goal-focused character and I am glad to have her on our leadership team. Fundraising and awareness remain chief goals and significant challenges as we strive to meet the running costs from donations and collections alone. We are grateful to the many volunteers who give their time to supporting callers but who also make a financial contribution to the branch. There are many ways to help with this including the restored 'trading post,' lottery draw, and regular quizzes supported by our wonderful friends at the Order of the Moose, at Moose Hall. Every little bit really does help. Tracey ran the Brighton Marathon, Nicola the Taunton 10K and Frances stretched her dog Molly to her limit for the Samaritans dog walking challenge in November. We have been generously endowed by friends around the county, through their own fundraising efforts in their community, art shows or through collections at talks, after funeral services or in bequests. In the past year, we have mourned the loss of dear friends and recent Samaritans, Kim, and Nell.



## SAMARITANS OF TAUNTON AND SOMERSET

### REPORT OF THE TRUSTEES

FOR THE YEAR ENDED 31 MARCH 2024

#### Achievements and Performance – continued

Roz stepped into Sid's considerable Treasurer's brogues last July and I must record my thanks to her for taking on this complex and demanding role. Banking should have gotten easier over the years, but it is no longer easy to pass on cash donations which so often arrive in buckets in the back office! We are grateful for QR codes, Sum-Up machines and the Enthuse fundraising platforms which keep money coming in digitally, but we will continue to stand a post on collection days, in high streets and supermarkets, to raise awareness around the local community.



Several volunteers have struggled to return to the branch since COVID times and it is with sadness that they feel they need to step away from the phones. I can only imagine the hole that leaves in one's life, and I am keen to offer any departing friend the chance to stay in touch with our branch through our currently embryonic Friends of Taunton Samaritans group. My hope is that they will stay connected with our business and feel their connection to something of such personal significance. At the very least we will aim to run a couple of friends events each year, on witty dates such as 11/6 and 12/3, or even Samaritans Awareness Day, 24/7.

Our branch in Wood Street is loved by our volunteers who feel it is a home from home, offering a comfortable and welcoming environment. This is only possible because our DD for Premises, the amazing Douglas, attends its business with such care and attention. To remain compliant these days is no mean feat, so his attention to the monthly checks and annual services are essential and appreciated. This does Douglas no justice! He is a dynamo who works tirelessly behind the scenes to look after us. As they say, "Nobody knows what I do until I don't do it." So true for Douglas.



Completing the leadership team are Eliza, DD for Leaders, Dora, DD for Volunteer Care and Glenda, Vice Director with overview of volunteers. We could not wish for three more dedicated, skilled and caring leaders in our branch. The welfare of our volunteers is uppermost in their considerations, and they work quietly and assertively, often behind the scenes, to connect with folk who might be struggling, to offer flexible support and encouragement and to engender feelings of being valued which are so important to us all.

Exciting times lie ahead. We will establish a Lead for EDI in the autumn and we will all undertake mandatory training in this area next year. This complements our wider aims around inclusivity, to encourage a diverse range of people to work in Wood Street.

I could name so many people who make such a contribution in our branch, in all realms of our shared lives. Your efforts, expertise and investment are deeply appreciated.

To close it is important to list the agreed actions from our successful Branch Review. By doing so I am challenging our BLT and all volunteers to step up and meet these goals. I hope to report our considerable progress this time next year and to record twelve more enjoyable months of shared growth.

- Build on the Samaritan's life journey - "One pathway ethos".
- Develop teams within each Directorate.
- Develop EDI within the Branch.



SAMARITANS OF TAUNTON AND SOMERSET

FOR THE YEAR ENDED 31 MARCH 2024

REPORT OF THE TRUSTEES

Achievements and Performance -- continued

- Investigate the opportunity to create a more inclusive and accessible environment.
- Maintain and sustain the quality of service delivered by the Branch.

Structure, Governance and Management

The Samaritans of Taunton and Somerset is a Charitable Incorporated Organisation (CIO) governed by its constitution and is a registered charity number 1170637. This Charity was registered on 8th December 2016 as an affiliate branch of the Central Charity.

The Charity is run by a Branch Committee the majority of whose members are elected by the Annual General Meeting of the members of the Charity. The Branch Committee is made up of a maximum of 10 elected members plus the Director, the Secretary, the Publicity Officer and the Treasurer. It has the power to co-opt additional members as appropriate up to one third of its membership (excluding co-opted members).

There are sub-committees for Publicity and Fundraising

The Committee meets regularly and is responsible for the general management of the administration of the Charity and its property and affairs.

The elected members of the Branch Committee automatically become Trustees of the Charity. The Committee endeavours to maintain a broad mix of skills and to ensure that this balance is maintained with individuals who are invited to offer themselves for election when the need arises.

The Trustees are familiar with the practical work of the Branch the majority are listening volunteers themselves. All new Trustees who are not volunteers attend training courses offered by the Samaritans.

The Trustees keep under review all risks and use risk assessment to ascertain any risks that the Branch may be exposed to especially in respect to the operations and its financial integrity. At the present time there are procedures in place to mitigate any exposure to any major risk.

Treasurer's Report

The underlying income at £33,980 is in line with previous years, we have had a really good year due to the many efforts of our volunteers.

Fundraising has been exceptional this year due to sponsorships and outside collections. We have also received several unexpected donations which have helped greatly towards our running costs.

As a result, we made an unrestricted surplus of £7,620.

Expenditure was more or less in line with expectations, however it costs the charity about £45,000 per year to run and maintain the branch therefore all income is important and we are extremely grateful for all the monies we receive.

SAMARITANS OF TAUNTON AND SOMERSETREPORT OF THE TRUSTEESFOR THE YEAR ENDED 31 MARCH 2024Responsibilities of the Trustees

The Constitution of Samaritans of Taunton and Somerset requires the Trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the Charity and of the surplus or deficit of the Charity for that period. In preparing those financial statements, they are required to:-

- select suitable accounting policies and then apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on a going concern basis unless it is inappropriate to presume that the Charity will continue in business.

They are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the Charity and enable them to ensure that the financial statements comply with the accounting requirements of the Charities Act 2011. They are also responsible for safeguarding the assets of the Charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Reference and Administrative Details

The reference and administrative details disclosed on page 1 form part of the Trustees' Report.

Reserves Policy

To safeguard financial risks and to ensure the financial viability of the charity, it is our policy to maintain general fund reserves at a figure of at least 18 months general expenditure. We currently have £142,077 at the year end. Please refer to note 6 of the accounts for detail in relation to designated and restricted reserves.

On behalf of the Branch Committee

.....  
A. Hallows  
Trustee

20 August 2024

SAMARITANS OF TAUNTON AND SOMERSETINDEPENDENT EXAMINER'S REPORTTO THE TRUSTEES OF SAMARITANS OF TAUNTON AND SOMERSET

I report on the accounts of Samaritans of Taunton and Somerset for the year ended 31 March 2024 which are set out on pages 9 to 16.

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(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed.

It is my responsibility to:

- examine the accounts (under section 145 of the 2011 Act);
- to follow the procedures laid down in the General Directions given by the Charity Commissioners (under section 145(5)(b) of the 2011 Act); and
- to state whether particular matters have come to my attention.

Basis of independent examiner's report

My examination was carried out in accordance with the General Directions given by the Charity Commissioners. 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 the seeking of 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 2011 Act; and
  - to prepare accounts which accord with the accounting records, Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (Charities SORP (FRS 102) (effective 1<sup>st</sup> January 2019)) and in other respects 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.



Mrs T Bell CTA ATT (fellow)  
Westcotts  
Chartered Accountants  
7 Castle Street  
Bridgwater

20 August 2024

SAMARITANS OF TAUNTON AND SOMERSET

STATEMENT OF FINANCIAL ACTIVITIES

FOR THE YEAR ENDED 31ST MARCH 2024

	Notes	Year ended 31 March 2024			Year ended 31 March 2023		
		Unrestricted Funds £	Restricted Funds £	Total Funds £	Unrestricted Funds £	Restricted Funds £	Total Funds £
<b>Income</b>							
Income from donations and legacies:							
Grants		-	-	-	-	7,907	7,907
Donations and gifts		21,781	-	21,781	22,320	-	22,320
Covenants and gift aid		2,152	-	2,152	6,024	-	6,024
		<u>23,933</u>	<u>-</u>	<u>23,933</u>	<u>28,344</u>	<u>7,907</u>	<u>36,251</u>
Income from charitable activities:							
Fundraising		8,215	-	8,215	4,362	-	4,362
Other income:							
Bank interest receivable		1,395	-	1,395	1,093	-	1,093
Other activities		437	-	437	1,586	-	1,586
		<u>33,980</u>	<u>-</u>	<u>33,980</u>	<u>35,385</u>	<u>7,907</u>	<u>43,292</u>
<b>Expenditure</b>							
Expenditure on raising funds		<u>4,612</u>	<u>1,453</u>	<u>6,065</u>	<u>3,626</u>	<u>1,453</u>	<u>5,079</u>
Expenditure on charitable activities:							
Outreach		522	363	885	700	363	1,063
Advertising and publicity		1,881	1,089	2,970	207	4,066	4,273
Operational costs		6,508	3,633	10,141	8,582	3,633	12,215
Training costs		871	363	1,234	1,641	363	2,004
Volunteer expenses		7,100	363	7,463	7,218	7,592	14,810
Branch contribution		3,857	-	3,857	21,065	-	21,065
		<u>20,739</u>	<u>5,811</u>	<u>26,550</u>	<u>39,413</u>	<u>16,017</u>	<u>55,430</u>
Governance costs	2	1,009	-	1,009	987	-	987
Donation to North Devon branch		-	-	-	3,000	-	3,000
<b>Total Expenditure</b>	3	<u>26,360</u>	<u>7,264</u>	<u>33,624</u>	<u>44,026</u>	<u>17,470</u>	<u>64,496</u>
<b>Net Income/(Expenditure)</b>		7,620	(7,264)	356	(11,641)	(9,563)	(21,204)
<b>Other Recognised Gains/(Losses)</b>							
Gain on revaluation of fixed assets		-	-	-	-	-	-
<b>Net Movement in Funds</b>		<u>7,620</u>	<u>(7,264)</u>	<u>356</u>	<u>(11,641)</u>	<u>(9,563)</u>	<u>(21,204)</u>
<b>Reconciliation of Funds:</b>							
<b>Total Funds brought forward</b>		134,457	197,610	332,067	146,098	207,173	353,271
<b>Transfer between funds</b>		-	-	-	-	-	-
<b>Total Funds carried forward</b>	5	<u>142,077</u>	<u>190,346</u>	<u>332,423</u>	<u>134,457</u>	<u>197,610</u>	<u>332,067</u>

The notes on pages 13 to 18 form part of these accounts.

SAMARITANS OF TAUNTON AND SOMERSETBALANCE SHEETAS AT 31ST MARCH 2024

	Notes	2024		2023	
		£	£	£	£
<b>Fixed Assets</b>					
Tangible fixed assets	4		188,948		197,757
<b>Current Assets</b>					
Debtors			-		-
Prepayments			1,058		1,014
Short term bank deposits			106,274		134,707
Cash at bank and in hand			<u>57,746</u>		<u>16,684</u>
			165,078		152,405
<b>Liabilities - Amounts falling due within one year</b>			<u>(21,603)</u>		<u>(18,095)</u>
<b>Net current assets</b>			<u>143,475</u>		<u>134,310</u>
<b>Net assets</b>			<u><u>332,423</u></u>		<u><u>332,067</u></u>
<b>Funds</b>					
Unrestricted funds	5		142,077		134,457
Restricted funds	5		61,429		64,241
Revaluation reserve	5		<u>128,917</u>		<u>133,369</u>
			<u><u>332,423</u></u>		<u><u>332,067</u></u>

Approved by the Trustees on 20 August 2024 and signed on their behalf by:

A. Hallows  
Director

S. Burge  
Treasurer

The notes on pages 13 to 18 form part of these accounts.

SAMARITANS OF TAUNTON AND SOMERSETNOTES TO THE ACCOUNTSFOR THE YEAR ENDED 31 MARCH 20241 ACCOUNTING POLICIES(a) Basis of Accounting

These accounts have been prepared under the historical cost convention as modified by the revaluation of the Charity's freehold property, and in compliance with FRS102 The Financial Reporting Standard applicable in the UK and Republic of Ireland and with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (Charities SORP (FRS 102) (effective 1<sup>st</sup> January 2019)), and the Charities Act 2011. The Charity is a public benefit entity. The accounts are prepared in sterling, which is the functional currency of the Charity. The trustees have taken advantage of the exemption available to small charities not to prepare a cash flow statement. The trustees consider that there are no material uncertainties about the Charity's ability to continue as a going concern.

(b) Judgements and key sources of estimation uncertainty

The preparation of the accounts requires management to make judgements, estimates and assumptions that can affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

(c) Fund Accounting

General funds are unrestricted funds that are available for use, at the discretion of the Trustees, in furtherance of the objectives of the Charity and have not been designated for other purposes. Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. Restricted funds are funds that are to be used in accordance with specific restrictions imposed by donors or that have been raised by the Charity for particular purposes. Costs relating to such funds are charged against specific funds. The aims and use of each fund is set out in Note 6.

(d) Income Recognition

All incoming resources are included in the Statement of Financial Activities (the "SOFA") when the Charity is legally entitled to the income, there is reasonable certainty of receipt and the amount can be quantified with reasonable accuracy. The following specific policies apply to categories of income:

Donations and Gifts – These are included in the SOFA when received. Gifts in kind are valued and brought in as income and the appropriate expenditure.

Fundraising Income - Gross fundraising income from events organised by the Charity itself is included in the SOFA when received. Where deemed material, fundraising proceeds not yet received by the Charity at the year end have also been taken to income at the Trustees' estimate of likely receivable amount.

(e) Expenditure Recognition

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to that category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of the resource. Support costs have been allocated on the basis of time spent on the activity by volunteers. The following specific policies apply to categories of expenditure:

Fundraising Costs – Fundraising costs are those costs incurred in seeking voluntary contributions.

Governance Costs – Governance costs are the costs associated with the governance arrangements of the Charity, which relate to the general running of the Charity as opposed to those costs associated with fundraising or charitable activities. Included within this category are costs associated with the strategic as opposed to the day to day management of the Charity's activities.

SAMARITANS OF TAUNTON AND SOMERSETNOTES TO THE ACCOUNTS (CONTINUED)FOR THE YEAR ENDED 31 MARCH 20241 ACCOUNTING POLICIES – continuedExpenditure Recognition - continued

Support Costs – Support costs comprise the costs of activities such as the management, financial, administrative and IT, together with common services, office accommodation and communication costs. These are allocated across the categories of charitable expenditure, governance costs and the costs of generating funds. The basis of the cost allocation has been explained in the notes to the accounts.

(f) Revaluation of fixed assets

The charity has chosen to adopt an accounting policy of carrying all buildings at its revalued amount, being its fair value at the date of revaluation less any subsequent accumulated depreciation and subsequent accumulated impairment losses. The charity will undertake valuations with sufficient regularity to ensure that the carrying amount does not differ materially from the fair value of the asset at the end of the reporting period. A separate revaluation reserve is shown within the funds analysis on the balance sheet and revaluation gains are recognised as Gains on the revaluation of fixed assets within the statement of financial activities. An amount equivalent to the element of depreciation charge on the difference between the cost and valuation of the revalued property is transferred between the unrestricted funds and the revaluation reserve each year.

(g) Depreciation

Depreciation is provided on all tangible fixed assets of material value held by the Charity for its own use on a straight line basis so as to write off their cost over their estimated useful lives as follows:-

Freehold property	50 years
Motor vehicles, computers and other office equipment/furniture	4 years

(h) Taxation

Samaritans of Taunton and Somerset is a registered Charity and is therefore potentially exempt from taxation of its income and gains to the extent that they fall within Part 10 of the Income Tax Act 2007 and section 256 of the Taxation of Chargeable Gains Act 1992. No tax charge has arisen in the year.

2	<u>GOVERNANCE COSTS</u>	<u>2024</u>	<u>2023</u>
		£	£
	AGM Expenses	332	458
	Independent Examiner's Fee	642	600
	Legal Fees	<u>35</u>	<u>(71)</u>
		1,009	987
		==	==

SAMARITANS OF TAUNTON AND SOMERSET

NOTES TO THE ACCOUNTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

3 BREAKDOWN OF COSTS BY ACTIVITY

	Basis of Allocation of Support Costs <u>% of Volunteer Time</u>	Direct Costs <u>2024</u> £	Support Costs <u>2024</u> £	Total Costs <u>2024</u> £	Total Costs <u>2023</u> £
Cost of Generating Funds:					
Fundraising Costs	20.0%	2,521	3,544	6,065	5,079
Charitable Expenditure:					
Outreach	5.0%	-	885	885	1,063
Advertising and Publicity	15.0%	315	2,656	2,971	4,273
Operational Costs (including phone line)	50.0%	1,287	8,854	10,141	12,215
Training Costs	5.0%	349	885	1,234	2,004
Volunteer Expenses	5.0%	6,578	885	7,463	14,810
Branch Contribution		3,857	-	3,857	21,065
Donation to North Devon branch		-	-	-	3,000
Governance Costs		1,009	-	1,009	987
	100.0%	15,916	17,709	33,625	64,496

Support Costs Analysis:	<u>2024</u> £	<u>2023</u> £
Postage, Printing and Stationery	926	1,367
Repairs and Renewals	1,629	861
Cleaning and Housekeeping	710	1,015
Water, Light and Heat	4,048	5,869
Business Rates	-	472
Insurances	805	1,029
Office Telephones	552	678
Depreciation	8,809	9,976
Miscellaneous Office Costs	230	-
	17,709	21,265

SAMARITANS OF TAUNTON AND SOMERSETNOTES TO THE ACCOUNTS (CONTINUED)FOR THE YEAR ENDED 31 MARCH 2024

4 <u>TANGIBLE FIXED ASSETS</u>	<u>Freehold Property</u> £	<u>Office Equipment, Furniture &amp; Computers</u> £	<u>Total</u> £
<u>Cost or Valuation</u>			
At 1 April 2023	200,000	50,272	250,272
Additions in Year	-	-	-
Revaluation	-	-	-
	-----	-----	-----
At 31 March 2024	200,000	50,272	250,272
	-----	-----	-----
<u>Depreciation</u>			
At 1 April 2023	6,452	46,063	52,515
Charge for Year	6,452	2,357	8,809
Revaluation	-	-	-
	-----	-----	-----
At 31 March 2024	12,904	48,420	61,324
	-----	-----	-----
<u>Net Book Value</u>			
At 31 March 2024	187,096	1,852	188,948
	=====	=====	=====
At 31 March 2023	193,548	4,209	197,757
	=====	=====	=====

The Charity's freehold premises at 16 Wood Street, Taunton was revalued by a firm of independent Chartered surveyors on an open market basis on 31st March 2022 at £200,000 and this value has been incorporated in these accounts. Market value is the estimated amount for which the property should exchange on the valuation date between a willing buyer and a willing seller in an arm's length transaction, after proper marketing and where the parties had each acted knowledgeably, prudently and without compulsion. The carrying amount is not considered to be materially different to its fair value at 31<sup>st</sup> March 2024.

The property was acquired in 1987 and the total historic cost was £63,511.

SAMARITANS OF TAUNTON AND SOMERSET

NOTES TO THE ACCOUNTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

5 RECONCILIATION OF FUNDS

	Balance 1 April <u>2023</u> £	<u>Income</u> £	<u>Expenditure</u> £	Transfer Between <u>Funds</u> £	Balance 31 March <u>2024</u> £
Unrestricted:					
General Fund	104,547	33,980	(26,360)	-	112,167
Designated Funds	29,910	-	-	-	29,910
	<hr/> 134,457	33,980	(26,360)	-	<hr/> 142,077
Restricted:					
Building Appeal	59,500	-	(2,000)	-	57,500
Hinkley Point C Community Fund	169	-	-	-	169
Pears Foundation Grant	1,581	-	(812)	-	769
GWR Grant	2,991	-	-	-	2,991
	<hr/> 64,241	-	(2,812)	-	<hr/> 61,429
Revaluation Reserve (Restricted):					
Revaluation of 16 Wood Street, Taunton	133,369	-	(4,452)	-	128,917
	<hr/> 133,369	-	(4,452)	-	<hr/> 128,917

Represented by:	<u>General Fund</u> £	<u>Designated Funds</u> £	<u>Restricted Funds</u> £	<u>Total</u> £
Tangible Fixed Assets	1,764	-	187,184	188,948
Current Assets	132,006	29,910	3,162	165,078
Current Liabilities	(21,603)	-	-	(21,603)
	<hr/> 112,167	29,910	190,346	<hr/> 332,423

SAMARITANS OF TAUNTON AND SOMERSETNOTES TO THE ACCOUNTS (CONTINUED)FOR THE YEAR ENDED 31 MARCH 20246 PURPOSE OF FUNDSGeneral Fund

Funds are held available for the ordinary purposes of the Charity.

Designated Funds

Designated funds are funds set aside by the Trustees for particular purposes. At 31 March 2024 these comprised the Reaching Out promotion (£6,500), a fund for the replacement of office equipment (£8,410) and a building reserve to be used for any costs arising in relation to the building (£15,000).

Restricted Funds

The building appeal fund represents the result of a specific fundraising appeal in earlier periods to acquire the Charity's freehold property.

The Hinkley Point "C" Community Fund to provide emotional and other welfare support to all persons working on the site is being carried forward until the covid situation allows volunteers to travel to the site.

The Pears Foundation Grant was rewarded to help pay for a branch refurbishment.

The GWR Grant is to be used towards volunteer recruitment and community engagement activities.

**SAMARITANS OF TAUNTON AND SOMERSET**

England & Wales - Charity number 1170637

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# Accounts

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SAMARITANS OF TAUNTON AND SOMERSET

FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2023

CONTENTS

1	Reference and Administrative Details
2 - 8	Report of the Trustees
9	Report of the Independent Examiner
10	Statement of Financial Activities
11	Balance Sheet
12 - 17	Notes to the Accounts

Charity No. 1170637

SAMARITANS OF TAUNTON AND SOMERSET  
REFERENCE AND ADMINISTRATIVE DETAILS  
FOR THE YEAR ENDED 31 MARCH 2023

Trustees of the Branch during the year were:

N Jackaman (Treasurer and Secretary)  
J Crawford  
S Burge (appointed Sept 2022)  
A Hallows  
R Jacobs  
I Chetland (resigned Apr 2022)  
S Bannister

Registered Address:

16 Wood Street  
Taunton  
Somerset  
TA1 1UN

Registered Charity No: 1170637

Bankers:

Barclays Bank plc  
North Street  
Taunton  
Somerset  
TA1 1LZ

Independent Examiner:

Mrs K Davies  
Westcotts  
7 Castle Street  
Bridgwater  
Somerset  
TA6 3DT

SAMARITANS OF TAUNTON AND SOMERSET

REPORT OF THE TRUSTEES

FOR THE YEAR ENDED 31 MARCH 2023

The trustees present their annual report and financial statements of the Charity for the year ended 31st March 2023. The financial statements have been prepared in accordance with the accounting policies set out in Note 1 to the accounts and comply with the Charity's trust deed, Charities Act 2011 and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and the Republic of Ireland (FRS 102) (Charities SORP (FRS102) (effective 1<sup>st</sup> January 2019)).

About the Samaritans

The Charity maintains a centre for receiving telephone calls and e-mails from members of the public and also welcomes any face to face visitors to the Branch. The centre is staffed entirely by unpaid volunteers and the branch is open 365 days a year.

The main objective of the Charity is:

To listen to and talk with persons who are suicidal, despairing or in a state of emotional distress. Callers are from around the United Kingdom and in non-pandemic times face to face callers are seen from the Taunton and Somerset area. The volunteers are selected and trained to undertake the sensitive task of listening to callers, encouraging them to discuss their thoughts and feelings; this is done in accordance with the policies and procedures of Samaritans as an organisation.

The Trustees confirm that they have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the Charity's aims and objectives and in planning further activities.

We do this by:

Reaching out to high-risk groups and communities to reduce the risk of suicide.

Working in partnership with other organisations and agencies.

Raising awareness of the challenges to reduce the incidence of suicide.

There are seven qualities that define Samaritans' Nature of Service:

- 24 hour availability
- Confidentiality
- Honesty
- Emotionally supportive
- Carefully structured
- Self-determination
- Safeguarding
- Each quality is accompanied by policies which must be implemented in all branches
- All branches must then use defined procedures to put these policies into effect
- All Samaritan volunteers must be aware of, and adhere to, Samaritans' Nature of Service

Through our Nature of Service we are committed to the following values:

1. Being available 24 hours a day to receive calls from people requiring emotional support.
2. To ensure and stress confidentiality of the call (within Samaritans). There are exceptions to this, for example, if there is a Safeguarding concern.

SAMARITANS OF TAUNTON AND SOMERSET

REPORT OF THE TRUSTEES

FOR THE YEAR ENDED 31 MARCH 2023

About the Samaritans - continued

3. Honesty – We publicly state how information relating to our callers is used.
4. Emotionally Supportive:  
Callers in need of Samaritans' service are accepted without prejudice and encouraged to talk or write about their feelings, acknowledge their emotions and explore options.  
Volunteers use their listening skills, recognise the needs of callers and respond appropriately.  
Volunteers will not impose their own convictions or influence callers in regards to politics, philosophy or religion.
5. Samaritans aim to offer a carefully constructed and consistent response to our callers. The support we offer is regularly reviewed and evaluated.
6. Self Determination. Callers remain responsible for their own decisions and do not lose the right to make decisions even if that decision is to take their own life. This belief underpins all our contact with callers. In situations where we suspect the caller is a child or a vulnerable adult who cannot make their own decision, and in a position of harm, this principle is subject to the limits imposed by our Safeguarding Policy.

Achievements and Performance

Samaritan's vision is that fewer people die by suicide. We all work to achieve this vision by being available 24 hours a day to provide emotional support for people who are experiencing emotional distress, despair and suicidal feelings. We also reach out to communities where the risk of suicide is high. Ultimately, everything we do shares that common aim.

Every ten seconds a Samaritan responds to a call for help.

Between January and December 2022 Samaritans of Taunton and Somerset received 22,628 calls and spent 6,107 hours on the phones. As I write our branch has a total of 107 volunteers who generously give their time and support to our organisation. There are 80 Listening Volunteers, 6 Probationers, 5 Trainee Samaritans and 16 Support Volunteers.

Our numbers vary constantly with a new intake of approximately 24 volunteers per year but unfortunately almost the same number leave each year mostly due to family and work pressures; this is not unusual and the same happens in other branches around the country. Recruitment and retention of volunteers is a vital part of our strategy and an important role in our branch, excellently fulfilled by Glenda and her team.

Julie Bentley the CEO of Samaritans who has been touring around all the branches visited our branch in November and met a representation of 8 volunteers. We discussed a number of matters around Safeguarding and the implementation of the new strategy as outlined in last year's AGM; also the need for better communication and diffusing the troublesome 'us and them' attitude to central office.

Our aim to be more diverse and inclusive will see a Deputy Director for EDI appointed soon. Thank you to Tammy for attending the meetings. Samaritans' overall plan is built around the voices and experiences of marginalised communities including people of colour, disabled people, people living with mental ill health, LGBTQ+ people and people with socio-economic disadvantage.

For all branches nights can be difficult shifts to fill. These are truly the hours of need and sadly around the country in the early hours some calls go unanswered because there are not enough volunteers on shift. There has been a big drive centrally to get more volunteers to cover night shifts. Taunton has a good record and at present, spread over

SAMARITANS OF TAUNTON AND SOMERSET

REPORT OF THE TRUSTEES

FOR THE YEAR ENDED 31 MARCH 2023

Achievements and Performance – continued

the week, we cover thirty hours overnight. With more volunteers we hope to cover more of these hours of need.

Our main contact with our callers at present is by telephone.

Following the Safeguarding Review seeing callers face to face again is now a possibility and the logistics of this within our branch is being discussed. Within Samaritans a Children's Review is taking place; this comprehensive review will help to decide what our future approach to under-18s should be; the service we offer to children needs to be safe and beneficial.

We are still hoping to introduce webchat later in the year, which has proved to be working well in other branches. The centralised Samaritan Email Hub is now up and running; emails are no longer written to callers in Taunton. Hubs are part of the restructure within Samaritans and as well as an Email Hub we also have a Caller Support and Safeguarding hub. Wilson is our liaison here, along with his many other hats, GDPR, Safeguarding, and DBS checking. He capably supports branch volunteers and particularly helps with Support Plans for callers and Misuse of Service calls. Thank you so much for all your help Wilson.

A Veteran's Hub has also been established and is a dedicated emotional wellbeing support line for veterans providing a safe space for people who have served in the armed forces to talk about their experiences. Our Samaritans can complete specific training to offer this support.

The return to 'normal' times has meant that our Outreach Projects are back to full strength. Getting into potentially vulnerable parts of the community where we may be needed is extremely important to Samaritans. Our on-going support for the Food Bank, Sedgemoor Farmer's Market, and Taunton Library users has allowed us to be a visible presence - distributing information and directing people to where support can be found. This also applies to our recent connection with the RNLI at Burnham on Sea where there is a need for support in the area; we have provided literature and signage for the sea front wall. An existing and reinforced link with Taunton Railway Station has seen our Outreach Volunteers on the Platforms for Brew Monday events and Small Talk Save Lives; we talk to travellers and support rail staff. Our Outreach Team have given talks and provided information for Mental Health First Aiders, continuing with our strong link to Hinkley Point. We have also supported at the Fresher's Fayres around the county and talks support provided to schools and to Sky Academy respectively.

Our Outreach volunteers have also worked with Step by Step and supported in local schools when there has tragically been a suicide.

We are very fortunate in Taunton to have 5 members of the Step by Step Postvention team who do such fantastic work around the United Kingdom supporting schools, colleges and universities after the suicide of a teacher or student.

So many thanks go to our Deputy Directors for Outreach Ruth, and in the last few months Tracey, for organising and continuing with these projects initiated by Ted. So many thanks as well to all our Outreach volunteers who give up their time supporting these projects.

Our excellent volunteer Sid, joined us in 2016 as a Support Volunteer and became our Treasurer. He has managed our finances with great efficiency and calm effectiveness. His presence and wisdom has been invaluable and we cannot thank him enough for all he has done. Former Listening Volunteer Roz has now taken on this role and Sid will be supporting her over the next few months.

Continuing with finances - like most charities, this is a challenging time for Fundraising. The state of the economy

SAMARITANS OF TAUNTON AND SOMERSET

REPORT OF THE TRUSTEES

FOR THE YEAR ENDED 31 MARCH 2023

Achievements and Performance – continued

ahead with characteristic tenacity. Samaritans of Taunton and Somerset have been fortunate this past year to receive a number of donations and legacies from various sources, including from our sadly, recently deceased volunteers, Amelia and Betty 60.

We received grants from GWR and the final third payment from Hinkley Point. Donations have also been received from well wishers, as well as standing orders from our own volunteers. We are indebted to kind supporters including our friends at the Order of the Moose, our Wivelescombe friends and Running Forever running Club. Collections at Sarah Millican gigs around the country were shared out equally with the Samaritan branches. Collections outside Tesco, in Taunton town centre and at the Brew Monday event have helped to raise our profile and our funds. Many thanks for an excellent Cream Tea Event organised by Ted and his wife in the beautiful village of Old Cleeve. Gift Aid and Easy Fundraising are also steady, constant sources of income.

Thank you Felix, Maggie and the team.

One way we have saved money is by not employing a cleaner. You may remember volunteers were asked for their opinions on this topic two years ago and it was agreed we should continue with our own cleaning. This is carried out daily by our own volunteers and a deep clean continues monthly, co-ordinated by Nancy and her wonderful team with a resulting sparkling branch!

We train three cohorts of new Samaritans a year in our branch. As you can imagine this is a time consuming yet rewarding process. I cannot thank Matt as DD for Training, Ford and all the training support team, enough for all their hard work. The quality of the training provided has been a notable aspect of branch life over the years. Embedding training takes place after the mentored shifts, expertly delivered by Tricia and Fi. A special mention of thanks is due to all our skills practice trainers.

To ensure we remain up to date is an important part of our mandatory On-going Training. Anya kindly took on the role of our On-going Trainer. This past year we all completed the Applying Our Key Policies Update and also attended excellent talks by Claire Leakey from GamCare (addiction to gambling) and Claire Griffin - Mental Health Home Treatment Team (insight into what is happening in our communities to support those with acute mental health problems).

Anya has retrained some of us in mentoring skills and ongoing mentoring is well underway as we recommence this means of sharing good practice. Supporting each other on shift is essential and this carries on at every level from Listening Volunteer, to Leader, Deputy Director, and Director.

A crucial source of support is the administration of the rota. Ensuring that shifts are covered adequately and effectively e.g. an experienced volunteer sharing a shift with a volunteer who has recently joined us. Tessa has been fantastic in this role and her humour keeps us smiling when we are being asked to sign up for another shift.

Ensuring the branch is a safe place to volunteer and maintaining our property has been the responsibility of Eamon, ably supported by Douglas. This is a never-ending task and especially in an older building. Every aspect of house maintenance is covered – fantastic, thank you.

Kate has been quietly and wonderfully managing in the background our stocks of biscuits and other essential vital items.

As a branch we say many thanks to Penny Church for all her support as the South West Regional Director and a thank you and welcome to John Huxtable for taking on this role.

A huge thank you to Phil, past Director, who has given many years to Samaritans and also in all manner of IT support and has so effectively run 3Rings for the branch. We thank William for taking on the role of IT Lead and

SAMARITANS OF TAUNTON AND SOMERSET

REPORT OF THE TRUSTEES

FOR THE YEAR ENDED 31 MARCH 2023

Achievements and Performance – continued

Support and Bruce for all his continued support.

Volunteer Support, at present offered by Hazel and Rosie, aims to ensure that any challenging personal event gets the correct support and care needed. We are sorry to have said goodbye to several volunteers this past year and our best wishes go with them along with our gratitude for their support of the work of Samaritans.

This has been a better year for us as a branch, being able to see more of each other not only between shifts but also at social events. The overall mood of isolation surrounding us during the pandemic seems to have lifted; if it was difficult for us, it was much harder for our callers.

Renewing our contacts with each other post pandemic has been important. Breakfast at Miles was delicious and fun. The Quiz nights at Moose Hall are up and running again and Alice started meetings to gather together to share thoughts. A summer barbecue is planned!

A coffee morning to remember past Director, Betty 60 was a success with many retired Samaritans renewing acquaintances and sharing memories.

I cannot thank enough the excellent Branch Leadership team who have enabled every aspect of this charitable business to work effectively. As Vice Director Ford has been my right hand supporting me quietly behind the scenes; I could have not managed to fulfil this role without his support and that of all the BLT. Our Leaders are another absolutely essential part of our organisation, their help and support covering every shift we do is vital. Thank you to you all.

The volunteers of Taunton and Somerset give willingly of their time in so many ways to maintain our service of support to our callers and to each other. We could not continue without these generous, warm-hearted and empathic volunteers.

It has been a wonderful, interesting and extraordinarily rewarding experience to have been Director for the past three years. I know that the branch is being passed on to a truly safe pair of hands and I wish Ford and the next Branch Leadership Team an excellent three years to come.

Structure, Governance and Management

The Samaritans of Taunton and Somerset is a Charitable Incorporated Organisation (CIO) governed by its constitution and is a registered charity number 1170637. This Charity was registered on 8th December 2016 as an affiliate branch of the Central Charity.

The Charity is run by a Branch Committee the majority of whose members are elected by the Annual General Meeting of the members of the Charity. The Branch Committee is made up of a maximum of 10 elected members plus the Director, the Secretary, the Publicity Officer and the Treasurer. It has the power to co-opt additional members as appropriate up to one third of its membership (excluding co-opted members).

There are sub-committees for Publicity and Fundraising

The Committee meets regularly and is responsible for the general management of the administration of the Charity and its property and affairs.

The elected members of the Branch Committee automatically become Trustees of the Charity. The Committee

SAMARITANS OF TAUNTON AND SOMERSET

FOR THE YEAR ENDED 31 MARCH 2023

REPORT OF THE TRUSTEES

Structure, Governance and Management - continued

endeavours to maintain a broad mix of skills and to ensure that this balance is maintained with individuals who are invited to offer themselves for election when the need arises.

The Trustees are familiar with the practical work of the Branch the majority are listening volunteers themselves. All new Trustees who are not volunteers attend training courses offered by the Samaritans.

The Trustees keep under review all risks and use risk assessment to ascertain any risks that the Branch may be exposed to especially in respect to the operations and its financial integrity. At the present time there are procedures in place to mitigate any exposure to any major risk.

Treasurer's Report

At last life seems to be getting back to some sort of normality following the disruption caused by the Covid pandemic.

Underlying income at £43,292 was almost back to pre-pandemic levels with excellent collections at outside venues. Also, we received £10,000 in Legacies half of which came from our long-serving Support Volunteer Amelia. This was more than generous of her, and it is very much appreciated.

As a result, the unrestricted deficit was £8,641. However, the Branch Leadership Team decided that in view of our satisfactory cash balances to donate £3,000.00 to the North Devon who were struggling to raise cash for the refurbishment of their premises which increased the deficit to £11,641.

Expenditure was more or less in line with expectations with much reduced expenditure on Repairs & Maintenance which one would expect following the refurbishment of the premises last year.

However, it costs The Charity about £45,000 per year to run and maintain the Branch and therefore income is all important and Fund Raising is more important than ever in these difficult times.

This is my last presentation of the accounts, and I would just like to thank everyone who has helped me over my tenure as your Treasurer. It has been a pleasure working with you all.

Responsibilities of the Trustees

The Constitution of Samaritans of Taunton and Somerset requires the Trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the Charity and of the surplus or deficit of the Charity for that period. In preparing those financial statements, they are required to:-

- select suitable accounting policies and then apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on a going concern basis unless it is inappropriate to presume that the Charity will continue in business.

SAMARITANS OF TAUNTON AND SOMERSETREPORT OF THE TRUSTEESFOR THE YEAR ENDED 31 MARCH 2023Responsibilities of the Trustees – continued

They are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the Charity and enable them to ensure that the financial statements comply with the accounting requirements of the Charities Act 2011. They are also responsible for safeguarding the assets of the Charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Reference and Administrative Details

The reference and administrative details disclosed on page 1 form part of the Trustees' Report.

Reserves Policy

To safeguard financial risks and to ensure the financial viability of the charity, it is our policy to maintain general fund reserves at a figure of at least 18 months general expenditure. We currently have £134,457 at the year end. Please refer to note 6 of the accounts for detail in relation to designated and restricted reserves.

On behalf of the Branch Committee

  
.....  
J. Crawford  
Trustee

Date

1st July 2023

SAMARITANS OF TAUNTON AND SOMERSETINDEPENDENT EXAMINER'S REPORTTO THE TRUSTEES OF SAMARITANS OF TAUNTON AND SOMERSET

I report on the accounts of Samaritans of Taunton and Somerset for the year ended 31 March 2023 which are set out on pages 9 to 16.

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(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed.

It is my responsibility to:

- examine the accounts (under section 145 of the 2011 Act);
- to follow the procedures laid down in the General Directions given by the Charity Commissioners (under section 145(5)(b) of the 2011 Act); and
- to state whether particular matters have come to my attention.

Basis of independent examiner's report

My examination was carried out in accordance with the General Directions given by the Charity Commissioners. 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 the seeking of 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 2011 Act; and
- to prepare accounts which accord with the accounting records, Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (Charities SORP (FRS 102) (effective 1<sup>st</sup> January 2019)) and in other respects 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.



Mrs K Davies FCCA  
Westcotts  
Chartered Accountants  
7 Castle Street  
Bridgwater

1<sup>st</sup> July, 2023

SAMARITANS OF TAUNTON AND SOMERSETSTATEMENT OF FINANCIAL ACTIVITIESFOR THE YEAR ENDED 31ST MARCH 2023

	Notes	<u>Year ended 31 March 2023</u>			<u>Year ended 31 March 2022</u>		
		Unrestricted Funds £	Restricted Funds £	Total Funds £	Unrestricted Funds £	Restricted Funds £	Total Funds £
<b>Income</b>							
Income from donations and legacies:							
Grants		-	7,907	7,907	-	9,150	9,150
Donations and gifts		22,320	-	22,320	22,330	-	22,330
Covenants and gift aid		6,024	-	6,024	3,844	-	3,844
		<u>28,344</u>	<u>7,907</u>	<u>36,251</u>	<u>26,174</u>	<u>9,150</u>	<u>35,324</u>
Income from charitable activities:							
Fundraising		4,362	-	4,362	6,118	-	6,118
Other income:							
Bank interest receivable		1,093	-	1,093	1,430	-	1,430
Other activities		1,586	-	1,586	1,981	-	1,981
<b>Total Income</b>		<u>35,385</u>	<u>7,907</u>	<u>43,292</u>	<u>35,703</u>	<u>9,150</u>	<u>44,853</u>
<b>Expenditure</b>							
Expenditure on raising funds		<u>3,626</u>	<u>1,453</u>	<u>5,079</u>	<u>3,564</u>	<u>2,601</u>	<u>6,165</u>
Expenditure on charitable activities:							
Outreach		700	363	1,063	639	650	1,289
Advertising and publicity		207	4,066	4,273	8,850	1,950	10,800
Operational costs		8,582	3,633	12,215	8,373	6,502	14,875
Training costs		1,641	363	2,004	695	650	1,345
Volunteer expenses		7,218	7,592	14,810	11,918	650	12,568
Branch contribution		21,065	-	21,065	1,610	-	1,610
		<u>39,413</u>	<u>16,017</u>	<u>55,430</u>	<u>32,085</u>	<u>10,402</u>	<u>42,487</u>
Governance costs	2	987	-	987	2,713	-	2,713
Donation to North Devon branch		3,000	-	3,000	-	-	-
<b>Total Expenditure</b>	3	<u>47,026</u>	<u>17,470</u>	<u>64,496</u>	<u>38,362</u>	<u>13,003</u>	<u>51,365</u>
<b>Net Income/(Expenditure)</b>		(11,641)	(9,563)	(21,204)	(2,659)	(3,853)	(6,512)
<b>Other Recognised Gains/(Losses)</b>							
Gain on revaluation of fixed assets		-	-	-	-	58,284	58,284
<b>Net Movement in Funds</b>		<u>(11,641)</u>	<u>(9,563)</u>	<u>(21,204)</u>	<u>(2,659)</u>	<u>54,431</u>	<u>51,772</u>
<b>Reconciliation of Funds:</b>							
<b>Total Funds brought forward</b>		146,098	207,173	353,271	148,757	152,742	301,499
<b>Transfer between funds</b>		-	-	-	-	-	-
<b>Total Funds carried forward</b>	5	<u>134,457</u>	<u>197,610</u>	<u>332,067</u>	<u>146,098</u>	<u>207,173</u>	<u>353,271</u>

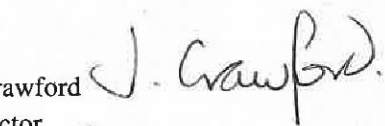
The notes on pages 12 to 17 form part of these accounts.

SAMARITANS OF TAUNTON AND SOMERSETBALANCE SHEETAS AT 31ST MARCH 2023

	Notes	2023		2022	
		£	£	£	£
<b>Fixed Assets</b>					
Tangible fixed assets	4		197,757		206,408
<b>Current Assets</b>					
Debtors			-		-
Prepayments		1,014		1,693	
Short term bank deposits		134,707		140,408	
Cash at bank and in hand		16,684		9,160	
		<u>152,405</u>		<u>151,261</u>	
<b>Liabilities - Amounts falling due within one year</b>		<u>(18,095)</u>		<u>(4,398)</u>	
<b>Net current assets</b>			<u>134,310</u>		<u>146,863</u>
<b>Net assets</b>			<u>332,067</u>		<u>353,271</u>
<b>Funds</b>					
Unrestricted funds	5		134,457		146,098
Restricted funds	5		64,241		69,352
Revaluation reserve	5		133,369		137,821
			<u>332,067</u>		<u>353,271</u>

Approved by the Trustees on 11/7/23 and signed on their behalf by:

J. Crawford  
Director



N. Jackaman  
Treasurer



The notes on pages 12 to 17 form part of these accounts.

SAMARITANS OF TAUNTON AND SOMERSETNOTES TO THE ACCOUNTSFOR THE YEAR ENDED 31 MARCH 20231 ACCOUNTING POLICIES(a) Basis of Accounting

These accounts have been prepared under the historical cost convention as modified by the revaluation of the Charity's freehold property, and in compliance with FRS102 The Financial Reporting Standard applicable in the UK and Republic of Ireland and with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (Charities SORP (FRS 102) (effective 1<sup>st</sup> January 2019)), and the Charities Act 2011. The Charity is a public benefit entity. The accounts are prepared in sterling, which is the functional currency of the Charity. The trustees have taken advantage of the exemption available to small charities not to prepare a cash flow statement. The trustees consider that there are no material uncertainties about the Charity's ability to continue as a going concern.

(b) Judgements and key sources of estimation uncertainty

The preparation of the accounts requires management to make judgements, estimates and assumptions that can affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

(c) Fund Accounting

General funds are unrestricted funds that are available for use, at the discretion of the Trustees, in furtherance of the objectives of the Charity and have not been designated for other purposes. Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. Restricted funds are funds that are to be used in accordance with specific restrictions imposed by donors or that have been raised by the Charity for particular purposes. Costs relating to such funds are charged against specific funds. The aims and use of each fund is set out in Note 6.

(d) Income Recognition

All incoming resources are included in the Statement of Financial Activities (the "SOFA") when the Charity is legally entitled to the income, there is reasonable certainty of receipt and the amount can be quantified with reasonable accuracy. The following specific policies apply to categories of income:

Donations and Gifts – These are included in the SOFA when received. Gifts in kind are valued and brought in as income and the appropriate expenditure.

Fundraising Income - Gross fundraising income from events organised by the Charity itself is included in the SOFA when received. Where deemed material, fundraising proceeds not yet received by the Charity at the year end have also been taken to income at the Trustees' estimate of likely receivable amount.

(e) Expenditure Recognition

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to that category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of the resource. Support costs have been allocated on the basis of time spent on the activity by volunteers. The following specific policies apply to categories of expenditure:

Fundraising Costs – Fundraising costs are those costs incurred in seeking voluntary contributions.

Governance Costs – Governance costs are the costs associated with the governance arrangements of the Charity, which relate to the general running of the Charity as opposed to those costs associated with fundraising or charitable activities. Included within this category are costs associated with the strategic as opposed to the day to day management of the Charity's activities.

SAMARITANS OF TAUNTON AND SOMERSET

NOTES TO THE ACCOUNTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

1 ACCOUNTING POLICIES – continued

Expenditure Recognition - continued

Support Costs – Support costs comprise the costs of activities such as the management, financial, administrative and IT, together with common services, office accommodation and communication costs. These are allocated across the categories of charitable expenditure, governance costs and the costs of generating funds. The basis of the cost allocation has been explained in the notes to the accounts.

(f) Revaluation of fixed assets

The charity has chosen to adopt an accounting policy of carrying all buildings at its revalued amount, being its fair value at the date of revaluation less any subsequent accumulated depreciation and subsequent accumulated impairment losses. The charity will undertake valuations with sufficient regularity to ensure that the carrying amount does not differ materially from the fair value of the asset at the end of the reporting period. A separate revaluation reserve is shown within the funds analysis on the balance sheet and revaluation gains are recognised as Gains on the revaluation of fixed assets within the statement of financial activities. An amount equivalent to the element of depreciation charge on the difference between the cost and valuation of the revalued property is transferred between the unrestricted funds and the revaluation reserve each year.

(g) Depreciation

Depreciation is provided on all tangible fixed assets of material value held by the Charity for its own use on a straight line basis so as to write off their cost over their estimated useful lives as follows:-

Freehold property	50 years
Motor vehicles, computers and other office equipment/furniture	4 years

(h) Taxation

Samaritans of Taunton and Somerset is a registered Charity and is therefore potentially exempt from taxation of its income and gains to the extent that they fall within Part 10 of the Income Tax Act 2007 and section 256 of the Taxation of Chargeable Gains Act 1992. No tax charge has arisen in the year.

2	<u>GOVERNANCE COSTS</u>	<u>2023</u>	<u>2022</u>
		£	£
	AGM Expenses	458	133
	Independent Examiner's Fee	600	570
	Legal Fees	(71)	2010
		987	2713
		=====	=====

SAMARITANS OF TAUNTON AND SOMERSETNOTES TO THE ACCOUNTS (CONTINUED)FOR THE YEAR ENDED 31 MARCH 20233 BREAKDOWN OF COSTS BY ACTIVITY

	Basis of Allocation of Support Costs <u>% of Volunteer Time</u>	Direct Costs <u>2023</u> £	Support Costs <u>2023</u> £	Total Costs <u>2023</u> £	Total Costs <u>2022</u> £
Cost of Generating Funds:					
Fundraising Costs	20.0%	826	4,253	5,079	6,164
Charitable Expenditure:					
Outreach	5.0%	-	1,063	1,063	1,289
Advertising and Publicity	15.0%	1,083	3,190	4,273	10,800
Operational Costs (including phone line)	50.0%	1,582	10,633	12,215	14,874
Training Costs	5.0%	941	1,063	2,004	1,345
Volunteer Expenses	5.0%	13,747	1,063	14,810	12,568
Branch Contribution		21,065	-	21,065	1,610
Donation to North Devon branch		3000	-	3000	-
Governance Costs		987	-	987	2,713
	100.0%	43,231	21,265	64,496	51,363

Support Costs Analysis:	<u>2023</u> £	<u>2022</u> £
Postage, Printing and Stationery	1,367	692
Repairs and Renewals	861	12,144
Cleaning and Housekeeping	1,015	1,013
Water, Light and Heat	5,869	2,196
Business Rates	472	467
Insurances	1,029	761
Office Telephones	678	852
Depreciation	9,976	7,500
Miscellaneous Office Costs	-	154
	21,265	25,779

SAMARITANS OF TAUNTON AND SOMERSETNOTES TO THE ACCOUNTS (CONTINUED)FOR THE YEAR ENDED 31 MARCH 20234 TANGIBLE FIXED ASSETS

	<u>Freehold Property</u>	<u>Office Equipment, Furniture &amp; Computers</u>	<u>Total</u>
<u>Cost or Valuation</u>	£	£	£
At 1 April 2022	200,000	48,947	248,947
Additions in Year	-	1,325	1,325
Revaluation	-	-	-
	<hr/>	<hr/>	<hr/>
At 31 March 2023	200,000	50,272	250,272
	<hr/>	<hr/>	<hr/>
<u>Depreciation</u>			
At 1 April 2022	-	42,539	42,539
Charge for Year	6,452	3,524	9,976
Revaluation	-	-	-
	<hr/>	<hr/>	<hr/>
At 31 March 2023	6,452	46,063	42,539
	<hr/>	<hr/>	<hr/>
<u>Net Book Value</u>			
At 31 March 2023	193,548	4,209	197,757
	<hr/>	<hr/>	<hr/>
At 31 March 2022	200,000	6,408	206,408
	<hr/>	<hr/>	<hr/>

The Charity's freehold premises at 16 Wood Street, Taunton was revalued by a firm of independent Chartered surveyors on an open market basis on 31st March 2022 at £200,000 and this value has been incorporated in these accounts. Market value is the estimated amount for which the property should exchange on the valuation date between a willing buyer and a willing seller in an arm's length transaction, after proper marketing and where the parties had each acted knowledgeably, prudently and without compulsion. The carrying amount is not considered to be materially different to its fair value at 31<sup>st</sup> March 2023.

The property was acquired in 1987 and the total historic cost was £63,511.

SAMARITANS OF TAUNTON AND SOMERSETNOTES TO THE ACCOUNTS (CONTINUED)FOR THE YEAR ENDED 31 MARCH 20235 RECONCILIATION OF FUNDS

	Balance 1 April 2022 £	Income £	Expenditure £	Transfer Between Funds £	Balance 31 March 2023 £
Unrestricted:					
General Fund	116,188	35,385	(47,026)	-	104,547
Designated Funds	29,910	-	-	-	29,910
	<hr/>				
	146,098	35,385	(47,026)	-	134,457
	<hr/>				
Restricted:					
Building Appeal	61,500	-	(2,000)	-	59,500
Hinkley Point C Community Fund	3,307	3,407	(6,545)	-	169
Pears Foundation Grant	2,395	-	(814)	-	1,581
GWR Grant	2,150	4,500	(3,659)	-	2,991
	<hr/>				
	69,352	7,907	(13,018)	-	64,241
	<hr/>				
Revaluation Reserve (Restricted):					
Revaluation of 16 Wood Street, Taunton	137,821	-	(4,452)	-	133,369
	<hr/>				
	137,821	-	(4,452)	-	133,369
	<hr/>				
Represented by:					
		General Fund £	Designated Funds £	Restricted Funds £	Total £
Tangible Fixed Assets		2,628	-	195,129	197,757
Current Assets		120,014	29,910	2,481	152,405
Current Liabilities		(18,095)	-	-	(18,095)
		<hr/>			
		104,547	29,910	197,610	332,067
		<hr/>			

SAMARITANS OF TAUNTON AND SOMERSETNOTES TO THE ACCOUNTS (CONTINUED)FOR THE YEAR ENDED 31 MARCH 20236 PURPOSE OF FUNDSGeneral Fund

Funds are held available for the ordinary purposes of the Charity.

Designated Funds

Designated funds are funds set aside by the Trustees for particular purposes. At 31 March 2023 these comprised the Reaching Out promotion (£6,500), a fund for the replacement of office equipment (£8,410) and a building reserve to be used for any costs arising in relation to the building (£15,000).

Restricted Funds

The building appeal fund represents the result of a specific fundraising appeal in earlier periods to acquire the Charity's freehold property.  
The Hinkley Point "C" Community Fund to provide emotional and other welfare support to all persons working on the site is being carried forward until the covid situation allows volunteers to travel to the site.  
The Pears Foundation Grant was rewarded to help pay for a branch refurbishment.  
The GWR Grant is to be used towards volunteer recruitment and community engagement activities.

**SAMARITANS OF TAUNTON AND SOMERSET**

England & Wales - Charity number 1170637

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# Accounts

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SAMARITANS OF TAUNTON AND SOMERSET

FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2022

CONTENTS

1	Reference and Administrative Details
2 - 8	Report of the Trustees
9	Report of the Independent Examiner
10	Statement of Financial Activities
11	Balance Sheet
12 - 17	Notes to the Accounts

Charity No. 1170637

SAMARITANS OF TAUNTON AND SOMERSET

REFERENCE AND ADMINISTRATIVE DETAILS

FOR THE YEAR ENDED 31 MARCH 2022

Trustees of the Branch during the year were:

N Jackaman (Treasurer and Secretary from May 2021)

J Crawford

L Dow (resigned May 2021)

P Rawson (resigned May 2021)

A Hallows

R Jacobs

I Chetland (appointed May 2021)

S Bannister (appointed May 2021)

Registered Address:

16 Wood Street

Taunton

Somerset

TA1 1UN

Registered Charity No: 1170637

Bankers:

Barclays Bank plc

North Street

Taunton

Somerset

TA1 1LZ

Independent Examiner:

Mrs K Davies

Thomas Westcott LLP

7 Castle Street

Bridgwater

Somerset

TA6 3DT

SAMARITANS OF TAUNTON AND SOMERSET

REPORT OF THE TRUSTEES

FOR THE YEAR ENDED 31 MARCH 2022

The trustees present their annual report and financial statements of the Charity for the year ended 31st March 2022. The financial statements have been prepared in accordance with the accounting policies set out in Note 1 to the accounts and comply with the Charity's trust deed, Charities Act 2011 and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and the Republic of Ireland (FRS 102) (Charities SORP (FRS102) (effective 1<sup>st</sup> January 2019)).

About the Samaritans

The Charity maintains a centre for receiving telephone calls and e-mails from members of the public and also welcomes any face to face visitors to the Branch. The centre is staffed entirely by unpaid volunteers and the branch is open 365 days a year.

The main objective of the Charity is:

To listen to and talk with persons who are suicidal, despairing or in a state of emotional distress. Callers are from around the United Kingdom and in non-pandemic times face to face callers are seen from the Taunton and Somerset area. The volunteers are selected and trained to undertake the sensitive task of listening to callers, encouraging them to discuss their thoughts and feelings; this is done in accordance with the policies and procedures of Samaritans as an organisation.

The Trustees confirm that they have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the Charity's aims and objectives and in planning further activities.

We do this by:

Reaching out to high-risk groups and communities to reduce the risk of suicide.

Working in partnership with other organisations and agencies.

Raising awareness of the challenges to reduce the incidence of suicide.

There are seven qualities that define Samaritans' Nature of Service:

- 24 hour availability
- Confidentiality
- Honesty
- Emotionally supportive
- Carefully structured
- Self-determination
- Safeguarding
- Each quality is accompanied by policies which must be implemented in all branches
- All branches must then use defined procedures to put these policies into effect
- All Samaritan volunteers must be aware of, and adhere to, Samaritans' Nature of Service

Through our Nature of Service we are committed to the following values:

1. Being available 24 hours a day to receive calls from people requiring emotional support.
2. To ensure and stress confidentiality of the call (within Samaritans). There are exceptions to this, for example, if there is a Safeguarding concern.

SAMARITANS OF TAUNTON AND SOMERSET

REPORT OF THE TRUSTEES

FOR THE YEAR ENDED 31 MARCH 2022

About the Samaritans - continued

3. Honesty – We publicly state how information relating to our callers is used.
4. Emotionally Supportive:  
Callers in need of Samaritans' service are accepted without prejudice and encouraged to talk or write about their feelings, acknowledge their emotions and explore options.  
Volunteers use their listening skills, recognise the needs of callers and respond appropriately.  
Volunteers will not impose their own convictions or influence callers in regards to politics, philosophy or religion.
5. Samaritans aim to offer a carefully constructed and consistent response to our callers. The support we offer is regularly reviewed and evaluated.
6. Self Determination. Callers remain responsible for their own decisions and do not lose the right to make decisions even if that decision is to take their own life. This belief underpins all our contact with callers. In situations where we suspect the caller is a child or a vulnerable adult who cannot make their own decision, and in a position of harm, this principle is subject to the limits imposed by our Safeguarding Policy.

Achievements and Performance

When I look back over the past year and reflect on all that has happened, I am so proud of all we have achieved as a branch despite the continuing adversity of the pandemic. Our wonderful volunteers with their unique set of skills have helped us to maintain our commitment to our callers and to people who are in distress. We opened for a total of 5,928 hours and answered 21,337 calls; this was achieved by our Listening Volunteers, Probationers and training New Samaritans. As you can imagine, night shifts are often the hardest hours to cover; it is often then when people need us most and as a branch, we are managing to cover 9 out of a possible 14 night shifts a week, which is excellent. We aim to do more!

Over the past year our number of Active Listening Volunteers had dropped to 71 but we are gradually building up again with our new recruits. It has been particularly challenging for us not to be able to see each other at crossover time between shifts (we are on the whole social animals!), however with Covid numbers dropping and restrictions lifted, we hope to be back to our normal pattern of hours by the beginning of June. We have missed each other. With that in mind we have made efforts, restrictions permitting, to see each other through a wonderful gathering of Samaritans at Hestercombe for a Cream Tea last summer and also a happy evening meal at Pizza Express in March of this year.

Of course the restrictions in place took their toll on our Outreach Programmes and Fundraising. Ruth our DD for Outreach and her excellent team of volunteers have made every effort despite lockdowns and minimal face-to-face contact, to spread our Samaritan message. There has also been regular attendance at all suicide prevention meetings.

Our focus during lockdown was to increase awareness of Samaritans in Somerset with a project to put up signs around the county to encourage people to contact us:

‘Talk to us - we’ll listen’

SAMARITANS OF TAUNTON AND SOMERSET

REPORT OF THE TRUSTEES

FOR THE YEAR ENDED 31 MARCH 2022

Achievements and Performance – continued

With over fifty signs now in place on well-frequented walkways, cycle routes and hospital car parks in Taunton, Wellington, Bridgwater and Hinkley Point, we plan to extend this project to sporting venues such as football/rugby/golf/cricket clubs.

We have recently returned to Sedgemoor Market and maintain a presence once a month to support the farming community, working with the Farming Community Network and the market Chaplain; from May, we will be supporting volunteers and clients at Taunton Food Bank once a fortnight, with two volunteers spending a morning helping out. We also hope to be a regular presence in the library.

Our efforts to promote the use of a phone for new detainees at Bridgwater Custody Suite have been successful with a designated phone now in place.

We have been able to give more talks in person recently at GP Practices and to the hospital Q Park staff; talks were also given via Zoom to the Environment Agency and to Hinkley Point staff. We have been able to engage with the public again at Taunton Station with a Brew Monday event, and we will make further visits to support rail passengers and staff whenever we are needed. More talks are planned for the volunteer staff at Taunton Food Bank, for various Women's Institute groups and again for Environment Agency staff.

Talks to schools have been restricted but we have kept in close contact throughout the pandemic, offering on-line material and leaflets. We hope to support colleges and local universities at Freshers Fairs in September.

We have been supporting NHS callers through a designated phone line.

We are also planning to offer information and support for our local LGBTQ groups in the area this year.

Felix, our DD for Fundraising and his team have had a challenging year again with little face-to-face contact, however we were able to collect on the street before Christmas and as mentioned on Brew Monday at Taunton Railway Station. One of our volunteers singing with Cleverly Everly at the Brewhouse in Taunton made for a great evening's entertainment, as well as the welcome donations received afterwards. Generous donations have been received from many sources - the Taunton Deane Branch of Moose International, Howards Car dealership in Taunton, and our Friends from Wiveliscombe, to name but a few. Three volunteers took part in the Samarathon, our unique version of the marathon, raising over £3,000 from their efforts.

During the year, we ran generic advertisements in the local press and online, informing readers that, despite lockdowns, Samaritans help lines were still available 24 hours a day. We can never know for certain, but the increased number of one-off donations received during the last 12 months may well have been partly due to this exposure, coupled with all the outreach notices that were put up throughout Taunton and the local district.

Our finances are backed up by grants. Following the receipt of a large grant from Pears as mentioned last year, we were able to refurbish Wood Street with Covid precautions in mind; the branch was closed for two weeks. New CCTV, carpeting, decorating and the installation of new desks, chairs, plants, a third phone line, and also some soundproofing has enhanced the environment in Wood Street.

Training new Samaritans is always important and never more so than now with our volunteer numbers relatively low. However we have a healthy number of volunteers waiting to train and being trained. Matt and Ford, Tricia and Fiona and all the Training Team have been superb. As we found last year, Zoom training presented us with challenges that we had not envisaged, not least the co-ordination of the skills practices via mobile phones. I have received high praise for the trainers from the trainees, saying how well prepared they feel for their roles.

SAMARITANS OF TAUNTON AND SOMERSET

REPORT OF THE TRUSTEES

FOR THE YEAR ENDED 31 MARCH 2022

Achievements and Performance – continued

Our digital learning modules via our Learning Management System continue to provide us with essential reinforcement to our practice as Samaritans. Mandatory training in Safeguarding has been completed and a recently updated Core Values element is in progress. We are thrilled to be meeting again as a branch in June and October for On-going Training, with thanks to Anya and Matt for arranging speakers and giving us the opportunity to hone our practice.

We welcomed Wilson to the Branch Leadership Team to help with essential areas of Governance as DD for GDPR and Safeguarding and to help with any Caller Support issues. We also welcome Bruce who is now heading up our IT team of Phil and Tim.

Glenda, our Deputy Director for Recruitment, has ably handled the introduction of the online Branch Management Tool, which helps a potential volunteer through every aspect of the recruitment journey. There were teething problems with which we have all grappled, however, overall it will ultimately make the whole process easier. What became evident is that the Open Evenings where we met potential volunteers face to face were missed. I'm glad to say that these have restarted. As I am sure we have all learned over these past years of lockdown, Zoom has its important place in enabling communication, but nothing beats meeting someone face to face.

As Samaritans we are good at supporting each other and this has been further demonstrated by Hazel and Mark, our DDs for Volunteers Support who ensure that any extra or particular support is in place for those volunteers who need it – we have a number of volunteers on sabbatical at present. An extra layer of support for our volunteers is provided by our Leaders, they perform an essential role ensuring every shift is covered and supported.

The rota is an essential tool in the smooth running of the Wood Street Branch and so many thanks go to Tessa for the unenviable task of managing our shifts.

Every aspect of Health and safety for our volunteers is a priority; not least inhibiting the spread of the Covid virus as much as possible by rigorous cleaning, hand washing, the use of alcohol gel and the wearing of masks (this is now an option). A timely thank you must go again to Wendy who has devoted countless hours to making a wide range of lovely facemasks and in doing so raising a large sum of money for the branch.

We are keeping our stringent hygiene precautions in place, again with excellent support from our hardworking cleaning team who do a fantastic job. Our premises is run and maintained by Eamon with great support from Douglas. They do a great job to ensure that all in the branch runs smoothly.

The Email Hub and Caller Support Hubs became active over the past year and the hope is that the former will become fully functional soon. Samaritans Central Office continue to modernise and update our practices and I am proud of the flexibility, resilience and patience of our many volunteers who adapt so well to change.

Sadly this year we have seen the loss of a number of listening and support volunteers who have for various reasons decided to step back from Samaritans. I understand that it is normal to lose 25% of volunteers per year however it is always sad to see colleagues leave. Many, many, hours have been spent predominantly on the phones, via emails and face-to-face, providing support for our callers by these volunteers and we thank them profoundly.

The death of any of our volunteers is a terrible loss, not only for their family and friends but also for all of us at Wood Street. In the early part of 2022, we lost two wonderful and long-serving volunteers, Amelia and Jim. Amelia had been a Support Volunteer and our Treasurer for more years than most of us can remember and Jim was a valued member of the training team and a truly special voice on the telephone for over 20 years. It is a mark of the love and the respect in which they were both held to note that their funerals were wonderfully supported.

## SAMARITANS OF TAUNTON AND SOMERSET

### REPORT OF THE TRUSTEES

FOR THE YEAR ENDED 31 MARCH 2022

#### Achievements and Performance – continued

Our vision as Samaritans is unchanged – that fewer people die by suicide. We want to continue to be there day and night for anyone who is struggling to cope. The strategy and priority for us as an organisation over the next five years will apply to us all.

1. **Access:** We'll make sure anyone who needs us can *access* our support in a way that works for them.
2. **Reach:** We'll *reach* more people, in a diverse range of communities so they see us, trust us and know we're here for them.
3. **Impact:** We'll push harder to make our voice heard at national, regional and local level for maximum *impact* across the UK and Ireland, working with governments, public services and businesses to make change that saves lives.
4. **Capacity:** We'll increase our *capacity* to meet demand for our services, enabling a wider range of people to volunteer and work for Samaritans as one team of valued, diverse, skilled people, giving them the best support to stay with us longer and work effectively together.
5. **Sustainability:** We'll build meaningful relationships with the people and organisations who support us, creating ways for them to add their energy, resources and experience to our work, to ensure our *sustainability*.

On a final note we could not manage any of what we do without all of our superb volunteers: our Trustees, Branch Leadership Team, Leaders, Listening Volunteers and those who support us. It never fails to fill me with respect, warmth and pride that whilst we all carry on with our day-to-day business, two people are always on the phones in Wood Street, supporting our callers and each other. Thank you all so much.

#### Structure, Governance and Management

The Samaritans of Taunton and Somerset is a Charitable Incorporated Organisation (CIO) governed by its constitution and is a registered charity number 1170637. This Charity was registered on 8th December 2016 as an affiliate branch of the Central Charity.

The Charity is run by a Branch Committee the majority of whose members are elected by the Annual General Meeting of the members of the Charity. The Branch Committee is made up of a maximum of 10 elected members plus the Director, the Secretary, the Publicity Officer and the Treasurer. It has the power to co-opt additional members as appropriate up to one third of its membership (excluding co-opted members).

There are sub-committees for Publicity and Fundraising.

The Committee meets regularly and is responsible for the general management of the administration of the Charity and its property and affairs.

The elected members of the Branch Committee automatically become Trustees of the Charity. The Committee endeavours to maintain a broad mix of skills and to ensure that this balance is maintained with individuals who are invited to offer themselves for election when the need arises.

The Trustees are familiar with the practical work of the Branch the majority are listening volunteers themselves. All new Trustees who are not volunteers attend training courses offered by the Samaritans.

The Trustees keep under review all risks and use risk assessment to ascertain any risks that the Branch may be exposed to especially in respect to the operations and its financial integrity. At the present time there are procedures in place to mitigate any exposure to any major risk.

SAMARITANS OF TAUNTON AND SOMERSET

REPORT OF THE TRUSTEES

FOR THE YEAR ENDED 31 MARCH 2022

Treasurer's Report

Another difficult year for the Charity. Covid continued to rear its ugly head with a result that the usual fundraising activities outside and at various shows and other venues again did not take place. However an income of nearly £45,000.00 was achieved in the year. £7,000.00 was in respect of a grant from Central Office which was used to refurbish much of the ground floor of the Branch for the hopeful benefit of the Volunteers. Also we had a very generous donation from the Howard Group of £5,000.00 and also the sum of £2,800.00 was received from Mousse Hall for which we are extremely thankful to both organisations.

As a result of the refurbishment we did spend a significant sum over and above the grant from the Centre to ensure that the refurbishment was carried out to the best possible standards; this level of expenditure means that expenditure in this area will, next year, be substantially reduced.

We continue to have to pay about £3,000.00 for volunteers to park in the Wood Street Car Park and the Council seem unable to even consider any special treatment for the Charity. Apart from this the expenses for the year were kept within manageable levels.

It is always difficult to forecast the future and with rising pressure on disposable incomes The Charity can expect a difficult year for fundraising and all the related activities. Expenditure will therefore have to be strictly controlled.

The Committee thanks our Independent Examiner for scrutinising our accounts. We are grateful that they ensure that our accounts reflect current standards and that we adopt best practice.

Responsibilities of the Trustees

The Constitution of Samaritans of Taunton and Somerset requires the Trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the Charity and of the surplus or deficit of the Charity for that period. In preparing those financial statements, they are required to:-

- select suitable accounting policies and then apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on a going concern basis unless it is inappropriate to presume that the Charity will continue in business.

They are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the Charity and enable them to ensure that the financial statements comply with the accounting requirements of the Charities Act 2011. They are also responsible for safeguarding the assets of the Charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

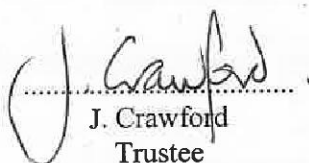
Reference and Administrative Details

The reference and administrative details disclosed on page 1 form part of the Trustees' Report.

SAMARITANS OF TAUNTON AND SOMERSETREPORT OF THE TRUSTEESFOR THE YEAR ENDED 31 MARCH 2022Reserves Policy

To safeguard financial risks and to ensure the financial viability of the charity, it is our policy to maintain general fund reserves at a figure of at least 18 months general expenditure. We currently have £146,098 at the year end. Please refer to note 6 of the accounts for detail in relation to designated and restricted reserves.

On behalf of the Branch Committee

  
J. Crawford  
Trustee

Date 14 July 2022

SAMARITANS OF TAUNTON AND SOMERSETINDEPENDENT EXAMINER'S REPORTTO THE TRUSTEES OF SAMARITANS OF TAUNTON AND SOMERSET

I report on the accounts of Samaritans of Taunton and Somerset for the year ended 31 March 2022 which are set out on pages 9 to 16.

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(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed.

It is my responsibility to:

- examine the accounts (under section 145 of the 2011 Act);
- to follow the procedures laid down in the General Directions given by the Charity Commissioners (under section 145(5)(b) of the 2011 Act); and
- to state whether particular matters have come to my attention.

Basis of independent examiner's report

My examination was carried out in accordance with the General Directions given by the Charity Commissioners. 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 the seeking of 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 2011 Act; and
- to prepare accounts which accord with the accounting records, Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (Charities SORP (FRS 102) (effective 1<sup>st</sup> January 2019)) and in other respects 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.

*Thomas Westcott*

Mrs K Davies FCCA  
Thomas Westcott LLP  
Chartered Accountants  
7 Castle Street  
Bridgwater

Date: 14 July 2022

SAMARITANS OF TAUNTON AND SOMERSET

STATEMENT OF FINANCIAL ACTIVITIES

FOR THE YEAR ENDED 31ST MARCH 2022

	Notes	Year ended 31 March 2022			Year ended 31 March 2021		
		Unrestricted Funds £	Restricted Funds £	Total Funds £	Unrestricted Funds £	Restricted Funds £	Total Funds £
<b>Income</b>							
Income from donations and legacies:							
Grants		-	9,150	9,150	-	4,083	4,083
Donations and gifts		22,330	-	22,330	17,875	-	17,875
Covenants and gift aid		3,844	-	3,844	6,560	-	6,560
		<u>26,174</u>	<u>9,150</u>	<u>35,324</u>	<u>24,435</u>	<u>4,083</u>	<u>28,518</u>
Income from charitable activities:							
Fundraising		6,118	-	6,118	4,751	-	4,751
Other income:							
Bank interest receivable		1,430	-	1,430	3,279	-	3,279
Other activities		1,981	-	1,981	2,607	-	2,607
<b>Total Income</b>		<u>35,703</u>	<u>9,150</u>	<u>44,853</u>	<u>35,072</u>	<u>4,083</u>	<u>39,155</u>
<b>Expenditure</b>							
Expenditure on raising funds		<u>3,564</u>	<u>2,601</u>	<u>6,165</u>	<u>3,027</u>	<u>966</u>	<u>3,993</u>
Expenditure on charitable activities:							
Outreach		639	650	1,289	505	241	746
Advertising and publicity		8,850	1,950	10,800	4,181	724	4,905
Operational costs		8,373	6,502	14,875	6,838	2,414	9,252
Training costs		695	650	1,345	728	241	969
Volunteer expenses		11,918	650	12,568	14,486	241	14,727
Branch contribution		1,610	-	1,610	15,390	-	15,390
		<u>32,085</u>	<u>10,402</u>	<u>42,487</u>	<u>42,128</u>	<u>3,861</u>	<u>45,989</u>
Governance costs	2	2,713	-	2,713	570	-	570
<b>Total Expenditure</b>	3	<u>38,362</u>	<u>13,003</u>	<u>51,365</u>	<u>45,725</u>	<u>4,827</u>	<u>50,552</u>
<b>Net Income/(Expenditure)</b>		(2,659)	(3,853)	(6,512)	(10,653)	(744)	(11,397)
<b>Other Recognised Gains/(Losses)</b>							
Gain on revaluation of fixed assets		-	58,284	58,284	-	-	-
<b>Net Movement in Funds</b>		<u>(2,659)</u>	<u>54,431</u>	<u>51,772</u>	<u>(10,653)</u>	<u>(744)</u>	<u>(11,397)</u>
<b>Reconciliation of Funds:</b>							
<b>Total Funds brought forward</b>		148,757	152,742	301,499	154,268	158,628	312,896
<b>Transfer between funds</b>		-	-	-	5,142	(5,142)	-
<b>Total Funds carried forward</b>	5	<u>146,098</u>	<u>207,173</u>	<u>353,271</u>	<u>148,757</u>	<u>152,742</u>	<u>301,499</u>

The notes on pages 12 to 17 form part of these accounts.

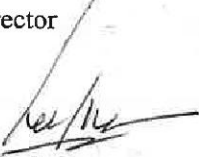
SAMARITANS OF TAUNTON AND SOMERSETBALANCE SHEETAS AT 31ST MARCH 2022

	Notes	2022		2021	
		£	£	£	£
<b>Fixed Assets</b>					
Tangible fixed assets	4		206,408		153,286
<b>Current Assets</b>					
Debtors			-		-
Prepayments		1,693		1,690	
Short term bank deposits		140,408		158,478	
Cash at bank and in hand		9,160		8,867	
		<u>151,261</u>		<u>169,035</u>	
<b>Liabilities - Amounts falling due within one year</b>		<u>(4,398)</u>		<u>(20,822)</u>	
<b>Net current assets</b>			<u>146,863</u>		<u>148,213</u>
<b>Net assets</b>			<u><u>353,271</u></u>		<u><u>301,499</u></u>
<b>Funds</b>					
Unrestricted funds	5		146,098		148,757
Restricted funds	5		69,352		70,634
Revaluation reserve	5		137,821		82,108
			<u><u>353,271</u></u>		<u><u>301,499</u></u>

Approved by the Trustees on ~~14.7.22~~..... and signed on their behalf by:



J. Crawford  
Director



N. Jackaman  
Treasurer

The notes on pages 12 to 17 form part of these accounts.

SAMARITANS OF TAUNTON AND SOMERSETNOTES TO THE ACCOUNTSFOR THE YEAR ENDED 31 MARCH 20221 ACCOUNTING POLICIES(a) Basis of Accounting

These accounts have been prepared under the historical cost convention as modified by the revaluation of the Charity's freehold property, and in compliance with FRS102 The Financial Reporting Standard applicable in the UK and Republic of Ireland and with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (Charities SORP (FRS 102) (effective 1<sup>st</sup> January 2019)), and the Charities Act 2011. The Charity is a public benefit entity. The accounts are prepared in sterling, which is the functional currency of the Charity. The trustees have taken advantage of the exemption available to small charities not to prepare a cash flow statement. The trustees consider that there are no material uncertainties about the Charity's ability to continue as a going concern.

(b) Judgements and key sources of estimation uncertainty

The preparation of the accounts requires management to make judgements, estimates and assumptions that can affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

(c) Fund Accounting

General funds are unrestricted funds that are available for use, at the discretion of the Trustees, in furtherance of the objectives of the Charity and have not been designated for other purposes. Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. Restricted funds are funds that are to be used in accordance with specific restrictions imposed by donors or that have been raised by the Charity for particular purposes. Costs relating to such funds are charged against specific funds. The aims and use of each fund is set out in Note 6.

(d) Income Recognition

All incoming resources are included in the Statement of Financial Activities (the "SOFA") when the Charity is legally entitled to the income, there is reasonable certainty of receipt and the amount can be quantified with reasonable accuracy. The following specific policies apply to categories of income:

Donations and Gifts – These are included in the SOFA when received. Gifts in kind are valued and brought in as income and the appropriate expenditure.

Fundraising Income - Gross fundraising income from events organised by the Charity itself is included in the SOFA when received. Where deemed material, fundraising proceeds not yet received by the Charity at the year end have also been taken to income at the Trustees' estimate of likely receivable amount.

(e) Expenditure Recognition

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to that category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of the resource. Support costs have been allocated on the basis of time spent on the activity by volunteers. The following specific policies apply to categories of expenditure:

Fundraising Costs – Fundraising costs are those costs incurred in seeking voluntary contributions.

Governance Costs – Governance costs are the costs associated with the governance arrangements of the Charity, which relate to the general running of the Charity as opposed to those costs associated with fundraising or charitable activities. Included within this category are costs associated with the strategic as opposed to the day to day management of the Charity's activities.

SAMARITANS OF TAUNTON AND SOMERSETNOTES TO THE ACCOUNTS (CONTINUED)FOR THE YEAR ENDED 31 MARCH 20221 ACCOUNTING POLICIES – continuedExpenditure Recognition - continued

Support Costs – Support costs comprise the costs of activities such as the management, financial, administrative and IT, together with common services, office accommodation and communication costs. These are allocated across the categories of charitable expenditure, governance costs and the costs of generating funds. The basis of the cost allocation has been explained in the notes to the accounts.

(f) Revaluation of fixed assets

The charity has chosen to adopt an accounting policy of carrying all buildings at its revalued amount, being its fair value at the date of revaluation less any subsequent accumulated depreciation and subsequent accumulated impairment losses. The charity will undertake valuations with sufficient regularity to ensure that the carrying amount does not differ materially from the fair value of the asset at the end of the reporting period. A separate revaluation reserve is shown within the funds analysis on the balance sheet and revaluation gains are recognised as Gains on the revaluation of fixed assets within the statement of financial activities. An amount equivalent to the element of depreciation charge on the difference between the cost and valuation of the revalued property is transferred between the unrestricted funds and the revaluation reserve each year.

(g) Depreciation

Depreciation is provided on all tangible fixed assets of material value held by the Charity for its own use on a straight line basis so as to write off their cost over their estimated useful lives as follows:-

Freehold property	50 years
Motor vehicles, computers and other office equipment/furniture	4 years

(h) Taxation

Samaritans of Taunton and Somerset is a registered Charity and is therefore potentially exempt from taxation of its income and gains to the extent that they fall within Part 10 of the Income Tax Act 2007 and section 256 of the Taxation of Chargeable Gains Act 1992. No tax charge has arisen in the year.

2 GOVERNANCE COSTS

	<u>2022</u>	<u>2021</u>
	£	£
AGM Expenses	133	-
Independent Examiner's Fee	570	570
Legal Fees	<u>2,010</u>	<u>-</u>
	2,713	570
	=====	=====

SAMARITANS OF TAUNTON AND SOMERSETNOTES TO THE ACCOUNTS (CONTINUED)FOR THE YEAR ENDED 31 MARCH 20223 BREAKDOWN OF COSTS BY ACTIVITY

	Basis of Allocation of Support Costs <u>% of Volunteer Time</u>	Direct Costs <u>2022</u> £	Support Costs <u>2022</u> £	Total Costs <u>2022</u> £	Total Costs <u>2021</u> £
Cost of Generating Funds:					
Fundraising Costs	20.0%	1,008	5,156	6,164	3,993
Charitable Expenditure:					
Outreach	5.0%	-	1,289	1,289	746
Advertising and Publicity	15.0%	6,933	3,867	10,800	4,905
Operational Costs (including phone line)	50.0%	1,985	12,889	14,874	9,252
Training Costs	5.0%	56	1,289	1,345	969
Volunteer Expenses	5.0%	11,279	1,289	12,568	14,727
Branch Contribution		1,610	-	1,610	15,390
Governance Costs		2,713	-	2,713	570
	100.0%	25,584	25,779	51,363	50,552

## Support Costs Analysis:

	<u>2022</u> £	<u>2021</u> £
Postage, Printing and Stationery	692	739
Repairs and Renewals	12,144	1,508
Cleaning and Housekeeping	1,013	1,273
Water, Light and Heat	2,196	2,493
Business Rates	467	466
Insurances	761	766
Office Telephones	852	767
Depreciation	7,500	6,830
Miscellaneous Office Costs	154	82
	25,779	14,924

SAMARITANS OF TAUNTON AND SOMERSETNOTES TO THE ACCOUNTS (CONTINUED)FOR THE YEAR ENDED 31 MARCH 20224 TANGIBLE FIXED ASSETS

	<u>Freehold Property</u>	<u>Office Equipment, Furniture &amp; Computers</u>	<u>Total</u>
<u>Cost or Valuation</u>	£	£	£
At 1 April 2021	160,000	46,609	206,609
Additions in Year	-	2,338	2,338
Revaluation	40,000	-	-
	-----	-----	-----
At 31 March 2022	200,000	48,947	248,947
	-----	-----	-----
<u>Depreciation</u>			
At 1 April 2021	13,713	39,610	53,323
Charge for Year	4,571	2,929	7,500
Revaluation	(18,284)	-	(18,284)
	-----	-----	-----
At 31 March 2022	-	42,539	42,539
	-----	-----	-----
<u>Net Book Value</u>			
At 31 March 2022	200,000	6,408	206,408
	-----	-----	-----
At 31 March 2021	146,287	6,999	153,286
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The Charity's freehold premises at 16 Wood Street, Taunton was revalued by a firm of independent Chartered surveyors on an open market basis on 31st March 2022 at £200,000 and this value has been incorporated in these accounts. Market value is the estimated amount for which the property should exchange on the valuation date between a willing buyer and a willing seller in an arm's length transaction, after proper marketing and where the parties had each acted knowledgeably, prudently and without compulsion. The carrying amount is not considered to be materially different to its fair value at 31<sup>st</sup> March 2022.

The property was acquired in 1987 and the total historic cost was £63,511.

SAMARITANS OF TAUNTON AND SOMERSET

NOTES TO THE ACCOUNTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

5 RECONCILIATION OF FUNDS

	Balance 1 April <u>2021</u> £	<u>Income</u> £	<u>Expenditure</u> £	Transfer Between <u>Funds</u> £	Balance 31 March <u>2022</u> £
Unrestricted:					
General Fund	118,847	35,703	(38,262)	-	116,288
Designated Funds	29,910	-	-	-	29,910
	<hr/> 148,757	<hr/> 35,703	<hr/> (38,262)	<hr/> -	<hr/> 146,198
Restricted:					
Building Appeal	63,500	-	(2,000)	-	61,500
Hinkley Point C Community Fund	3,307	-	-	-	3,307
Pears Foundation Grant	3,827	7,000	(8,432)	-	2,395
GWR Grant	-	2,150	-	-	2,150
	<hr/> 70,634	<hr/> 9,150	<hr/> (10,432)	<hr/> -	<hr/> 69,352
Revaluation Reserve (Restricted):					
Revaluation of 16 Wood Street, Taunton	82,108	58,284	(2,571)	-	137,821
	<hr/> 82,108	<hr/> 58,284	<hr/> (2,571)	<hr/> -	<hr/> 137,821

Represented by:	<u>General Fund</u> £	<u>Designated Funds</u> £	<u>Restricted Funds</u> £	<u>Total</u> £
<b>Tangible Fixed Assets</b>	4,692	-	201,716	206,408
<b>Current Assets</b>	115,894	29,910	5,457	151,261
<b>Current Liabilities</b>	(4,398)	-	-	(4,398)
	<hr/> 116,188	<hr/> 29,910	<hr/> 207,173	<hr/> 353,271

SAMARITANS OF TAUNTON AND SOMERSETNOTES TO THE ACCOUNTS (CONTINUED)FOR THE YEAR ENDED 31 MARCH 20226 PURPOSE OF FUNDSGeneral Fund

Funds are held available for the ordinary purposes of the Charity.

Designated Funds

Designated funds are funds set aside by the Trustees for particular purposes. At 31 March 2022 these comprised the Reaching Out promotion (£6,500), a fund for the replacement of office equipment (£8,410) and a building reserve to be used for any costs arising in relation to the building (£15,000).

Restricted Funds

The building appeal fund represents the result of a specific fundraising appeal in earlier periods to acquire the Charity's freehold property.

The Hinkley Point "C" Community Fund to provide emotional and other welfare support to all persons working on the site is being carried forward until the covid situation allows volunteers to travel to the site.

The Pears Foundation Grant was rewarded to help pay for a branch refurbishment.

The GWR Grant is to be used towards volunteer recruitment and community engagement activities.

**SAMARITANS OF TAUNTON AND SOMERSET**

England & Wales - Charity number 1170637

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# Accounts

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## Samaritans of Taunton & Somerset

### Financial Statements

Year Ended 31 March 2021.

The trustees present their annual report and financial statements of the Charity for the year ended 31<sup>st</sup> March 2021. The financial statements have been prepared in accordance with the accounting policies set out in Note 1 to the accounts and comply with the Charity's trust deed, Charities Act 2011 and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and the Republic of Ireland (FRS102).

#### About the Samaritans.

The Charity maintains a centre for receiving telephone calls, e-mails and texts from members of the public and also welcomes any visitors to the Branch. The centre is staffed by unpaid volunteers and the branch is open 365 days a year.

#### The main objective of the Charity is:

To listen to and talk with persons who are suicidal, despairing or in a state of emotional distress who are predominantly resident in the Taunton and Somerset area but not exclusively so. The volunteers are selected and trained to undertake the sensitive task of listening to callers and help them resolve their issues in accordance with the laid down procedures and if appropriate guide them to appropriate professionals who may be able to assist them.

The trustees confirm that they have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the Charity's aims and objectives and in planning further activities.

We work to achieve this Vision by making it our mission to alleviate emotional distress and reduce the incidence of suicidal feelings and suicidal behaviour.

#### We do this by:

Being available 24 hours a day to receive calls for people requiring emotional support.

Reaching out to high risk groups and communities to reduce the risk of suicide.

Working in partnership with other organisations and agencies.

Raising awareness of the challenges to reduce the incidence of suicide.

We are committed to the following values:

Listening, thereby alleviating the distress of the caller and allows the caller to reach a better understanding of their situation.

To ensure and stress the total confidentiality of the call and resultant conversations.

To ensure that callers feel that they are making their own decisions and refrain from telling callers what to do.

To be totally non judgemental as callers want to be able to talk without fear of rejection.

Giving callers undivided attention and empathy meets fundamental emotional need and reduces distress and despair.

## Director's Report

### Structure, Governance and Management.

The Samaritans of Taunton and Somerset is a Charitable Incorporated Organisation (CIO) governed by its constitution and is a registered charity number 1170637. This Charity was registered on 8<sup>th</sup> December 2016 as an affiliate branch of the Central Charity.

The Charity is run by a Branch Committee the majority of whose members are elected by the Annual General Meeting of the members of the Charity. The Branch Committee is made up of a maximum of 10 elected members plus the Director, the Secretary, The Publicity Officer and the Treasurer. It has the power to co-opt additional members as appropriate up to one third of its membership (excluding co-opted members).

There are sub-committees for Publicity and Fundraising.

The Committee meets regularly and is responsible for the general management of the administration of the Charity and its property and affairs.

The elected members of the Branch Committee automatically become Trustees of the Charity. The Committee endeavours to maintain a broad mix of skills and to ensure that this balance is maintained with individuals who are invited to offer themselves for election when the need arises.

The Trustees are familiar with the practical work of the Branch the majority being listening volunteers themselves. All new Trustees, who are not volunteers, attend training courses offered by the Samaritans.

The Trustees keep under review all risks and use risk assessment to ascertain any risks that the Branch may be exposed to especially in respect to the operations and its financial integrity. At the present time there are procedures in place to mitigate any exposure to any major risks.

#### Treasurer's Report.

As can be imagined this last financial year has been most challenging. The deficit for the Year amounts to £??????. Besides the usual expenditure associated with running a Branch the two major items of expenditure are the Branch contribution which amounts to £?????? and Depreciation which amounts to £6,874. This last item has the advantage that although it is charged to the accounts it is not a cash item and therefore does not affect our cash balances.

Fundraising has been almost impossible this year but a large proportion of that raised, namely £4,751, was due to the efforts of Wendy who raised well over £1,300 by the sale of the magnificent masks which were on sale not only within the Branch but also within Taunton itself. Our grateful thanks go out to her. Donations and Covenant Income have held up remarkably well over the period.

Due to the circumstances, we have incurred a large expenditure on providing headsets to Volunteers so that it provides an added safety measure when they come to the Branch to undertake their duties. In spite of a small respite during the worst of the "lockdown" we still have had to pay the Council large amounts for the pleasure of using their Wood Street parking facilities which this year amounted to just under £2,000.00.

Apart from the payment of £14,936.00 to the Centre being our Branch contribution for the financial year ending March 31<sup>st</sup> 2020, our net usage of cash in the year amounted to about £2,900. Luckily, we have sufficient reserves to cover this but fundraising activities must continue when

circumstances allow to ensure that we can continue to have healthy bank balances.

It is difficult to forecast the future at the best of times but this year it is even more difficult as future national policy is uncertain; while events are moving to a more “normal” way of life the unpredictability of this virus makes planning very uncertain together with any national reaction to adverse trends; there are sufficient cash reserves in the accounts at present but these cannot go on forever and we must manage our affairs so that our expenditure does not exceed our income by any large amount in the coming year if fundraising is still curtailed.

Finally, The Committee’s thanks go to our Independent Examiner for scrutinising our accounts. We are grateful that they ensure that our accounts reflect current standards and that we adopt best practice.

On conclusion of this meeting The Accounts will be submitted to The Charity Commission. Anyone requiring a full copy of the accounts can apply to me.

#### Responsibilities of the Trustees.

The Constitution of Samaritans of Taunton and Somerset requires the Trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the Charity and of the surplus or deficit of the Charity for that period. In preparing those financial statements they are required to :-

- Select suitable accounting policies and then apply them consistently;
- Make judgements and estimates that are reasonable and prudent;
- Prepare the financial statements on a going concern basis unless it is inappropriate to presume that the Charity will continue in business.

They are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the Charity and enable them to ensure that the financial statements comply with the accounting requirements of the Charities Act 2011. They are also responsible for safeguarding the assets of the Charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

#### Reference and Administrative Details.

The reference and administrative details disclosed on Page 1 form part of the Trustees’ Report.

## Reserves Policy

To safeguard financial risks and to ensure the financial viability of the charity, it is our policy to maintain general reserves at a figure of at least 18 months general expenditure. We currently have £??????? At the year end. Please refer to note 6 of the accounts for detail in relation to designated and restricted reserves.

On behalf of the Branch Committee

Mrs J.M.Crawford

Director