

# PEMBROKESHIRE SAMARITANS

England & Wales · Charity number 1170854

## Details

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**Status** Registered

**Legal form** CIO

**Registered** 2016-12-20

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

## Contact

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**Address** 1 Albert Street  
Haverfordwest  
SA61 1TA

**Phone** 01437 760684

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

**Website** <https://www.samaritans.org/wales/branches/haverfordwest/>

## Activities

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**Objects:** THE OBJECTS OF THE CHARITY ARE:1) TO ENABLE PERSONS IN PEMBROKESHIRE AND THE SURROUNDING AREA AS WELL AS ELSEWHERE WHO ARE EXPERIENCING FEELINGS OF DISTRESS OR DESPAIR, INCLUDING THOSE WHO MAY BE AT RISK OF SUICIDE, TO RECEIVE CONFIDENTIAL EMOTIONAL SUPPORT AT ANY TIME OF THE DAY OR NIGHT IN ORDER TO IMPROVE THEIR EMOTIONAL HEALTH AND TO REDUCE THE INCIDENCE OF SUICIDE;2) TO PROMOTE A BETTER UNDERSTANDING IN SOCIETY OF SUICIDE, SUICIDAL BEHAVIOUR AND THE VALUE OF EXPRESSING FEELINGS WHICH MAY OTHERWISE LEAD TO SUICIDE OR IMPAIRED EMOTIONAL HEALTH; AND3) TO COLLABORATE WITH AND SUPPORT SAMARITANS CENTRAL CHARITY AND ITS AFFILIATED BRANCHES IN FULFILLING THESE OBJECTS.

**Activities:** Samaritans offer emotional and caring support to the despairing, depressed, lonely, and sometimes suicidal in Pembrokeshire and throughout the UK. Callers may communicate with trained volunteers by telephone, email and face to face. Our aim is that fewer people die by suicide. The service is available twenty four hours of every day.

## Classification

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- **How:** Provides Services, Provides Advocacy/advice/information
- **What:** Education/training, The Advancement Of Health Or Saving Of Lives
- **Who:** Children/young People, Elderly/old People, People With Disabilities, People Of A Particular Ethnic Or Racial Origin, The General Public/mankind

## Geography

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- Pembrokeshire

## Finances

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Period end	Income	Expenditure	Assets	Employees
2025-03-31	£43,796	£48,023	-	-
2024-03-31	£46,954	£51,642	-	-
2023-03-31	£45,667	£44,767	-	-
2022-03-31	£48,105	£44,676	-	-
2021-03-31	£50,058	£47,756	-	-

## Trustees

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Name	Role	Appointed
<b>Amanda Jane Evans</b>	Chair	2025-07-03
Anthony O'Shaughnessy		2025-07-03
Donna Battersby		2021-07-29
Peter Robinson		2021-07-29
Richard Carne Hughes		2025-07-03

## Linked charities

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- THE SAMARITANS OF HAVERFORDWEST AND PEMBROKESHIRE (1170854-1)

**PEMBROKESHIRE SAMARITANS**

England & Wales - Charity number 1170854

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# Accounts

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**Report of the Trustees and  
Unaudited Financial Statements  
for the Year Ended 31 March 2025  
for  
Pembrokeshire Samaritans**

Ashmole and Co.  
Williamston House  
7 Goat Street  
Haverfordwest  
Pembrokeshire  
SA61 1PX

# Pembrokeshire Samaritans

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**Pembrokeshire Samaritans**

**Reference and Administrative Details  
for the Year Ended 31 March 2025**

**TRUSTEES**

Mr J Power  
Mr G Evans - Treasurer  
Mr P Robinson  
D Battersby  
Mrs J M Neale - Director  
Mr S J Evans - Branch Sec (resigned 15.4.24)  
Ms A L Ponisch - Branch Sec (appointed 15.4.24)

**PRINCIPAL ADDRESS**

1 Albert Street  
Haverfordwest  
Pembrokeshire  
SA61 1TA

**REGISTERED CHARITY  
NUMBER**

1170854

**INDEPENDENT EXAMINER**

Ashmole and Co.  
Williamston House  
7 Goat Street  
Haverfordwest  
Pembrokeshire  
SA61 1PX

## **Pembrokeshire Samaritans**

### **Director's Report for the Year Ended 31 March 2025**

My final report as Branch Director at Haverfordwest, as the selection process for my successor got underway in February and Sandy, our new Director, will now take the helm. It has been a privilege to lead the branch over the last three years, and I'm very grateful for the support I have received during this time.

We have maintained steady volunteer numbers, thanks to the proactive work of the recruitment team led by Freya, the Training teams led by Mandy and Alice and the Mentor team led by Erin.

To all our listening volunteers, both long serving, and new to the role, you are at the heart of our service, and you are really making a difference. Beth, our Deputy for Rota Admin has worked hard to accommodate various adjustment requests, this has enabled us to keep open as many shifts as possible even through the holiday periods. Thank you.

Steering us on a steady financial path, Gary has completed another full term as our Treasurer - his knowledge and input plus myriad additional skills, including carpentry, IT and fixing faulty equipment, have been invaluable and much appreciated.

Our BLT, which comprises our Vice Director, Deputy Directors and Trustees, has discussed and cogitated over many issues. Some of these, e.g. ongoing mentoring, led to improved practises in the branch and some, e.g. the hybrid email system, despite our best efforts have yet to bear fruit. Whatever the outcome of our discussions, I have felt supported and the branch has benefitted from the commitment of all those taking time to attend these meetings. I'd like to give a big thank you for the contribution you have all made.

Our Outreach team, led by Sandy, had a busy year, with new projects such as a stand at the hospital, and the launch of the new rail initiative. It was heartening to see volunteers responding positively to requests to attend events - it's always good to raise awareness of our listening service in the broader community.

Despite our fund-raising officer being unable to fulfil the role as hoped, we managed to benefit from fundraising events over the last twelve months. Our Sing for Sams event was a resounding success and that is down to the energy and enthusiasm of our choirmaster, Alwyn and the singers taking part. I very much hope these concerts will continue for many years to come.

I'm delighted to report that our Welsh line has been reestablished. It took a while to integrate into the new listening platform but we are now up and running - Diolch yn fawr Tom.

Behind the scenes we have our support volunteers - It really does take all sorts of skills to keep a branch up and running and I thank all of you for your help. A special thanks to Ed who has patiently nodded and shaken his head in all the right places when I have offloaded various ideas to him, at all hours of the day and night.

Lastly, but certainly not least, I wish Sandy all the very best in her new role. It may be a challenging one at times but can also be a very rewarding one.

## **Pembrokeshire Samaritans**

### **Report of the Trustees for the Year Ended 31 March 2025**

The trustees present their report with the financial statements of the charity for the year ended 31 March 2025. The trustees have adopted the provisions of 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) (effective 1 January 2019).

#### **OBJECTIVES AND ACTIVITIES**

##### **Objectives and aims**

We strive to assist people who are suicidal, despairing or in distress by providing a service primarily intended for the benefit of people in Haverfordwest and Pembrokeshire and the surrounding area, but without specific limitations as to area. We aim to provide such people with immediate help, compassion and befriending. As members of the charity, we have been selected and prepared for this purpose and work under direction and also, where appropriate, in accordance with Samaritan procedures we refer people to organisations which have specialist and professional skills. We also aim to support the charity and help in the establishment and support of probationary branches, and we also support other recognised branches of Samaritans.

##### **Significant activities**

The Samaritans offer emotional support by telephone, email, texting and face-to-face contact to those who are distressed and who may be suicidal. Each contact is dealt with in a confidential, non-judgemental and caring way. Samaritans do not give advice but signpost callers to other charities or organisations that may be able to give more specific guidance. In addition to providing support throughout the UK and Ireland, the Pembrokeshire branch provides emotional support to local people and operates within the community to provide outreach and educational programs. We follow the Safeguarding procedures introduced and implemented by Samaritans in 2017. These procedures ensure that our organisation can provide adequate protection for children and vulnerable adults.

##### **Public benefit**

The Trustees have referred to the guidance contained within the Charity Commission's general guidance on public benefit. We believe that our objectives, aims and significant activities provide sufficient evidence of compliance with the requirements as defined by the Charity Commission.

#### **ACHIEVEMENT AND PERFORMANCE**

##### **Charitable activities**

##### **The year in review**

Outreach activities have continued during the year and the team have worked hard to fulfil as many commitments as possible. There have been continued opportunities for us to attend talks and presentations to local groups, allowing us to share an understanding of the work we do.

The aim of Outreach is to reach out to as many groups in the community as we can. Volunteers attended the County Show in the summer and had great success in meeting members of the local community, especially the farming community. We have reached out to the local food banks and left our literature with them.

We continue to have strong links with students through the local colleges and schools and have attended several events to mark significant days such as their Freshers week and Mental Health awareness week.

This year we have been successful in developing links with Withybush Hospital and have attended several times with a stand in the foyer raising awareness of the work we do.

As part of the 'Small Talks Saves Lives' events 2 of our volunteers travelled from Haverfordwest to Carmarthen and back on the train. It was a great success talking to staff and customers; sharing our literature and spreading the word about the work we do.

The last financial year saw us successfully migrating to the new Listening Platform towards the tail end of December 2024/beginning of January 2025.

Recruitment remains steady and our training team is currently running two courses a year. Branch membership remains at a steady 55 to 60 members.

**Pembrokeshire Samaritans**  
**Report of the Trustees**  
**for the Year Ended 31 March 2025**

**FINANCIAL REVIEW**

**Financial review**

At the year end, the Charity had unrestricted funds of £135,496 of which £57,135 related to tangible assets. The principal sources of income continue to be donations from the public whether directly or through the sale of donated goods in the shop. Expenditure is focussed entirely on service provision together with property maintenance and running costs.

Income and expenditure for the year were £43,796 and £48,023 respectively, resulting in a deficit of £4,227. Excluding depreciation on tangible assets, the deficit for the year was £2,908.

**Reserves policy**

As branch income is heavily dependent on donations, either directly, or through the sale of donated goods in the shop, it cannot be guaranteed. The trustees consider that around 12-18 months of annual expenditure, excluding depreciation, (£50,000 to £70,000) is an appropriate level of reserves to maintain in order to meet working capital needs. Our current free reserves are £78,361 which is above the top of the range.

**STRUCTURE, GOVERNANCE AND MANAGEMENT**

**Governing document**

The Charitable Incorporated Organisation (CIO) 'Pembrokeshire Samaritans' was registered with the Charity Commission on the 20th December 2016 and was established to take over the work of the unincorporated charity 'The Samaritans of Haverfordwest & Pembrokeshire', registered charity number 700516. The net assets of the unincorporated charity were transferred to the CIO on the 1st April 2017.

The Charity is affiliated to National Samaritans and observes the terms of affiliation and of the Constitution agreed in 2016.

**Organisational structure**

Operating throughout the UK and Ireland, the Samaritans organisation has approximately 200 branches and during 2024 around 23,000 volunteered their time. They provided emotional support by telephone, email, online chat, letter and face to face contact to people in distress and in many cases feeling suicidal.

Pembrokeshire Samaritans is an affiliated branch which opened in 1976 at Tower Hill, Haverfordwest and moved to its present location at 1 Albert Street, Haverfordwest in 1986.

There are currently approximately 60 part time unpaid volunteers as well as two paid staff, namely an office cleaner and the shop manager. The shop manager is supported by a team of unpaid shop assistants.

The Branch is mostly dependent upon the shop for its income although there is additional revenue from charitable donations, local fund raising events, grants, gift aid and legacies. In prior years earned income together with grants has been sufficient to support the branch running costs but the current economic crisis will no doubt impact on this and branch finances will come under increasing pressure. It is very important that we focus on fund raising opportunities and keep a close eye on our outgoings in the year ahead.

The Branch is managed by a Branch Leadership Team (BLT), led by a Director and includes Vice Director together with nine Deputy Directors. In addition the Trustees of the branch attend the BLT. Regular meetings are held to consider the performance of the Branch in all areas, including Recruitment, Finances, Admin, Outreach, Training and Health and Safety. Risk assessments are undertaken periodically, paying particular attention to health and safety and finance.

**Recruitment and Appointment of Trustees**

Trustees are selected from existing Listening Volunteers, taking account of the guidelines provided by Samaritans Central Office. It is a requirement for all Trustees to complete the online training for Trustees, or an equivalent external course. The appointment of Trustees is approved by a majority vote at a General Meeting.

**Pembrokeshire Samaritans**

**Report of the Trustees  
for the Year Ended 31 March 2025**

**STRUCTURE, GOVERNANCE AND MANAGEMENT**

**Trustee Responsibilities**

The Trustees are members of the BLT and as such are in a position to ensure that the Branch is fully compliant with all its legal, statutory, and regulatory requirements. These requirements cover the guidance issued by the Charities Commission, regulations issued by the U.K. and Welsh devolved Governments, as well as other requirements issued by local Government or statutory bodies.

In addition, as affiliated members of Samaritans, the Branch is required to comply with its policies and procedures, the Branch constitution, operating and Branch agreements and general guidance issued by Samaritans Central Office.

Trustees are also responsible for ensuring that the Branch provides an effective service to callers and that the welfare and wellbeing of volunteers is given paramount importance. All aspects of Branch management are carefully monitored, with particular attention given to financial governance and ensuring the long term sustainability of the Branch.

**Risk management**

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error.

**Principal risks**

The principal risks facing the branch are the retention of listening volunteers due to a number of reasons that include the types of calls received as a result of the current uncertain economic climate, insufficient funds to run the branch and the possibility of breach of confidentiality.

- New volunteer recruitment is essential to ensure that we always have adequate cover. Through information sessions, a careful selection process followed by a comprehensive training programme, we have managed to maintain the number of volunteers over the past year at around 60 listening volunteers and 4 support volunteers.

- Fund raising is also essential in order to meet running costs as well as to pay a small contribution to the central charity towards the costs of the services and systems, without which branches could not operate.

- A corner stone of the Samaritans' service is that all those who contact us are guaranteed absolute confidentiality. Policies and procedures, including DBS checks for all volunteers, are in place to reduce the possibility of inadvertent breach of confidentiality.

Approved by order of the board of trustees on ..... 03.07.2025 ..... and signed on its behalf by:



.....  
Mrs J M Neale - Director - Trustee

**Independent Examiner's Report to the Trustees of  
Pembrokeshire Samaritans**

**Independent examiner's report to the trustees of Pembrokeshire Samaritans**

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

**Responsibilities and basis of report**

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

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

**Independent examiner's statement**

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

1. accounting records were not kept in respect of the Trust as required by Section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination.

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



I D Badham

Ashmole and Co.  
Williamston House  
7 Goat Street  
Haverfordwest  
Pembrokeshire  
SA61 1PX

Date: 04.07.2025

**Pembrokeshire Samaritans**

**Statement of Financial Activities  
for the Year Ended 31 March 2025**

	Notes	Unrestricted fund £	Restricted fund £	31.3.25 Total funds £	31.3.24 Total funds £
<b>INCOME AND ENDOWMENTS FROM</b>					
Donations and legacies	2	10,128	1,150	11,278	13,585
Other trading activities	3	29,074	-	29,074	31,168
Investment income	4	3,411	-	3,411	2,201
Other income		33	-	33	-
<b>Total</b>		42,646	1,150	43,796	46,954
<b>EXPENDITURE ON</b>					
Raising funds		22,758	-	22,758	21,733
<b>Charitable activities</b>	5				
Centre		24,115	1,150	25,265	29,909
<b>Total</b>		46,873	1,150	48,023	51,642
<b>NET INCOME/(EXPENDITURE)</b>		(4,227)	-	(4,227)	(4,688)
<b>RECONCILIATION OF FUNDS</b>					
Total funds brought forward		139,723	-	139,723	144,411
<b>TOTAL FUNDS CARRIED FORWARD</b>		135,496	-	135,496	139,723

The notes form part of these financial statements

**Pembrokeshire Samaritans**

**Balance Sheet  
31 March 2025**

	Notes	Unrestricted fund £	Restricted fund £	31.3.25 Total funds £	31.3.24 Total funds £
<b>FIXED ASSETS</b>					
Tangible assets	12	57,135	-	57,135	58,445
<b>CURRENT ASSETS</b>					
Debtors	13	834	-	834	1,991
Cash at bank and in hand		84,909	1,000	85,909	84,010
		<u>85,743</u>	<u>1,000</u>	<u>86,743</u>	<u>86,001</u>
<b>CREDITORS</b>					
Amounts falling due within one year	14	(7,382)	(1,000)	(8,382)	(4,723)
		<u>78,361</u>	<u>-</u>	<u>78,361</u>	<u>81,278</u>
<b>NET CURRENT ASSETS</b>					
		<u>78,361</u>	<u>-</u>	<u>78,361</u>	<u>81,278</u>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>					
		<u>135,496</u>	<u>-</u>	<u>135,496</u>	<u>139,723</u>
<b>NET ASSETS</b>					
		<u>135,496</u>	<u>-</u>	<u>135,496</u>	<u>139,723</u>
<b>FUNDS</b>					
Unrestricted funds	15			<u>135,496</u>	<u>139,723</u>
<b>TOTAL FUNDS</b>					
				<u>135,496</u>	<u>139,723</u>

The financial statements were approved by the Board of Trustees and authorised for issue on .....03.07.2025..... and were signed on its behalf by:



.....  
Mrs J M Neale - Director - Trustee



.....  
Mr G Evans - Treasurer - Trustee

The notes form part of these financial statements

## Pembrokeshire Samaritans

### Notes to the Financial Statements for the Year Ended 31 March 2025

#### 1. ACCOUNTING POLICIES

##### **Basis of preparing the financial statements**

The financial statements of the charity, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) '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) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Charities Act 2011. The financial statements have been prepared under the historical cost convention.

##### **Income**

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

##### **Expenditure**

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

##### **Tangible fixed assets**

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Freehold property	- Nil
Furniture and equipment	- 15% on reducing balance
Shop furniture	- 15% on reducing balance
Computer equipment	- 33% on reducing balance

The trustees consider that the freehold property is maintained in such a state of repair that the residual value of the property is at least equal to its net book value. As a result, no depreciation has been charged in the SOFA in respect of the freehold property.

##### **Taxation**

The charity is exempt from tax on its charitable activities.

##### **Fund accounting**

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

**Pembrokeshire Samaritans**

**Notes to the Financial Statements - continued  
for the Year Ended 31 March 2025**

**2. DONATIONS AND LEGACIES**

	31.3.25	31.3.24
	£	£
Donations	7,997	9,206
Gift aid	781	879
Grants	2,500	3,500
	<u>11,278</u>	<u>13,585</u>

Grants received, included in the above, are as follows:

	31.3.25	31.3.24
	£	£
Welsh Government	1,500	1,500
The Community Foundation in Wales	1,000	2,000
	<u>2,500</u>	<u>3,500</u>

**3. OTHER TRADING ACTIVITIES**

	31.3.25	31.3.24
	£	£
Shop income	29,074	31,168
	<u>29,074</u>	<u>31,168</u>

**4. INVESTMENT INCOME**

	31.3.25	31.3.24
	£	£
Deposit account interest	3,392	2,176
Interest receivable - trading	19	25
	<u>3,411</u>	<u>2,201</u>

**5. CHARITABLE ACTIVITIES COSTS**

	Direct Costs (see note 6)	Support costs (see note 7)	Totals
	£	£	£
Centre	21,582	3,683	25,265
	<u>21,582</u>	<u>3,683</u>	<u>25,265</u>

**Pembrokeshire Samaritans**

**Notes to the Financial Statements - continued  
for the Year Ended 31 March 2025**

**6. DIRECT COSTS OF CHARITABLE ACTIVITIES**

	31.3.25	31.3.24
	£	£
Insurance	860	845
Light and heat	1,276	757
Telephone	1,220	1,083
Advertising	807	831
Cleaning and housekeeping	1,124	1,039
Repairs and renewals	1,784	5,472
Volunteer expenses	11,813	12,385
Training	9	-
Sams levy (NBC)	1,067	1,562
Software licences	205	242
PAV affiliation fee	47	65
Waste collection	222	30
Depreciation	1,148	1,390
	<u>21,582</u>	<u>25,701</u>

**7. SUPPORT COSTS**

	Finance	Other	Governance	Totals
	£	£	costs £	£
Centre	<u>324</u>	<u>1,667</u>	<u>1,692</u>	<u>3,683</u>

**8. INDEPENDENT EXAMINER'S FEE**

	31.3.24	31.3.23
	£	£
Independent examiner's fee	<u>1,614</u>	<u>1,560</u>

**9. TRUSTEES' REMUNERATION AND BENEFITS**

There were no trustees' remuneration or other benefits for the year ended 31 March 2025 nor for the year ended 31 March 2024.

**Trustees' expenses**

Trustees' expenses this year were £1,666.10 (2024 - £2,009.60), of which £125 was donated back to the charity under the gift aid scheme.

**Pembrokeshire Samaritans**

**Notes to the Financial Statements - continued  
for the Year Ended 31 March 2025**

**10. STAFF COSTS**

	31.3.25	31.3.24
	£	£
Wages and salaries	13,087	11,953
	<u>13,087</u>	<u>11,953</u>

The average monthly number of employees during the year was as follows:

	31.3.25	31.3.24
Shop Manager	1	1
	<u>1</u>	<u>1</u>

No employees received emoluments in excess of £60,000.

**11. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - 31.3.23**

	Unrestricted fund £	Restricted fund £	Total funds £
<b>INCOME AND ENDOWMENTS FROM</b>			
Donations and legacies	11,584	2,001	13,585
Other trading activities	31,168	-	31,168
Investment income	2,201	-	2,201
<b>Total</b>	<u>44,953</u>	<u>2,001</u>	<u>46,954</u>
<b>EXPENDITURE ON</b>			
Raising funds	21,733	-	21,733
<b>Charitable activities</b>			
Centre	26,470	3,439	29,909
<b>Total</b>	<u>48,203</u>	<u>3,439</u>	<u>51,642</u>
<b>NET INCOME/(EXPENDITURE)</b>	(3,250)	(1,438)	(4,688)
<b>RECONCILIATION OF FUNDS</b>			
Total funds brought forward	142,973	1,438	144,411
<b>TOTAL FUNDS CARRIED FORWARD</b>	<u>139,723</u>	<u>-</u>	<u>139,723</u>

Pembrokeshire Samaritans

Notes to the Financial Statements - continued  
for the Year Ended 31 March 2025

12. TANGIBLE FIXED ASSETS

	Freehold property £	Improvements to property £	Furniture and equipment £
<b>COST</b>			
At 1 April 2024	51,422	4,990	8,697
Additions	-	-	175
Disposals	-	-	-
At 31 March 2025	<u>51,422</u>	<u>4,990</u>	<u>8,872</u>
<b>DEPRECIATION</b>			
At 1 April 2024	-	2,536	5,311
Charge for year	-	499	534
Eliminated on disposal	-	-	-
At 31 March 2025	<u>-</u>	<u>3,035</u>	<u>5,845</u>
<b>NET BOOK VALUE</b>			
At 31 March 2025	<u>51,422</u>	<u>1,955</u>	<u>3,027</u>
At 31 March 2024	<u>51,422</u>	<u>2,454</u>	<u>3,386</u>
	Shop furniture £	Computer equipment £	Totals £
<b>COST</b>			
At 1 April 2024	900	3,934	69,943
Additions	-	-	175
Disposals	-	(376)	(376)
At 31 March 2025	<u>900</u>	<u>3,558</u>	<u>69,742</u>
<b>DEPRECIATION</b>			
At 1 April 2024	612	3,039	11,498
Charge for year	43	242	1,318
Eliminated on disposal	-	(209)	(209)
At 31 March 2025	<u>655</u>	<u>3,072</u>	<u>12,607</u>
<b>NET BOOK VALUE</b>			
At 31 March 2025	<u>245</u>	<u>486</u>	<u>57,135</u>
At 31 March 2024	<u>288</u>	<u>895</u>	<u>58,445</u>

Pembrokeshire Samaritans

Notes to the Financial Statements - continued  
for the Year Ended 31 March 2025

<b>13. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR</b>	31.3.25	31.3.24
	£	£
Debtors	815	1,963
Prepayments	19	28
	<u>834</u>	<u>1,991</u>

<b>14. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR</b>	31.3.25	31.3.24
	£	£
Trade creditors	3,405	1,094
Taxation and social security	600	497
Other creditors	4,377	3,132
	<u>8,382</u>	<u>4,723</u>

<b>15. MOVEMENT IN FUNDS</b>		Net movement in funds	At
	At 1.4.24	in funds	31.3.25
	£	£	£
<b>Unrestricted funds</b>			
General fund	139,723	(4,227)	135,496
	<u>139,723</u>	<u>(4,227)</u>	<u>135,496</u>
<b>TOTAL FUNDS</b>	<u>139,723</u>	<u>(4,227)</u>	<u>135,496</u>

Net movement in funds, included in the above are as follows:

	Incoming resources	Resources expended	Movement in funds
	£	£	£
<b>Unrestricted funds</b>			
General fund	42,646	(46,873)	(4,227)
<b>Restricted funds</b>			
Restricted fund	1,150	(1,150)	-
	<u>43,796</u>	<u>(48,023)</u>	<u>(4,227)</u>
<b>TOTAL FUNDS</b>	<u>43,796</u>	<u>(48,023)</u>	<u>(4,227)</u>

Pembrokeshire Samaritans

Notes to the Financial Statements - continued  
for the Year Ended 31 March 2025

15. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.4.23 £	Net movement in funds £	At 31.3.24 £
<b>Unrestricted funds</b>			
General fund	142,973	(3,250)	139,723
<b>Restricted funds</b>			
Restricted fund	1,438	(1,438)	-
<b>TOTAL FUNDS</b>	<u>144,411</u>	<u>(4,688)</u>	<u>139,723</u>

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
<b>Unrestricted funds</b>			
General fund	44,953	(48,203)	(3,250)
<b>Restricted funds</b>			
Restricted fund	2,001	(3,439)	(1,438)
<b>TOTAL FUNDS</b>	<u>46,954</u>	<u>(51,642)</u>	<u>(4,688)</u>

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.4.23 £	Net movement in funds £	At 31.3.25 £
<b>Unrestricted funds</b>			
General fund	142,973	(7,477)	135,496
<b>Restricted funds</b>			
Restricted fund	1,438	(1,438)	-
<b>TOTAL FUNDS</b>	<u>144,411</u>	<u>(8,915)</u>	<u>135,496</u>

**Pembrokeshire Samaritans**

**Notes to the Financial Statements - continued  
for the Year Ended 31 March 2025**

**15. MOVEMENT IN FUNDS - continued**

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
<b>Unrestricted funds</b>			
General fund	87,599	(95,076)	(7,477)
<b>Restricted funds</b>			
Restricted fund	3,151	(4,589)	(1,438)
<b>TOTAL FUNDS</b>	<u>90,750</u>	<u>(99,665)</u>	<u>(8,915)</u>

**16. RELATED PARTY DISCLOSURES**

There were no related party transactions for the year ended 31 March 2025.

**Pembrokeshire Samaritans**

**Detailed Statement of Financial Activities  
for the Year Ended 31 March 2025**

	31.3.25 £	31.3.24 £
<b>INCOME AND ENDOWMENTS</b>		
<b>Donations and legacies</b>		
Donations	7,997	9,206
Gift aid	781	879
Grants	2,500	3,500
	11,278	13,585
<b>Other trading activities</b>		
Shop income	29,074	31,168
<b>Investment income</b>		
Deposit account interest	3,392	2,176
Interest receivable - trading	19	25
	3,411	2,201
<b>Other income</b>		
Gain on sale of tangible fixed assets	33	-
	43,796	46,954
<b>Total incoming resources</b>		
 <b>EXPENDITURE</b>		
<b>Other trading activities</b>		
Wages	13,087	11,953
Shop expenditure	9,628	9,729
Depn of shop furniture	43	51
	22,758	21,733
<b>Charitable activities</b>		
Insurance	860	845
Light and heat	1,276	757
Telephone	1,220	1,083
Advertising	807	831
Cleaning and housekeeping	1,124	1,039
Repairs and renewals	1,784	5,472
Volunteer expenses	11,813	12,385
Training	9	-
Sams levy (NBC)	1,067	1,562
Software licences	205	242
PAV affiliation fee	47	65
Waste collection	222	30
Depreciation	1,148	1,390
	21,582	25,701
<b>Support costs</b>		

This page does not form part of the statutory financial statements

**Pembrokeshire Samaritans**

**Detailed Statement of Financial Activities  
for the Year Ended 31 March 2025**

	31.3.25 £	31.3.24 £
<b>Support costs</b>		
<b>Finance</b>		
Bank charges	324	341
<b>Other</b>		
Insurance	96	94
Light and heat	142	92
Telephone	136	120
Office consumables	838	1,069
Cleaning and housekeeping	125	115
Repairs and renewals	202	609
Depreciation	128	154
	<u>1,667</u>	<u>2,253</u>
<b>Governance costs</b>		
Independent examiners fee	1,692	1,614
	<u>1,692</u>	<u>1,614</u>
Total resources expended	<u>48,023</u>	<u>51,642</u>
<b>Net expenditure</b>	<u>(4,227)</u>	<u>(4,688)</u>

This page does not form part of the statutory financial statements

**PEMBROKESHIRE SAMARITANS**

England & Wales - Charity number 1170854

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# Accounts

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**Report of the Trustees and  
Unaudited Financial Statements  
for the Year Ended 31 March 2024  
for  
Pembrokeshire Samaritans**

Ashmole and Co.  
Williamston House  
7 Goat Street  
Haverfordwest  
Pembrokeshire  
SA61 1PX

**Pembrokeshire Samaritans**

**Contents of the Financial Statements  
for the Year Ended 31 March 2024**

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**Pembrokeshire Samaritans**

**Reference and Administrative Details  
for the Year Ended 31 March 2024**

<b>TRUSTEES</b>	Mr J Power Mr G Evans - Treasurer Mr P Robinson D Battersby C Carr (resigned 14.7.23) Mrs J M Neale - Director Mr S J Evans - Branch Sec
<b>PRINCIPAL ADDRESS</b>	1 Albert Street Haverfordwest Pembrokeshire SA61 1TA
<b>REGISTERED CHARITY NUMBER</b>	1170854
<b>INDEPENDENT EXAMINER</b>	Ashmole and Co. Williamston House 7 Goat Street Haverfordwest Pembrokeshire SA61 1PX

## **Pembrokeshire Samaritans**

### **Director's Report for the Year Ended 31 March 2024**

Another busy year for Haverfordwest Samaritans. We continue to strive to offer the best service we possibly can for our callers. Our BLT and Deputy Directors have been working hard to keep momentum going in their departments and despite some particularly challenging periods we are moving in the right direction.

The exterior works to our building were finally completed satisfactorily towards the end of last year and feedback re the new colour scheme has been positive. In addition to this, soundproofing of the ops room booths, plus minor works to rectify a problem with the kitchen floor area have been undertaken.

A Volunteer Voice Survey sent out from Central Office gave us a chance to put our point of view forward - thank you to those of you who took part. Our branch returned a particularly high percentage of survey forms. Feedback will be shared as it is received.

Changes have been made to our rota, in an effort to maximise our listening capacity. These changes will be reviewed in the Autumn and tweaks will be made if necessary. All volunteers are busy people with a myriad of commitments, and we want to ensure that we are as flexible as possible in our approach to creating suitable time slots for duties.

Ongoing mentoring has been reviewed and mentor sessions for listeners are now underway. We hope that everyone is finding these sessions useful and worthwhile. Any Training needs highlighted during these sessions will be forwarded to our Trainers, with a view to creating relevant sessions as appropriate.

I am delighted to confirm that we now have a designated fund-raising officer for our branch. Rhys agreed to step into the role and is drawing up a plan to look at ways of maximising fund raising. It would be great to have the support of as many as volunteers as possible at events planned this year, these include concerts and a swim for a Samaritans dip in the tide.

A new email service specification and service level agreement has been drawn up and we are able to submit a request for Haverfordwest to be designated as an emailing branch. It will be up to each individual listener to decide if they wish to be included in the email team. The email agreement is available online on Samshome and a paper copy is available in branch. I will be encouraging volunteers to look at this before deciding whether or not to participate.

2024 has been, and will continue to be, a busy year for Haverfordwest. A big thank you to all volunteers who help keep us up and running - your efforts really do make a difference.

Mel456

Director

## **Pembrokeshire Samaritans**

### **Report of the Trustees for the Year Ended 31 March 2024**

The trustees present their report with the financial statements of the charity for the year ended 31 March 2024. The trustees have adopted the provisions of 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) (effective 1 January 2019).

#### **OBJECTIVES AND ACTIVITIES**

##### **Objectives and aims**

We strive to assist people who are suicidal, despairing or in distress by providing a service primarily intended for the benefit of people in Haverfordwest and Pembrokeshire and the surrounding area, but without specific limitations as to area. We aim to provide such people with immediate help, compassion and befriending. As members of the charity, we have been selected and prepared for this purpose and work under direction and also, where appropriate, in accordance with Samaritan procedures we refer people to organisations which have specialist and professional skills. We also aim to support the charity and help in the establishment and support of probationary branches, and we also support other recognised branches of Samaritans.

##### **Significant activities**

The Samaritans offer emotional support by telephone, email, texting and face-to-face contact to those who are distressed and who may be suicidal. Each contact is dealt with in a confidential, non-judgemental and caring way. Samaritans do not give advice but signpost callers to other charities or organisations that may be able to give more specific guidance. In addition to providing support throughout the UK and Ireland, the Pembrokeshire branch provides emotional support to local people and operates within the community to provide outreach and educational programs. We follow the Safeguarding procedures introduced and implemented by Samaritans in 2017. These procedures ensure that our organisation can provide adequate protection for children and vulnerable adults.

##### **Public benefit**

The Trustees have referred to the guidance contained within the Charity Commission's general guidance on public benefit. We believe that our objectives, aims and significant activities provide sufficient evidence of compliance with the requirements as defined by the Charity Commission.

#### **ACHIEVEMENT AND PERFORMANCE**

##### **Charitable activities**

##### **The year in review**

Following the restrictions imposed by the coronavirus, the branch has now returned to full operation except for face-to-face activities. The building renovations have been completed. The building has been repainted and the working spaces have been reorganised and all is bright and cheerful and functioning well. A listening volunteer has installed new soundproofing wall coverings in the operations room, and these have helped to improve the quality of listening.

Outreach activities have resumed fully with a general emphasis on the increase in mental health needs following the Lockdown period. There have been more opportunities now for us to be invited to give presentations and attend functions and we have taken advantage of these. Volunteers have been generous with their time in supporting a variety of local events and talks.

It has been noted that callers with mental health issues continue to be frequent as a direct result of the lack of community support, especially outside office hours when crisis teams are often unavailable.

The partnership with Dyfed Powys Police to provide emotional support for people leaving the custody suite after an overnight stay continues to remain in its infancy. There have been ongoing logistical challenges. The branch remains keen to develop this type of support.

We have continued to foster our links with Milford Haven School and with Pembrokeshire College and support their activities whenever we can.

Recruitment remains steady and our training team is currently running two courses a year. Branch membership remains at a steady 55 to 60 members.

## **Pembrokeshire Samaritans**

### **Report of the Trustees for the Year Ended 31 March 2024**

#### **FINANCIAL REVIEW**

##### **Financial review**

At the year end, the Charity had unrestricted funds of £139,723 of which £58,445 related to tangible assets.

The principal sources of income continue to be donations from the public whether directly or through the sale of donated goods in the shop. Expenditure is focussed entirely on service provision together with property maintenance and running costs.

Income and expenditure for the year were £46,954 and £51,642 respectively, resulting in a deficit of £4,688. Excluding depreciation on tangible assets, the deficit for the year was £3,093.

##### **Reserves policy**

As branch income is heavily dependent on donations, either directly, or through the sale of donated goods in the shop, it cannot be guaranteed. The trustees consider that around 12-18 months of annual expenditure, excluding depreciation, (£50,000 to £70,000) is an appropriate level of reserves to maintain in order to meet working capital needs. Our current free reserves are £81,278 which is above the top of the range.

#### **STRUCTURE, GOVERNANCE AND MANAGEMENT**

##### **Governing document**

The Charitable Incorporated Organisation (CIO) 'Pembrokeshire Samaritans' was registered with the Charity Commission on the 20th December 2016 and was established to take over the work of the unincorporated charity 'The Samaritans of Haverfordwest & Pembrokeshire', registered charity number 700516. The net assets of the unincorporated charity were transferred to the CIO on the 1st April 2017.

The Charity is affiliated to National Samaritans and observes the terms of affiliation and of the Constitution agreed in 2016.

##### **Organisational structure**

Operating throughout the UK and Ireland, the Samaritans organisation has approximately 200 branches and during 2022 around 22,000 volunteered their time. They provided emotional support by telephone, email, online chat, letter and face to face contact to people in distress and in many cases feeling suicidal.

Pembrokeshire Samaritans is an affiliated branch which opened in 1976 at Tower Hill, Haverfordwest and moved to its present location at 1 Albert Street, Haverfordwest in 1986.

There are currently approximately 60 part time unpaid volunteers as well as two paid staff, namely an office cleaner and the shop manager. The shop manager is supported by a team of unpaid shop assistants.

The Branch is mostly dependent upon the shop for its income although there is additional revenue from charitable donations, local fund raising events, grants, gift aid and legacies. In prior years earned income together with grants has been sufficient to support the branch running costs but the current economic crisis will no doubt impact on this and branch finances will come under increasing pressure. It is very important that we focus on fund raising opportunities and keep a close eye on our outgoings in the year ahead.

The Branch is managed by a Branch Leadership Team (BLT), led by a Director and includes Vice Director together with nine Deputy Directors. In addition the Trustees of the branch attend the BLT. Regular meetings are held to consider the performance of the Branch in all areas, including Recruitment, Finances, Admin, Outreach, Training and Health and Safety. Risk assessments are undertaken periodically, paying particular attention to health and safety and finance.

##### **Recruitment and Appointment of Trustees**

Trustees are selected from existing Listening Volunteers, taking account of the guidelines provided by Samaritans Central Office. It is a requirement for all Trustees to complete the online training for Trustees, or an equivalent external course. The appointment of Trustees is approved by a majority vote at a General Meeting.

**Pembrokeshire Samaritans**

**Report of the Trustees  
for the Year Ended 31 March 2024**

**STRUCTURE, GOVERNANCE AND MANAGEMENT**

**Trustee Responsibilities**

The Trustees are members of the BLT and as such are in a position to ensure that the Branch is fully compliant with all its legal, statutory, and regulatory requirements. These requirements cover the guidance issued by the Charities Commission, regulations issued by the U.K. and Welsh devolved Governments, as well as other requirements issued by local Government or statutory bodies.

In addition, as affiliated members of Samaritans, the Branch is required to comply with its policies and procedures, the Branch constitution, operating and Branch agreements and general guidance issued by Samaritans Central Office.

Trustees are also responsible for ensuring that the Branch provides an effective service to callers and that the welfare and wellbeing of volunteers is given paramount importance. All aspects of Branch management are carefully monitored, with particular attention given to financial governance and ensuring the long term sustainability of the Branch.

**Risk management**

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error.

**Principal risks**

The principal risks facing the branch are the retention of listening volunteers due to a number of reasons that include the types of calls received as a result of the current uncertain economic climate, insufficient funds to run the branch and the possibility of breach of confidentiality.

- New volunteer recruitment is essential to ensure that we always have adequate cover. Through information sessions, a careful selection process followed by a comprehensive training programme, we have managed to maintain the number of volunteers over the past year at around 60 listening volunteers and 4 support volunteers.
- Fund raising is also essential in order to meet running costs as well as to pay a small contribution to the central charity towards the costs of the services and systems, without which branches could not operate.
- A corner stone of the Samaritans' service is that all those who contact us are guaranteed absolute confidentiality. Policies and procedures, including DBS checks for all volunteers, are in place to reduce the possibility of inadvertent breach of confidentiality.

Approved by order of the board of trustees on .....04.07.2024..... and signed on its behalf by:



.....  
Mrs J M Neale - Director - Trustee

**Independent Examiner's Report to the Trustees of  
Pembrokeshire Samaritans**

**Independent examiner's report to the trustees of Pembrokeshire Samaritans**

I report to the charity trustees on my examination of the accounts of Pembrokeshire Samaritans (the Trust) for the year ended 31 March 2024.

**Responsibilities and basis of report**

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

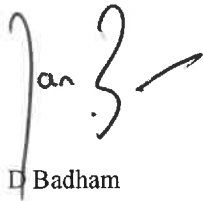
I report in respect of my examination of the Trust's accounts carried out under Section 145 of the Act and in carrying out my examination I have followed all applicable Directions given by the Charity Commission under Section 145(5)(b) of the Act.

**Independent examiner's statement**

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

1. accounting records were not kept in respect of the Trust as required by Section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination.

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



I D Badham

Ashmole and Co.  
Williamston House  
7 Goat Street  
Haverfordwest  
Pembrokeshire  
SA61 1PX

Date: 5.7.2024

**Pembrokeshire Samaritans**

**Statement of Financial Activities  
for the Year Ended 31 March 2024**

	Notes	Unrestricted fund £	Restricted fund £	31.3.24 Total funds £	31.3.23 Total funds £
<b>INCOME AND ENDOWMENTS FROM</b>					
Donations and legacies	2	11,584	2,001	13,585	13,485
Other trading activities	3	31,168	-	31,168	32,026
Investment income	4	2,201	-	2,201	110
Other income		-	-	-	46
<b>Total</b>		<u>44,953</u>	<u>2,001</u>	<u>46,954</u>	<u>45,667</u>
<b>EXPENDITURE ON</b>					
Raising funds		21,733	-	21,733	20,666
<b>Charitable activities</b>	5				
Centre		<u>26,470</u>	<u>3,439</u>	<u>29,909</u>	<u>24,101</u>
<b>Total</b>		<u>48,203</u>	<u>3,439</u>	<u>51,642</u>	<u>44,767</u>
<b>NET INCOME/(EXPENDITURE)</b>		(3,250)	(1,438)	(4,688)	900
<b>RECONCILIATION OF FUNDS</b>					
Total funds brought forward		142,973	1,438	144,411	143,511
<b>TOTAL FUNDS CARRIED FORWARD</b>		<u><u>139,723</u></u>	<u><u>-</u></u>	<u><u>139,723</u></u>	<u><u>144,411</u></u>

The notes form part of these financial statements

**Pembrokeshire Samaritans**

**Balance Sheet  
31 March 2024**

	Notes	Unrestricted fund £	Restricted fund £	31.3.24 Total funds £	31.3.23 Total funds £
<b>FIXED ASSETS</b>					
Tangible assets	12	58,445	-	58,445	60,041
<b>CURRENT ASSETS</b>					
Debtors	13	1,991	-	1,991	1,072
Cash at bank and in hand		83,010	1,000	84,010	88,128
		<u>85,001</u>	<u>1,000</u>	<u>86,001</u>	<u>89,200</u>
<b>CREDITORS</b>					
Amounts falling due within one year	14	(3,723)	(1,000)	(4,723)	(4,830)
		<u>81,278</u>	<u>-</u>	<u>81,278</u>	<u>84,370</u>
<b>NET CURRENT ASSETS</b>					
		<u>139,723</u>	<u>-</u>	<u>139,723</u>	<u>144,411</u>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>					
		<u>139,723</u>	<u>-</u>	<u>139,723</u>	<u>144,411</u>
<b>NET ASSETS</b>					
		<u>139,723</u>	<u>-</u>	<u>139,723</u>	<u>144,411</u>
<b>FUNDS</b>					
	15			139,723	142,973
Unrestricted funds				-	1,438
Restricted funds				<u>139,723</u>	<u>144,411</u>
<b>TOTAL FUNDS</b>					
				<u>139,723</u>	<u>144,411</u>

The financial statements were approved by the Board of Trustees and authorised for issue on 04.07.2024 and were signed on its behalf by:



.....  
Mrs J M Neale - Director - Trustee



.....  
Mr G Evans - Treasurer - Trustee

The notes form part of these financial statements

## Pembrokeshire Samaritans

### Notes to the Financial Statements for the Year Ended 31 March 2024

#### 1. ACCOUNTING POLICIES

##### **Basis of preparing the financial statements**

The financial statements of the charity, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) '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) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Charities Act 2011. The financial statements have been prepared under the historical cost convention.

##### **Income**

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

##### **Expenditure**

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

##### **Tangible fixed assets**

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Freehold property	- Nil
Furniture and equipment	- 15% on reducing balance
Shop furniture	- 15% on reducing balance
Computer equipment	- 33% on reducing balance

The trustees consider that the freehold property is maintained in such a state of repair that the residual value of the property is at least equal to its net book value. As a result, no depreciation has been charged in the SOFA in respect of the freehold property.

##### **Taxation**

The charity is exempt from tax on its charitable activities.

##### **Fund accounting**

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

**Pembrokeshire Samaritans**

**Notes to the Financial Statements - continued  
for the Year Ended 31 March 2024**

**2. DONATIONS AND LEGACIES**

	31.3.24	31.3.23
	£	£
Donations	9,206	11,076
Gift aid	879	909
Grants	3,500	1,500
	<u>13,585</u>	<u>13,485</u>

Grants received, included in the above, are as follows:

	31.3.24	31.3.23
	£	£
Welsh Government	1,500	-
The Community Foundation in Wales	2,000	1,500
	<u>3,500</u>	<u>1,500</u>

**3. OTHER TRADING ACTIVITIES**

	31.3.24	31.3.23
	£	£
Shop income	31,168	32,026
	<u>31,168</u>	<u>32,026</u>

**4. INVESTMENT INCOME**

	31.3.24	31.3.23
	£	£
Deposit account interest	2,176	106
Interest receivable - trading	25	4
	<u>2,201</u>	<u>110</u>

**5. CHARITABLE ACTIVITIES COSTS**

	Direct Costs (see note 6)	Support costs (see note 7)	Totals
	£	£	£
Centre	25,701	4,208	29,909
	<u>25,701</u>	<u>4,208</u>	<u>29,909</u>

**Pembrokeshire Samaritans**

**Notes to the Financial Statements - continued  
for the Year Ended 31 March 2024**

**6. DIRECT COSTS OF CHARITABLE ACTIVITIES**

	31.3.24	31.3.23
	£	£
Insurance	845	1,204
Light and heat	757	1,091
Telephone	1,083	968
Advertising	831	231
Cleaning and housekeeping	1,039	1,082
Repairs and renewals	5,472	976
Volunteer expenses	12,385	10,924
Training	-	38
Sams levy (NBC)	1,562	1,633
Software licences	242	212
PAV affiliation fee	65	30
Waste collection	30	41
Depreciation	1,390	1,718
	<u>25,701</u>	<u>20,148</u>

**7. SUPPORT COSTS**

	Finance	Other	Governance	Totals
	£	£	costs	£
Centre	<u>341</u>	<u>2,253</u>	<u>1,614</u>	<u>4,208</u>

**8. INDEPENDENT EXAMINER'S FEE**

	31.3.24	31.3.23
	£	£
Independent examiner's fee	<u>1,614</u>	<u>1,560</u>

**9. TRUSTEES' REMUNERATION AND BENEFITS**

There were no trustees' remuneration or other benefits for the year ended 31 March 2024 nor for the year ended 31 March 2023.

**Trustees' expenses**

Trustees' expenses this year were £2,009.60 (2023 - £447), of which £90 was donated back to the charity under the gift aid scheme.

Pembrokeshire Samaritans

Notes to the Financial Statements - continued  
for the Year Ended 31 March 2024

10. STAFF COSTS

	31.3.24	31.3.23
	£	£
Wages and salaries	11,953	10,868
	<u>11,953</u>	<u>10,868</u>

The average monthly number of employees during the year was as follows:

	31.3.24	31.3.23
Shop Manager	<u>1</u>	<u>1</u>

No employees received emoluments in excess of £60,000.

11. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - 31.3.23

	Unrestricted fund £	Restricted fund £	Total funds £
<b>INCOME AND ENDOWMENTS FROM</b>			
Donations and legacies	11,985	1,500	13,485
Other trading activities	32,026	-	32,026
Investment income	110	-	110
Other income	46	-	46
<b>Total</b>	<u>44,167</u>	<u>1,500</u>	<u>45,667</u>
<b>EXPENDITURE ON</b>			
Raising funds	20,666	-	20,666
<b>Charitable activities</b>			
Centre	<u>24,039</u>	<u>62</u>	<u>24,101</u>
<b>Total</b>	<u>44,705</u>	<u>62</u>	<u>44,767</u>
<b>NET INCOME/(EXPENDITURE)</b>	(538)	1,438	900
<b>RECONCILIATION OF FUNDS</b>			
Total funds brought forward	<u>143,511</u>	-	<u>143,511</u>
<b>TOTAL FUNDS CARRIED FORWARD</b>	<u>142,973</u>	<u>1,438</u>	<u>144,411</u>

Pembrokeshire Samaritans

Notes to the Financial Statements - continued  
for the Year Ended 31 March 2024

12. TANGIBLE FIXED ASSETS

	Freehold property £	Improvements to property £	Furniture and equipment £
<b>COST</b>			
At 1 April 2023 and 31 March 2024	51,422	4,990	8,697
<b>DEPRECIATION</b>			
At 1 April 2023	-	2,037	4,713
Charge for year	-	499	598
At 31 March 2024	-	2,536	5,311
<b>NET BOOK VALUE</b>			
At 31 March 2024	51,422	2,454	3,386
At 31 March 2023	51,422	2,953	3,984

	Shop furniture £	Computer equipment £	Totals £
<b>COST</b>			
At 1 April 2023 and 31 March 2024	900	3,934	69,943
<b>DEPRECIATION</b>			
At 1 April 2023	561	2,591	9,902
Charge for year	51	448	1,596
At 31 March 2024	612	3,039	11,498
<b>NET BOOK VALUE</b>			
At 31 March 2024	288	895	58,445
At 31 March 2023	339	1,343	60,041

13. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.24	31.3.23
	£	£
Debtors	1,963	1,049
Other debtors	-	3
Prepayments	28	20
	1,991	1,072

Pembrokeshire Samaritans

Notes to the Financial Statements - continued  
for the Year Ended 31 March 2024

14. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.24	31.3.23
	£	£
Trade creditors	1,094	1,619
Taxation and social security	497	-
Other creditors	3,132	3,211
	<u>4,723</u>	<u>4,830</u>

15. MOVEMENT IN FUNDS

	At 1.4.23	Net movement in funds	At 31.3.24
	£	£	£
<b>Unrestricted funds</b>			
General fund	142,973	(3,250)	139,723
<b>Restricted funds</b>			
Restricted fund	1,438	(1,438)	-
	<u>144,411</u>	<u>(4,688)</u>	<u>139,723</u>

Net movement in funds, included in the above are as follows:

	Incoming resources	Resources expended	Movement in funds
	£	£	£
<b>Unrestricted funds</b>			
General fund	44,953	(48,203)	(3,250)
<b>Restricted funds</b>			
Restricted fund	2,001	(3,439)	(1,438)
	<u>46,954</u>	<u>(51,642)</u>	<u>(4,688)</u>

Comparatives for movement in funds

	At 1.4.22	Net movement in funds	At 31.3.23
	£	£	£
<b>Unrestricted funds</b>			
General fund	143,511	(538)	142,973
<b>Restricted funds</b>			
Restricted fund	-	1,438	1,438
	<u>143,511</u>	<u>900</u>	<u>144,411</u>

Pembrokeshire Samaritans

Notes to the Financial Statements - continued  
for the Year Ended 31 March 2024

15. MOVEMENT IN FUNDS - continued

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
<b>Unrestricted funds</b>			
General fund	44,167	(44,705)	(538)
<b>Restricted funds</b>			
Restricted fund	1,500	(62)	1,438
<b>TOTAL FUNDS</b>	<u>45,667</u>	<u>(44,767)</u>	<u>900</u>

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.4.22 £	Net movement in funds £	At 31.3.24 £
<b>Unrestricted funds</b>			
General fund	143,511	(3,788)	139,723
<b>TOTAL FUNDS</b>	<u>143,511</u>	<u>(3,788)</u>	<u>139,723</u>

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
<b>Unrestricted funds</b>			
General fund	89,120	(92,908)	(3,788)
<b>Restricted funds</b>			
Restricted fund	3,501	(3,501)	-
<b>TOTAL FUNDS</b>	<u>92,621</u>	<u>(96,409)</u>	<u>(3,788)</u>

**Pembrokeshire Samaritans**

**Notes to the Financial Statements - continued  
for the Year Ended 31 March 2024**

**16. RELATED PARTY DISCLOSURES**

There were no related party transactions for the year ended 31 March 2024.

**Pembrokeshire Samaritans**

**Detailed Statement of Financial Activities  
for the Year Ended 31 March 2024**

	31.3.24 £	31.3.23 £
<b>INCOME AND ENDOWMENTS</b>		
<b>Donations and legacies</b>		
Donations	9,206	11,076
Gift aid	879	909
Grants	3,500	1,500
	13,585	13,485
<b>Other trading activities</b>		
Shop income	31,168	32,026
<b>Investment income</b>		
Deposit account interest	2,176	106
Interest receivable - trading	25	4
	2,201	110
<b>Other income</b>		
Gain on sale of tangible fixed assets	-	46
	-	46
<b>Total incoming resources</b>	46,954	45,667
<b>EXPENDITURE</b>		
<b>Other trading activities</b>		
Wages	11,953	10,868
Shop expenditure	9,729	9,738
Depn of shop furniture	51	60
	21,733	20,666
<b>Charitable activities</b>		
Insurance	845	1,204
Light and heat	757	1,091
Telephone	1,083	968
Advertising	831	231
Cleaning and housekeeping	1,039	1,082
Repairs and renewals	5,472	976
Volunteer expenses	12,385	10,924
Training	-	38
Sams levy (NBC)	1,562	1,633
Software licences	242	212
PAV affiliation fee	65	30
Waste collection	30	41
Depreciation	1,390	1,718
	25,701	20,148
<b>Support costs</b>		

This page does not form part of the statutory financial statements

**Pembrokeshire Samaritans**

**Detailed Statement of Financial Activities  
for the Year Ended 31 March 2024**

	31.3.24 £	31.3.23 £
<b>Support costs</b>		
<b>Finance</b>		
Bank charges	341	330
<b>Other</b>		
Insurance	94	134
Light and heat	92	121
Telephone	120	108
Office consumables	1,069	1,220
Cleaning and housekeeping	115	120
Repairs and renewals	609	108
Depreciation	154	191
	<hr/>	<hr/>
	2,253	2,002
<b>Governance costs</b>		
Independent examiners fee	1,614	1,536
Legal and professional fees	-	85
	<hr/>	<hr/>
	1,614	1,621
Total resources expended	<hr/>	<hr/>
	51,642	44,767
Net (expenditure)/income	<hr/> <hr/>	<hr/> <hr/>
	(4,688)	900

This page does not form part of the statutory financial statements

**PEMBROKESHIRE SAMARITANS**

England & Wales - Charity number 1170854

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# Accounts

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**Report of the Trustees and  
Unaudited Financial Statements  
for the Year Ended 31 March 2023  
for  
Pembrokeshire Samaritans**

Ashmole and Co.  
Williamston House  
7 Goat Street  
Haverfordwest  
Pembrokeshire  
SA61 1PX

**Pembrokeshire Samaritans**

**Contents of the Financial Statements  
for the Year Ended 31 March 2023**

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**Pembrokeshire Samaritans**

**Reference and Administrative Details  
for the Year Ended 31 March 2023**

<b>TRUSTEES</b>	Mrs A Church - Director (resigned 4.8.22) Mr J Power Mrs A Thair (resigned 4.8.22) Mr G Evans - Treasurer Mr P Robinson D Battersby C Carr Mrs J M Neale - Director (appointed 4.8.22) Mr S J Evans - Branch Secretary (appointed 4.8.22)
<b>PRINCIPAL ADDRESS</b>	1 Albert Street Haverfordwest Pembrokeshire SA61 1TA
<b>REGISTERED CHARITY NUMBER</b>	1170854
<b>INDEPENDENT EXAMINER</b>	Ashmole and Co. Williamston House 7 Goat Street Haverfordwest Pembrokeshire SA61 1PX

## **Pembrokeshire Samaritans**

### **Director's Report for the Year Ended 31 March 2023**

My first year as Director at Haverfordwest has been one of adjustment following the lifting of pandemic restrictions and of renewed energy in the branch now that we are able to get together as a group for both Samaritans business and social gatherings.

Our recruitment, training and outreach deputy directors have all been busy and have had support in their roles from many of our volunteers. Mentor and Day Leader D/Ds have created meetings and a space for people to share their experiences and I believe this in turn results in a more cohesive feel at the branch.

Focus on capacity improvement was highlighted by a visit to the branch by David Boyce and the subsequent support of Wyn our regional capacity improvement officer. With the help of our rota DD we are continually looking at ways in which we can make best use of the resources available at Haverfordwest.

Fund raising events have been organised by a number of volunteers, these have been overseen by our Outreach deputy who has the unenviable task of creating risk assessments for each event. We had a very successful Sing for Samaritans concert, arranged by Alwyn, at the end of last year and another is planned for October this year. Some of our own Samaritan volunteers took part and it was fabulous to see them in full song, hopefully we will hear more from them this Autumn.

As Outreach gets busier and there are more frequent requests for us to attend functions I am going to look at creating a role for a Fund Raising Support Officer/Deputy. The idea being to have someone coordinating events specifically for fund raising which will free up time for our Outreach D/D to concentrate on raising awareness and outreach events where we may offer emotional support.

Data Protection has been in the spotlight recently as there has been a mandatory training session set up on line for completion by all our listening volunteers - this is being overseen by our Data Protection officers and I anticipate full compliance will be reached by the deadline date.

The external works planned for our building have been partially completed, Tree and Sons have agreed that the finish isn't acceptable as the paint used was not suitable for purpose. We are awaiting a date for a coat of a suitable paint to be applied. On a happier note the internal works went more smoothly and our rooms have been de-cluttered and freshened up with a neutral coat of paint.

Teamwork is so important and we're doing well at this in Haverfordwest. I am very aware that without the support of the BLT, Deputy Directors, Vice Director and all our volunteers, whether they take on additional roles or prefer to concentrate on their listening role, Haverfordwest wouldn't be able to function as a listening branch. I would like to take this opportunity to thank every one of you, for giving your time and energy to help keep the service running for our callers.

Mel456

**Pembrokeshire Samaritans**

**Report of the Trustees  
for the Year Ended 31 March 2023**

The trustees present their report with the financial statements of the charity for the year ended 31 March 2023. The trustees have adopted the provisions of 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) (effective 1 January 2019).

**OBJECTIVES AND ACTIVITIES**

**Objectives and aims**

To work for the assistance of persons who are suicidal, despairing or in distress by providing a service primarily intended for the benefit of persons in Haverfordwest and Pembrokeshire and the surrounding area (but without specific limitations as to area) to enable such persons to receive immediate help, compassion and befriending from members of the charity selected and prepared for the purpose working under direction; and also where appropriate, in accordance with Samaritan procedure, referral to persons having specialist or professional skills, and to support the charity and aid in the establishment and support of probationary branches and the support of recognised branches of Samaritans.

**Significant activities**

The Samaritans offer emotional support by phone, e-mail, texting and face-to-face contact to those who are distressed and maybe suicidal. Each contact is dealt with in a confidential, non-judgemental and caring way. Samaritans do not give advice but can signpost callers to other charities who may be able to give specific guidance. In addition to providing support throughout the U.K. and Ireland, the Pembrokeshire Branch provides emotional support to local people and operates within the community to provide outreach and educational programmes. In 2017, Samaritans introduced and implemented a Safeguarding procedure to ensure that our organisation can provide adequate protection for children and vulnerable adults.

**Public benefit**

The Trustees have referred to the guidance contained within the Charity Commission's general guidance on public benefit, and believe that the Objectives, Aims, and Significant Activities provide sufficient evidence of compliance with the requirements defined the Charity Commission.

**ACHIEVEMENT AND PERFORMANCE**

**Charitable activities**

**The year in review**

With the impact of Coronavirus noticeably decreasing, the branch has returned to full operations with the exception of Face to Face. The premises benefitted from fresh paintwork, both inside and out, and look and feel much brighter as a result. There was an issue with the external contractors using inappropriate paint and they will be remedying that in due course. The internal contractor had no such issues and we are delighted with the result.

Outreach activities have resumed and the general emphasis on mental health as a result of the lockdowns has meant that more opportunities are opening up for us to be invited to give presentations and attend functions.

Callers with mental health issues continue to be frequent as a direct result of the lack of community support, especially outside office hours when crisis teams aren't available.

Our links with Milford Haven School have continued to grow as the school focuses on emotional wellbeing in a proactive manner.

The partnership with Dyfed Powys Police to provide emotional support for people leaving the custody suite after an overnight stay remains in its infancy. There have been logistical challenges but we are working to overcome them.

Recruitment is steady with our small training team running two courses per year. Taking into account some leavers and the steady new Samaritans the branch membership remains at a steady 55 to 60 members.

## **Pembrokeshire Samaritans**

### **Report of the Trustees for the Year Ended 31 March 2023**

#### **FINANCIAL REVIEW**

##### **Financial review**

At the year end, the Charity had unrestricted funds of £142,973 of which £60,040 related to tangible assets. The principal sources of income continue to be donations from the public whether directly or through the sale of donated goods in the shop. Expenditure is focussed entirely on service provision together with property maintenance and running costs. Income and expenditure for the year were £45,667 and £44,767 respectively, resulting in a surplus of £900 that includes a small gain on the value of investments. Excluding depreciation on tangible assets, the surplus for the year was £2,868.

##### **Reserves policy**

As branch income is heavily dependent on donations, either directly, or through the sale of donated goods in the shop, it cannot be guaranteed. The trustees consider that around 12-18 months of annual expenditure, excluding depreciation, (£50,000 to £70,000) is an appropriate level of reserves to maintain in order to meet working capital needs. Our current free reserves are £82,933 which is above the top of the range however additional costs for the refurbishment of the building are expected in the coming year. The intake of new volunteers are coming from the edges and beyond the Pembrokeshire County boundaries which together with the resulting increase in volunteer numbers will result in a potential increase in Travelling and associated operating costs.

#### **STRUCTURE, GOVERNANCE AND MANAGEMENT**

##### **Governing document**

The Charitable Incorporated Organisation (CIO) 'Pembrokeshire Samaritans' was registered with the Charity Commission on the 20th December 2016 and was established to take over the work of the unincorporated charity 'The Samaritans of Haverfordwest & Pembrokeshire', registered charity number 700516. The net assets of the unincorporated charity were transferred to the CIO on the 1st April 2017.

The Charity is affiliated to National Samaritans and observes the terms of affiliation and of the Constitution agreed in 2016.

##### **Organisational structure**

Operating throughout the UK and Ireland, the Samaritans organisation has approximately 200 branches and during 2022 around 22,000 volunteered their time. They provided emotional support by telephone, email, online chat, letter and face to face contact to people in distress and in many cases feeling suicidal.

Pembrokeshire Samaritans is an affiliated branch which opened in 1976 at Tower Hill, Haverfordwest and moved to its present location at 1 Albert Street, Haverfordwest in 1986.

There are currently approximately 60 part time unpaid volunteers as well as two paid staff, namely an office cleaner and the shop manager. The shop manager is supported by a team of unpaid shop assistants.

The Branch is mostly dependent upon the shop for its income although there is additional revenue from charitable donations, local fund raising events, grants, gift aid and legacies. In prior years earned income together with grants has been sufficient to support the branch running costs but the current economic crisis will no doubt impact on this and branch finances will come under increasing pressure. It is very important that we focus on fund raising opportunities and keep a close eye on our outgoings in the year ahead.

The Branch is managed by a Branch Leadership Team (BLT), led by a Director and includes Vice Director together with nine Deputy Directors. In addition the Trustees of the branch attend the BLT. Regular meetings are held to consider the performance of the Branch in all areas, including Recruitment, Finances, Admin, Outreach, Training and Health and Safety. Risk assessments are undertaken periodically, paying particular attention to health and safety and finance.

##### **Recruitment and Appointment of Trustees**

Trustees are selected from existing Listening Volunteers, taking account of the guidelines provided by Samaritans Central Office. It is a requirement for all Trustees to complete the online training for Trustees, or an equivalent external course. The appointment of Trustees is approved by a majority vote at a General Meeting.

**Pembrokeshire Samaritans**  
**Report of the Trustees**  
**for the Year Ended 31 March 2023**

**STRUCTURE, GOVERNANCE AND MANAGEMENT**

**Trustee Responsibilities**

The Trustees are members of the BLT and as such are in a position to ensure that the Branch is fully compliant with all its legal, statutory, and regulatory requirements. These requirements cover the guidance issued by the Charities Commission, regulations issued by the U.K. and Welsh devolved Governments, as well as other requirements issued by local Government or statutory bodies.

In addition, as affiliated members of Samaritans, the Branch is required to comply with its policies and procedures, the Branch constitution, operating and Branch agreements and general guidance issued by Samaritans Central Office.

Trustees are also responsible for ensuring that the Branch provides an effective service to callers and that the welfare and wellbeing of volunteers is given paramount importance. All aspects of Branch management are carefully monitored, with particular attention given to financial governance and ensuring the long term sustainability of the Branch.

**Risk management**

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error.

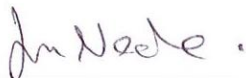
**Principal risks**

The principal risks facing the branch are the retention of listening volunteers due to a number of reasons that include the types of calls received as a result of the current uncertain economic climate, insufficient funds to run the branch and the possibility of breach of confidentiality.

- New volunteer recruitment is essential to ensure that we always have adequate cover. Through information sessions, a careful selection process followed by a comprehensive training programme, we have managed to maintain the number of volunteers over the past year at around 60 listening volunteers and 4 support volunteers.
- Fund raising is also essential in order to meet running costs as well as to pay a small contribution to the central charity towards the costs of the services and systems, without which branches could not operate.
- A corner stone of the Samaritans' service is that all those who contact us are guaranteed absolute confidentiality. Policies and procedures, including DBS checks for all volunteers, are in place to reduce the possibility of inadvertent breach of confidentiality.

Approved by order of the board of trustees on 22 August 2023 and signed on its behalf by:

Mrs J M Neale - Director - Trustee



**Independent Examiner's Report to the Trustees of  
Pembrokeshire Samaritans**

**Independent examiner's report to the trustees of Pembrokeshire Samaritans**

I report to the charity trustees on my examination of the accounts of Pembrokeshire Samaritans (the Trust) for the year ended 31 March 2023.

**Responsibilities and basis of report**

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

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

**Independent examiner's statement**

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

1. accounting records were not kept in respect of the Trust as required by Section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination.

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



I D Badham

Ashmole and Co.  
Williamston House  
7 Goat Street  
Haverfordwest  
Pembrokeshire  
SA61 1PX

Date: 23.09.2023

Pembrokeshire Samaritans

Statement of Financial Activities  
for the Year Ended 31 March 2023

	Notes	Unrestricted fund £	Restricted fund £	31.3.23 Total funds £	31.3.22 Total funds £
<b>INCOME AND ENDOWMENTS FROM</b>					
Donations and legacies	2	11,985	1,500	13,485	16,859
Other trading activities	3	32,026	-	32,026	30,849
Investment income	4	110	-	110	397
Other income		<u>46</u>	<u>-</u>	<u>46</u>	<u>-</u>
<b>Total</b>		<u>44,167</u>	<u>1,500</u>	<u>45,667</u>	<u>48,105</u>
<b>EXPENDITURE ON</b>					
Raising funds		20,666	-	20,666	21,525
Charitable activities Centre	5	<u>24,039</u>	<u>62</u>	<u>24,101</u>	<u>23,151</u>
<b>Total</b>		<u>44,705</u>	<u>62</u>	<u>44,767</u>	<u>44,676</u>
<b>NET INCOME/(EXPENDITURE)</b>		(538)	1,438	900	3,429
<b>RECONCILIATION OF FUNDS</b>					
Total funds brought forward		<u>143,511</u>	<u>-</u>	<u>143,511</u>	<u>140,082</u>
<b>TOTAL FUNDS CARRIED FORWARD</b>		<u>142,973</u>	<u>1,438</u>	<u>144,411</u>	<u>143,511</u>

The notes form part of these financial statements

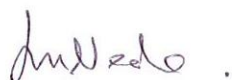
Pembrokeshire Samaritans

Balance Sheet  
31 March 2023

	Notes	Unrestricted fund £	Restricted fund £	31.3.23 Total funds £	31.3.22 Total funds £
<b>FIXED ASSETS</b>					
Tangible assets	12	60,040	-	60,040	60,966
<b>CURRENT ASSETS</b>					
Debtors	13	1,072	-	1,072	2,196
Cash at bank and in hand		<u>85,690</u>	<u>2,438</u>	<u>88,128</u>	<u>85,353</u>
		86,762	2,438	89,200	87,549
<b>CREDITORS</b>					
Amounts falling due within one year	14	(3,829)	(1,000)	(4,829)	(5,004)
<b>NET CURRENT ASSETS</b>					
		<u>82,933</u>	<u>1,438</u>	<u>84,371</u>	<u>82,545</u>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>					
		<u>142,973</u>	<u>1,438</u>	<u>144,411</u>	<u>143,511</u>
<b>NET ASSETS</b>					
		<u>142,973</u>	<u>1,438</u>	<u>144,411</u>	<u>143,511</u>
<b>FUNDS</b>					
Unrestricted funds	15			142,973	143,511
Restricted funds				<u>1,438</u>	<u>-</u>
<b>TOTAL FUNDS</b>					
				<u>144,411</u>	<u>143,511</u>

The financial statements were approved by the Board of Trustees and authorised for issue on 22 August 2023 and were signed on its behalf by:

Mrs J M Neale - Director - Trustee



Mr G Evans - Treasurer - Trustee



The notes form part of these financial statements

Pembrokeshire Samaritans

Notes to the Financial Statements  
for the Year Ended 31 March 2023

1. ACCOUNTING POLICIES

**Basis of preparing the financial statements**

The financial statements of the charity, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) '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) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Charities Act 2011. The financial statements have been prepared under the historical cost convention.

**Income**

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

**Expenditure**

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

**Tangible fixed assets**

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Freehold property	- Nil
Furniture and equipment	- 15% on reducing balance
Shop furniture	- 15% on reducing balance
Computer equipment	- 33% on reducing balance

The trustees consider that the freehold property is maintained in such a state of repair that the residual value of the property is at least equal to its net book value. As a result, no depreciation has been charged in the SOFA in respect of the freehold property.

**Taxation**

The charity is exempt from tax on its charitable activities.

**Fund accounting**

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Pembrokeshire Samaritans

Notes to the Financial Statements - continued  
for the Year Ended 31 March 2023

2. DONATIONS AND LEGACIES

	31.3.23	31.3.22
	£	£
Donations	11,076	11,481
Gift aid	909	1,710
Grants	<u>1,500</u>	<u>3,668</u>
	<u>13,485</u>	<u>16,859</u>

Grants received, included in the above, are as follows:

	31.3.23	31.3.22
	£	£
Job retention scheme	-	145
Pears Grant	-	3,523
The Community Foundation in Wales	<u>1,500</u>	-
	<u>1,500</u>	<u>3,668</u>

3. OTHER TRADING ACTIVITIES

	31.3.23	31.3.22
	£	£
Other fundraising	-	127
Shop income	<u>32,026</u>	<u>30,722</u>
	<u>32,026</u>	<u>30,849</u>

4. INVESTMENT INCOME

	31.3.23	31.3.22
	£	£
Deposit account interest	106	375
Interest receivable - trading	<u>4</u>	<u>22</u>
	<u>110</u>	<u>397</u>

5. CHARITABLE ACTIVITIES COSTS

	Direct Costs (see note 6)	Support costs (see note 7)	Totals
	£	£	£
Centre	<u>20,148</u>	<u>3,953</u>	<u>24,101</u>

Pembrokeshire Samaritans

Notes to the Financial Statements - continued  
for the Year Ended 31 March 2023

6. DIRECT COSTS OF CHARITABLE ACTIVITIES

	31.3.23	31.3.22
	£	£
Insurance	1,204	1,087
Light and heat	1,091	1,101
Telephone	968	1,071
Advertising	231	288
Cleaning and housekeeping	1,082	1,088
Repairs and renewals	976	751
Volunteer expenses	10,924	12,350
Training	38	350
Sams levy (NBC)	1,633	128
Software licences	212	35
PAV affiliation fee	30	30
Waste collection	41	-
Depreciation	<u>1,718</u>	<u>1,281</u>
	<u>20,148</u>	<u>19,560</u>

7. SUPPORT COSTS

	Finance	Other	Governance	Totals
	£	£	costs	£
Centre	<u>330</u>	<u>2,002</u>	<u>1,621</u>	<u>3,953</u>

8. INDEPENDENT EXAMINER'S FEE

	31.3.23	31.3.22
	£	£
Independent examiner's fee	<u>1,560</u>	<u>1,512</u>

9. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2023 nor for the year ended 31 March 2022.

**Trustees' expenses**

Trustees' expenses this year were £447 (2022 - £849), of which all but £108 for 1 Trustee was donated back to the charity under the gift aid scheme.

Pembrokeshire Samaritans

Notes to the Financial Statements - continued  
for the Year Ended 31 March 2023

10. STAFF COSTS

	31.3.23	31.3.22
	£	£
Wages and salaries	<u>10,868</u>	<u>10,850</u>
	<u>10,868</u>	<u>10,850</u>

The average monthly number of employees during the year was as follows:

	31.3.23	31.3.22
Shop Manager	<u>1</u>	<u>1</u>

No employees received emoluments in excess of £60,000.

11. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - 31.3.22

	Unrestricted fund £	Restricted fund £	Total funds £
<b>INCOME AND ENDOWMENTS FROM</b>			
Donations and legacies	16,859	-	16,859
Other trading activities	30,849	-	30,849
Investment income	<u>397</u>	<u>-</u>	<u>397</u>
<b>Total</b>	<u>48,105</u>	<u>-</u>	<u>48,105</u>
<b>EXPENDITURE ON</b>			
Raising funds	21,525	-	21,525
<b>Charitable activities</b>			
Centre	<u>23,151</u>	<u>-</u>	<u>23,151</u>
<b>Total</b>	<u>44,676</u>	<u>-</u>	<u>44,676</u>
<b>NET INCOME</b>	3,429	-	3,429
<b>RECONCILIATION OF FUNDS</b>			
Total funds brought forward	<u>140,082</u>	<u>-</u>	<u>140,082</u>
<b>TOTAL FUNDS CARRIED FORWARD</b>	<u>143,511</u>	<u>-</u>	<u>143,511</u>

Pembrokeshire Samaritans

Notes to the Financial Statements - continued  
for the Year Ended 31 March 2023

12. TANGIBLE FIXED ASSETS

	Freehold property £	Improvements to property £	Furniture and equipment £
<b>COST</b>			
At 1 April 2022	51,422	4,990	8,078
Additions	-	-	694
Disposals	-	-	(76)
At 31 March 2023	<u>51,422</u>	<u>4,990</u>	<u>8,696</u>
<b>DEPRECIATION</b>			
At 1 April 2022	-	1,538	4,023
Charge for year	-	499	738
Eliminated on disposal	-	-	(48)
At 31 March 2023	-	<u>2,037</u>	<u>4,713</u>
<b>NET BOOK VALUE</b>			
At 31 March 2023	<u>51,422</u>	<u>2,953</u>	<u>3,983</u>
At 31 March 2022	<u>51,422</u>	<u>3,452</u>	<u>4,055</u>
	Shop furniture £	Computer equipment £	Totals £
<b>COST</b>			
At 1 April 2022	900	3,558	68,948
Additions	-	376	1,070
Disposals	-	-	(76)
At 31 March 2023	<u>900</u>	<u>3,934</u>	<u>69,942</u>
<b>DEPRECIATION</b>			
At 1 April 2022	501	1,920	7,982
Charge for year	60	671	1,968
Eliminated on disposal	-	-	(48)
At 31 March 2023	<u>561</u>	<u>2,591</u>	<u>9,902</u>
<b>NET BOOK VALUE</b>			
At 31 March 2023	<u>339</u>	<u>1,343</u>	<u>60,040</u>
At 31 March 2022	<u>399</u>	<u>1,638</u>	<u>60,966</u>

Pembrokeshire Samaritans

Notes to the Financial Statements - continued  
for the Year Ended 31 March 2023

<b>13. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR</b>	31.3.23	31.3.22
	£	£
Debtors	1,049	2,170
Other debtors	3	-
Prepayments	<u>20</u>	<u>26</u>
	<u>1,072</u>	<u>2,196</u>

<b>14. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR</b>	31.3.23	31.3.22
	£	£
Trade creditors	1,618	2,560
Taxation and social security	-	406
Other creditors	<u>3,211</u>	<u>2,038</u>
	<u>4,829</u>	<u>5,004</u>

<b>15. MOVEMENT IN FUNDS</b>		Net movement in funds	At 31.3.23
	At 1.4.22	in funds	At
	£	£	£
<b>Unrestricted funds</b>			
General fund	143,511	(538)	142,973
<b>Restricted funds</b>			
Restricted fund	-	1,438	1,438
	<u>143,511</u>	<u>900</u>	<u>144,411</u>

Net movement in funds, included in the above are as follows:

	Incoming resources	Resources expended	Movement in funds
	£	£	£
<b>Unrestricted funds</b>			
General fund	44,167	(44,705)	(538)
<b>Restricted funds</b>			
Restricted fund	1,500	(62)	1,438
	<u>45,667</u>	<u>(44,767)</u>	<u>900</u>

Pembrokeshire Samaritans

Notes to the Financial Statements - continued  
for the Year Ended 31 March 2023

15. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.4.21 £	Net movement in funds £	At 31.3.22 £
<b>Unrestricted funds</b>			
General fund	140,082	3,429	143,511
	<u>          </u>	<u>          </u>	<u>          </u>
<b>TOTAL FUNDS</b>	<u>140,082</u>	<u>3,429</u>	<u>143,511</u>

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
<b>Unrestricted funds</b>			
General fund	48,105	(44,676)	3,429
	<u>          </u>	<u>          </u>	<u>          </u>
<b>TOTAL FUNDS</b>	<u>48,105</u>	<u>(44,676)</u>	<u>3,429</u>

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.4.21 £	Net movement in funds £	At 31.3.23 £
<b>Unrestricted funds</b>			
General fund	140,082	2,891	142,973
<b>Restricted funds</b>			
Restricted fund	-	1,438	1,438
	<u>          </u>	<u>          </u>	<u>          </u>
<b>TOTAL FUNDS</b>	<u>140,082</u>	<u>4,329</u>	<u>144,411</u>

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
<b>Unrestricted funds</b>			
General fund	92,272	(89,381)	2,891
<b>Restricted funds</b>			
Restricted fund	1,500	(62)	1,438
	<u>          </u>	<u>          </u>	<u>          </u>
<b>TOTAL FUNDS</b>	<u>93,772</u>	<u>(89,443)</u>	<u>4,329</u>

**Pembrokeshire Samaritans**

**Notes to the Financial Statements - continued  
for the Year Ended 31 March 2023**

**16. RELATED PARTY DISCLOSURES**

There were no related party transactions for the year ended 31 March 2023.

Pembrokeshire Samaritans

Detailed Statement of Financial Activities  
for the Year Ended 31 March 2023

	31.3.23	31.3.22
	£	£
<b>INCOME AND ENDOWMENTS</b>		
<b>Donations and legacies</b>		
Donations	11,076	11,481
Gift aid	909	1,710
Grants	<u>1,500</u>	<u>3,668</u>
	13,485	16,859
<b>Other trading activities</b>		
Other fundraising	-	127
Shop income	<u>32,026</u>	<u>30,722</u>
	32,026	30,849
<b>Investment income</b>		
Deposit account interest	106	375
Interest receivable - trading	<u>4</u>	<u>22</u>
	110	397
<b>Other income</b>		
Gain on sale of tangible fixed assets	<u>46</u>	-
<b>Total incoming resources</b>	45,667	48,105
<b>EXPENDITURE</b>		
<b>Other trading activities</b>		
Wages	10,868	10,850
Shop expenditure	9,738	10,605
Depn of shop furniture	<u>60</u>	<u>70</u>
	20,666	21,525
<b>Charitable activities</b>		
Insurance	1,204	1,087
Light and heat	1,091	1,101
Telephone	968	1,071
Advertising	231	288
Cleaning and housekeeping	1,082	1,088
Repairs and renewals	976	751
Volunteer expenses	10,924	12,350
Training	38	350
Sams levy (NBC)	1,633	128
Software licences	212	35
PAV affiliation fee	30	30
Waste collection	41	-
Depreciation	<u>1,718</u>	<u>1,281</u>
	20,148	19,560

This page does not form part of the statutory financial statements

Pembrokeshire Samaritans

Detailed Statement of Financial Activities  
for the Year Ended 31 March 2023

	31.3.23	31.3.22
	£	£
<b>Support costs</b>		
<b>Finance</b>		
Bank charges	330	90
<b>Other</b>		
Insurance	134	121
Light and heat	121	122
Telephone	108	119
Office consumables	1,220	755
Cleaning and housekeeping	120	121
Repairs and renewals	108	335
Depreciation	<u>191</u>	<u>142</u>
	2,002	1,715
<b>Governance costs</b>		
Independent examiners fee	1,536	1,512
Legal and professional fees	<u>85</u>	<u>274</u>
	<u>1,621</u>	<u>1,786</u>
Total resources expended	<u>44,767</u>	<u>44,676</u>
<b>Net income</b>	<u>900</u>	<u>3,429</u>

**PEMBROKESHIRE SAMARITANS**

England & Wales - Charity number 1170854

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# Accounts

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**Report of the Trustees and  
Unaudited Financial Statements  
for the Year Ended 31 March 2022  
for  
Pembrokeshire Samaritans**

Ashmole and Co.  
Williamston House  
7 Goat Street  
Haverfordwest  
Pembrokeshire  
SA61 1PX



**Pembrokeshire Samaritans**

**Contents of the Financial Statements  
for the Year Ended 31 March 2022**

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**Pembrokeshire Samaritans**

**Reference and Administrative Details  
for the Year Ended 31 March 2022**

**TRUSTEES**

Mrs A Church - Director  
Mr M Roberts (resigned 29.8.21)  
Mr J Power  
Mrs F Edwards (resigned 29.8.21)  
Mrs A Thair  
Mr G Evans - Treasurer  
Mr P Robinson (appointed 29.8.21)  
D Battersby (appointed 29.8.21)  
C Carr (appointed 29.8.21)

**PRINCIPAL ADDRESS**

1 Albert Street  
Haverfordwest  
Pembrokeshire  
SA61 1TA

**REGISTERED CHARITY  
NUMBER**

1170854

**INDEPENDENT EXAMINER**

Ashmole and Co.  
Williamston House  
7 Goat Street  
Haverfordwest  
Pembrokeshire  
SA61 1PX



## Pembrokeshire Samaritans

### Director's Report for the Year Ended 31 March 2022

Pembrokeshire Samaritans (We) have continued to provide our listening service for another year, despite the ongoing restrictions. Apart from personal hygiene rules, we still follow our risk assessments in keeping volunteers' shifts apart and having windows open whenever possible.

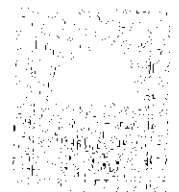
Our normal recruitment and training programmes have been ongoing, amended to accommodate interviews and learning sessions online and via Zoom. These methods have some benefits in time and mileage saving and may continue to be employed in the future.

Two groups of potential volunteers have been taken through Core Development training, and a third group was delayed till April due to a shortage of trained trainers. This will be remedied when other volunteers have completed their training, and the team has a few more members. Though we have recruited new Sams to our membership our actual numbers are fluid, as life still intrudes, and infections are still prevalent in West Wales. We have only managed to fulfil around 80% of our planned listening shifts for the past months, though we have been active in so many other ways.

Our Outreach team has been able to arrange for us to attend sessions in a local school and college; several individuals have been fundraising with crafts and others by procuring donations. We have also finally been invited to join the regional (Pembrokeshire and Ceredigion) Mental Health Forum, from which some partnership working may be involved. It will be interesting to see how these progresses.

As I wind down a little at the end of a fourth year, I want to thank all those people who have helped me in every way, especially my Treasurer and all the Deputies past and present for all their loyalty and support. The Branch has now been successful in selecting an admirable successor as Director in Mel, and I am looking forward to supporting her, and I would like to wish her good luck and plenty of wind in her sails.

Georgia454



**Pembrokeshire Samaritans**  
**Report of the Trustees**  
**for the Year Ended 31 March 2022**

The trustees present their report with the financial statements of the charity for the year ended 31 March 2022. The trustees have adopted the provisions of 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) (effective 1 January 2019).

**OBJECTIVES AND ACTIVITIES**

**Objectives and aims**

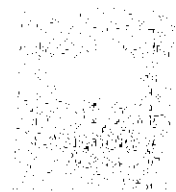
To work for the assistance of persons who are suicidal, despairing or in distress by providing a service primarily intended for the benefit of persons in Haverfordwest and Pembrokeshire and the surrounding area (but without specific limitations as to area) to enable such persons to receive immediate help, compassion and befriending from members of the charity selected and prepared for the purpose working under direction; and also where appropriate, in accordance with Samaritan procedure, referral to persons having specialist or professional skills, and to support the charity and aid in the establishment and support of probationary branches and the support of recognised branches of Samaritans.

**Significant activities**

The Samaritans offer emotional support by phone, e-mail, texting and face-to-face contact to those who are distressed and maybe suicidal. Each contact is dealt with in a confidential, non-judgemental and caring way. Samaritans do not give advice but can signpost callers to other charities who may be able to give specific guidance. In addition to providing support throughout the U.K. and Ireland, the Pembrokeshire Branch provides emotional support to local people and operates within the community to provide outreach and educational programmes. In 2017, Samaritans introduced and implemented a Safeguarding procedure to ensure that our organisation can provide adequate protection for children and vulnerable adults.

**Public benefit**

The Trustees have referred to the guidance contained within the Charity Commission's general guidance on public benefit, and believe that the Objectives, Aims, and Significant Activities provide sufficient evidence of compliance with the requirements defined the Charity Commission.



Report of the Trustees  
for the Year Ended 31 March 2022

**ACHIEVEMENT AND PERFORMANCE**

**Charitable activities**

**The year in review**

Over the last two years the effects of the coronavirus pandemic and the restrictions put in place to deal with this, have definitely impacted on the Branch and not in a positive way.

Fortunately, due in parts to the Government's vaccination programme, restrictions have eased over the last 12 months and as a result fewer of our volunteers were required to stay at home and shield. Cases of coronavirus started to rise towards the end of 2021, with new variants of concern emerging. For this reason the Branch continued to undertake risk assessments and put appropriate measures such as hand sanitising facilities, staggered shift end and start times and an 'open window' policy. We are very glad to report that despite a number of our volunteers contracting coronavirus none of them experienced the most serious symptoms and no cases were traced back to contact in the Branch.

The numbers of callers, both on the telephone and by email have remained high. It appears that many callers suffering from mental health issues cannot access support out of 'office hours' and rely very much on our listening service for support during the evening and weekends.

As coronavirus restrictions were eased Outreach activity increased considerably towards the end of 2021 with volunteers being able to distribute leaflets to various establishments including Doctors surgeries, shops and sports centres, in order to raise awareness of both our listening service and recruitment opportunities.

Volunteers have also been able to attend a Well Being event at a Christmas Fayre, a 'Talk to Me' event at the local college and several emotional health awareness meetings in Milford Haven School. More such events are planned for the coming year.

A project to provide emotional support to detainees in our custody suite at Haverfordwest is progressing and we are at the stage when the paperwork is ready to be signed off by Dyfed Powys Police and volunteers may start visiting the custody suite as soon as their Police vetting has been completed. Unfortunately due to a backlog of vetting requests this process is taking some time. In the meantime around 20 volunteers are now ESOS trained and ready to take part in supporting those in distress outside of the branch environment.

Our recruitment team has continued working throughout the year and has focused on highlighting the importance of the commitment our volunteers need to make to the Branch. Plans are in place to issue information packs, prior to the initial interview to further underpin this message.

The training team has had several changes of leader over this period. Despite some problems in sorting this out, a number of new Samaritans have completed their core training and are now on shift. I am pleased to say that our listeners have come forward to assist with both skills practise and mentoring.

Despite continuing to face challenges over the last 12 months and with signs that coronavirus cases are once again on the increase, the Branch continues to offer its listening service to those in distress. Our volunteers have shown dedication and determination to be there for our callers and we are confident that we will be able to move forward in a positive way and face any challenges the next 12 months will bring.

**FINANCIAL REVIEW**

**Financial review**

At the year end, the Charity had unrestricted funds of £143,511 of which £60,966 related to tangible assets. The principal sources of income continue to be donations from the public whether directly or through the sale of donated goods in the shop. Expenditure is focussed entirely on service provision together with property maintenance and running costs.

Income and expenditure for the year were £48,105 and £44,676 respectively, resulting in a surplus of £3,429 that includes a small gain on the value of investments. Excluding depreciation on tangible assets, the surplus for the year was £4,923.



# Pembrokeshire Samaritans

## Report of the Trustees for the Year Ended 31 March 2022

### FINANCIAL REVIEW

#### Reserves policy

As branch income is heavily dependent on donations, either directly, or through the sale of donated goods in the shop, it cannot be guaranteed. The trustees consider that around 12-18 months of annual expenditure, excluding depreciation, (£60,000 to £80,000) is an appropriate level of reserves to maintain in order to meet working capital needs. Our current Reserves are £82,545 which is above the top of the range. Fundraising activities increased during the last financial year to improve our position which will need to continue as we strive to improve the service provided to the public.

### STRUCTURE, GOVERNANCE AND MANAGEMENT

#### Governing document

The Charitable Incorporated Organisation (CIO) 'Pembrokeshire Samaritans' was registered with the Charity Commission on the 20th December 2016 and was established to take over the work of the unincorporated charity 'The Samaritans of Haverfordwest & Pembrokeshire', registered charity number 700516. The net assets of the unincorporated charity were transferred to the CIO on the 1st April 2017.

The Charity is affiliated to National Samaritans and observes the terms of affiliation and of the Constitution agreed in 2016.

#### Organisational structure

Operating through the UK and Ireland, the Samaritans organisation has approximately 200 branches and during 2021 around 22,000 volunteered their time. They provided emotional support by telephone, email, online chat, letter and face to face contact to people in distress and in many cases feeling suicidal.

Pembrokeshire Samaritans is an affiliated branch which opened in 1976 at Tower Hill, Haverfordwest and moved to its present location at 1 Albert Street, Haverfordwest in 1986.

There are currently approximately 60 part time unpaid volunteers as well as two paid staff, namely an office cleaner and the shop manager. The shop manager is supported by a team of unpaid shop assistants.

The Branch is mostly dependent upon the shop for its income although there is additional revenue from charitable donations, local fund raising events, grants, gift aid and legacies. In prior years earned income together with grants has been sufficient to support the branch running costs but the current economic crisis will no doubt impact on this and branch finances will come under increasing pressure. It is very important that we focus on fund raising opportunities and keep a close eye on our outgoings in the year ahead.

The Branch is managed by a Branch Leadership Team (BLT), led by a Director and five Deputy Directors. In addition the Trustees of the branch attend the BLT. Monthly meetings are held to consider the performance of the Branch in all areas, including recruitment, finances, admin, training and health and safety. Risk assessments are undertaken periodically, paying particular attention to health and safety and finance.

#### Recruitment and Appointment of Trustees

Trustees are selected from existing Listening Volunteers, taking account of the guidelines provided by Samaritans Central Office. It is a requirement for all Trustees to complete the online training for Trustees, or an equivalent external course. The appointment of Trustees is approved by a majority vote at a General Meeting.

#### Trustee Responsibilities

The Trustees are members of the BLT and as such are in a position to ensure that the Branch is fully compliant with all its legal, statutory, and regulatory requirements. These requirements cover the guidance issued by the Charities Commission, regulations issued by the U.K. and Welsh devolved Governments, as well as other requirements issued by local Government or statutory bodies.

In addition, as affiliated members of Samaritans, the Branch is required to comply with its policies and procedures, the Branch constitution, operating and Branch agreements and general guidance issued by Samaritans Central Office.

Trustees are also responsible for ensuring that the Branch provides an effective service to callers and that the welfare and wellbeing of volunteers is given paramount importance. All aspects of Branch management is carefully monitored, with particular attention given to financial governance and ensuring the long term sustainability of the Branch.

Pembrokeshire Samaritans

Report of the Trustees  
for the Year Ended 31 March 2022

**STRUCTURE, GOVERNANCE AND MANAGEMENT**

**Risk management**

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error.

**Principal risks**

The principal risks facing the branch are insufficient volunteers to keep the branch open, insufficient funds to run the branch and the possibility of breach of confidentiality.

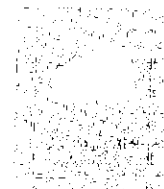
- New volunteer recruitment is essential to ensure that we always have adequate cover. Through information sessions, a careful selection process followed by a comprehensive training programme, we have managed to increase the number of volunteers over the last 6 years from 36 to 54 listening volunteers and 4 support volunteers.

- Fund raising is also essential in order to meet running costs as well as to pay a small contribution to the central charity towards the costs of the services and systems, without which branches could not operate.

- A corner stone of the Samaritans' service is that all those who contact us are guaranteed absolute confidentiality. Policies and procedures, including DBS checks for all volunteers, are in place to reduce the possibility of inadvertent breach of confidentiality.

Approved by order of the board of trustees on ..... 4.8.2022 ..... and signed on its behalf by:

  
.....  
Mrs A Church - Director - Trustee



**Independent Examiner's Report to the Trustees of  
Pembrokeshire Samaritans**

**Independent examiner's report to the trustees of Pembrokeshire Samaritans**

I report to the charity trustees on my examination of the accounts of Pembrokeshire Samaritans (the Trust) for the year ended 31 March 2022.

**Responsibilities and basis of report**

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

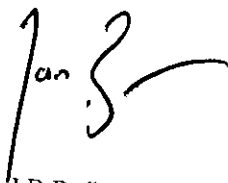
I report in respect of my examination of the Trust's accounts carried out under section 145 of the Act and in carrying out my examination I have followed all applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

**Independent examiner's statement**

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

1. accounting records were not kept in respect of the Trust as required by section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination.

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



I D Badham  
ACCA  
Ashmole and Co.  
Williamston House  
7 Goat Street  
Haverfordwest  
Pembrokeshire  
SA61 1PX

Date: ..... 8.8.2022 .....

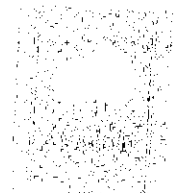


Pembrokeshire Samaritans

Statement of Financial Activities  
for the Year Ended 31 March 2022

	Notes	Unrestricted fund £	Restricted fund £	31.3.22 Total funds £	31.3.21 Total funds £
<b>INCOME AND ENDOWMENTS FROM</b>					
Donations and legacies	2	16,859	-	16,859	38,553
Other trading activities	3	30,849	-	30,849	11,063
Investment income	4	397	-	397	442
<b>Total</b>		<u>48,105</u>	<u>-</u>	<u>48,105</u>	<u>50,058</u>
<b>EXPENDITURE ON</b>					
Raising funds		21,525	-	21,525	22,019
Charitable activities Centre	5	23,151	-	23,151	25,737
<b>Total</b>		<u>44,676</u>	<u>-</u>	<u>44,676</u>	<u>47,756</u>
<b>NET INCOME</b>		<u>3,429</u>	<u>-</u>	<u>3,429</u>	<u>2,302</u>
<b>RECONCILIATION OF FUNDS</b>					
Total funds brought forward		140,082	-	140,082	137,780
<b>TOTAL FUNDS CARRIED FORWARD</b>		<u><u>143,511</u></u>	<u><u>-</u></u>	<u><u>143,511</u></u>	<u><u>140,082</u></u>

The notes form part of these financial statements

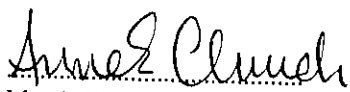



Pembrokeshire Samaritans

Balance Sheet  
31 March 2022

	Notes	Unrestricted fund £	Restricted fund £	31.3.22 Total funds £	31.3.21 Total funds £
<b>FIXED ASSETS</b>					
Tangible assets	12	60,966	-	60,966	60,712
<b>CURRENT ASSETS</b>					
Debtors	13	2,196	-	2,196	4,466
Cash at bank		85,353	-	85,353	76,897
		<u>87,549</u>	-	<u>87,549</u>	<u>81,363</u>
<b>CREDITORS</b>					
Amounts falling due within one year	14	(5,004)	-	(5,004)	(1,993)
<b>NET CURRENT ASSETS</b>		<u>82,545</u>	-	<u>82,545</u>	<u>79,370</u>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>		<u>143,511</u>	-	<u>143,511</u>	<u>140,082</u>
<b>NET ASSETS</b>		<u>143,511</u>	-	<u>143,511</u>	<u>140,082</u>
<b>FUNDS</b>					
Unrestricted funds	15			<u>143,511</u>	<u>140,082</u>
<b>TOTAL FUNDS</b>				<u>143,511</u>	<u>140,082</u>

The financial statements were approved by the Board of Trustees and authorised for issue on 4.8.2022 and were signed on its behalf by:

  
Mrs A Church - Director - Trustee

  
Mr G Evans - Treasurer - Trustee

The notes form part of these financial statements



1. ACCOUNTING POLICIES

**Basis of preparing the financial statements**

The financial statements of the charity, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) '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) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Charities Act 2011. The financial statements have been prepared under the historical cost convention.

**Income**

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

**Expenditure**

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

**Tangible fixed assets**

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Freehold property	- Nil
Furniture and equipment	- 15% on reducing balance
Shop furniture	- 15% on reducing balance
Computer equipment	- 33% on reducing balance

The trustees consider that the freehold property is maintained in such a state of repair that the residual value of the property is at least equal to its net book value. As a result, no depreciation has been charged in the SOFA in respect of the freehold property.

**Taxation**

The charity is exempt from tax on its charitable activities.

**Fund accounting**

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Pembrokeshire Samaritans

Notes to the Financial Statements - continued  
for the Year Ended 31 March 2022

2. DONATIONS AND LEGACIES

	31.3.22	31.3.21
	£	£
Donations	11,481	17,319
Gift aid	1,710	2,081
Grants	3,668	19,153
	<u>16,859</u>	<u>38,553</u>

Grants received, included in the above, are as follows:

	31.3.22	31.3.21
	£	£
Job retention scheme	145	5,431
Covid business support grant	-	10,000
CFW grant	-	1,500
The Waterloo Foundation grant	-	2,222
Pears Grant	3,523	-
	<u>3,668</u>	<u>19,153</u>

3. OTHER TRADING ACTIVITIES

	31.3.22	31.3.21
	£	£
Other fundraising	127	76
Shop income	30,722	10,987
	<u>30,849</u>	<u>11,063</u>

4. INVESTMENT INCOME

	31.3.22	31.3.21
	£	£
Deposit account interest	375	442
Interest receivable - trading	22	-
	<u>397</u>	<u>442</u>

5. CHARITABLE ACTIVITIES COSTS

	Direct Costs (see note 6)	Support costs (see note 7)	Totals
	£	£	£
Centre	<u>19,560</u>	<u>3,591</u>	<u>23,151</u>

Pembrokeshire Samaritans

Notes to the Financial Statements - continued  
for the Year Ended 31 March 2022

6. DIRECT COSTS OF CHARITABLE ACTIVITIES

	31.3.22	31.3.21
	£	£
Insurance	1,087	737
Light and heat	1,101	1,148
Telephone	1,071	1,031
Advertising	288	-
Cleaning and housekeeping	1,088	1,112
Repairs and renewals	751	543
Volunteer expenses	12,350	15,822
Training	350	720
Sams levy (BAF/BREF)	128	121
Software licences	35	35
PAV affiliation fee	30	30
Waste collection	-	48
Depreciation	1,281	1,321
	<u>19,560</u>	<u>22,668</u>

7. SUPPORT COSTS

	Finance	Other	Governance	Totals
	£	£	costs	£
			£	
Centre	<u>90</u>	<u>1,715</u>	<u>1,786</u>	<u>3,591</u>

8. INDEPENDENT EXAMINER'S FEE

	31.3.21	31.3.20
	£	£
Independent examiner's fee	<u>1,440</u>	<u>1,410</u>

9. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2022 nor for the year ended 31 March 2021.

**Trustees' expenses**

Trustees' expenses this year were £849 (2021 - £783), these were donated back to the charity under the gift aid scheme.

Pembrokeshire Samaritans

Notes to the Financial Statements - continued  
for the Year Ended 31 March 2022

10. STAFF COSTS

	31.3.22	31.3.21
	£	£
Wages and salaries	10,850	10,852
	<u>10,850</u>	<u>10,852</u>

The average monthly number of employees during the year was as follows:

	31.3.22	31.3.21
Shop Manager	<u>1</u>	<u>1</u>

No employees received emoluments in excess of £60,000.

11. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - 31.3.20

	Unrestricted fund £	Restricted fund £	Total funds £
<b>INCOME AND ENDOWMENTS FROM</b>			
Donations and legacies	31,622	6,931	38,553
Other trading activities	11,063	-	11,063
Investment income	442	-	442
<b>Total</b>	<u>43,127</u>	<u>6,931</u>	<u>50,058</u>
<b>EXPENDITURE ON</b>			
Raising funds	16,588	5,431	22,019
<b>Charitable activities</b>			
Centre	24,237	1,500	25,737
<b>Total</b>	<u>40,825</u>	<u>6,931</u>	<u>47,756</u>
<b>NET INCOME</b>	<u>2,302</u>	<u>-</u>	<u>2,302</u>
<b>RECONCILIATION OF FUNDS</b>			
<b>Total funds brought forward</b>	137,780	-	137,780
<b>TOTAL FUNDS CARRIED FORWARD</b>	<u>140,082</u>	<u>-</u>	<u>140,082</u>

Pembrokeshire Samaritans

Notes to the Financial Statements - continued  
for the Year Ended 31 March 2022

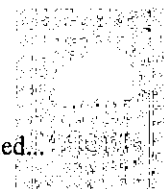
12. TANGIBLE FIXED ASSETS

	Freehold property £	Improvements to property £	Furniture and equipment £
<b>COST</b>			
At 1 April 2021	51,422	4,990	7,263
Additions	-	-	815
At 31 March 2022	<u>51,422</u>	<u>4,990</u>	<u>8,078</u>
<b>DEPRECIATION</b>			
At 1 April 2021	-	1,040	3,451
Charge for year	-	498	572
At 31 March 2022	<u>-</u>	<u>1,538</u>	<u>4,023</u>
<b>NET BOOK VALUE</b>			
At 31 March 2022	<u>51,422</u>	<u>3,452</u>	<u>4,055</u>
At 31 March 2021	<u>51,422</u>	<u>3,950</u>	<u>3,812</u>

	Shop furniture £	Computer equipment £	Totals £
<b>COST</b>			
At 1 April 2021	900	2,625	67,200
Additions	-	933	1,748
At 31 March 2022	<u>900</u>	<u>3,558</u>	<u>68,948</u>
<b>DEPRECIATION</b>			
At 1 April 2021	430	1,567	6,488
Charge for year	71	353	1,494
At 31 March 2022	<u>501</u>	<u>1,920</u>	<u>7,982</u>
<b>NET BOOK VALUE</b>			
At 31 March 2022	<u>399</u>	<u>1,638</u>	<u>60,966</u>
At 31 March 2021	<u>470</u>	<u>1,058</u>	<u>60,712</u>

13. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.22	31.3.21
	£	£
Debtors	2,170	3,609
Other debtors	-	857
Prepayments	26	-
	<u>2,196</u>	<u>4,466</u>



Pembrokeshire Samaritans

Notes to the Financial Statements - continued  
for the Year Ended 31 March 2022

14. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.22	31.3.21
	£	£
Trade creditors	2,560	316
Taxation and social security	406	-
Other creditors	2,038	1,677
	<u>5,004</u>	<u>1,993</u>

15. MOVEMENT IN FUNDS

	At 1.4.21	Net movement in funds	At 31.3.22
	£	£	£
<b>Unrestricted funds</b>			
General fund	140,082	3,429	143,511
	<u>140,082</u>	<u>3,429</u>	<u>143,511</u>
<b>TOTAL FUNDS</b>	<u>140,082</u>	<u>3,429</u>	<u>143,511</u>

Net movement in funds, included in the above are as follows:

	Incoming resources	Resources expended	Movement in funds
	£	£	£
<b>Unrestricted funds</b>			
General fund	48,105	(44,676)	3,429
	<u>48,105</u>	<u>(44,676)</u>	<u>3,429</u>
<b>TOTAL FUNDS</b>	<u>48,105</u>	<u>(44,676)</u>	<u>3,429</u>

Comparatives for movement in funds

	At 1.4.20	Net movement in funds	At 31.3.21
	£	£	£
<b>Unrestricted funds</b>			
General fund	137,780	2,302	140,082
	<u>137,780</u>	<u>2,302</u>	<u>140,082</u>
<b>TOTAL FUNDS</b>	<u>137,780</u>	<u>2,302</u>	<u>140,082</u>

Pembrokeshire Samaritans

Notes to the Financial Statements - continued  
for the Year Ended 31 March 2022

15. MOVEMENT IN FUNDS - continued

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
<b>Unrestricted funds</b>			
General fund	43,127	(40,825)	2,302
<b>Restricted funds</b>			
Restricted fund	6,931	(6,931)	-
<b>TOTAL FUNDS</b>	<u>50,058</u>	<u>(47,756)</u>	<u>2,302</u>

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.4.20 £	Net movement in funds £	At 31.3.22 £
<b>Unrestricted funds</b>			
General fund	137,780	5,731	143,511
<b>TOTAL FUNDS</b>	<u>137,780</u>	<u>5,731</u>	<u>143,511</u>

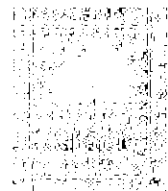
A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
<b>Unrestricted funds</b>			
General fund	91,232	(85,501)	5,731
<b>Restricted funds</b>			
Restricted fund	6,931	(6,931)	-
<b>TOTAL FUNDS</b>	<u>98,163</u>	<u>(92,432)</u>	<u>5,731</u>

**Notes to the Financial Statements - continued  
for the Year Ended 31 March 2022**

**16. RELATED PARTY DISCLOSURES**

There were no related party transactions for the year ended 31 March 2022.

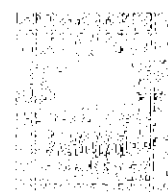


Pembrokeshire Samaritans

Detailed Statement of Financial Activities  
for the Year Ended 31 March 2022

	31.3.22 £	31.3.21 £
<b>INCOME AND ENDOWMENTS</b>		
<b>Donations and legacies</b>		
Donations	11,481	17,319
Gift aid	1,710	2,081
Grants	3,668	19,153
	<u>16,859</u>	<u>38,553</u>
<b>Other trading activities</b>		
Other fundraising	127	76
Shop income	30,722	10,987
	<u>30,849</u>	<u>11,063</u>
<b>Investment income</b>		
Deposit account interest	375	442
Interest receivable - trading	22	-
	<u>397</u>	<u>442</u>
<b>Total incoming resources</b>	<b>48,105</b>	<b>50,058</b>
<b>EXPENDITURE</b>		
<b>Other trading activities</b>		
Purchases	-	120
Wages	10,850	10,852
Shop expenditure	10,605	10,964
Depn of shop furniture	70	83
	<u>21,525</u>	<u>22,019</u>
<b>Charitable activities</b>		
Insurance	1,087	737
Light and heat	1,101	1,148
Telephone	1,071	1,031
Advertising	288	-
Cleaning and housekeeping	1,088	1,112
Repairs and renewals	751	543
Volunteer expenses	12,350	15,822
Training	350	720
Sams levy (BAF/BREF)	128	121
Software licences	35	35
PAV affiliation fee	30	30
Waste collection	-	48
Depreciation	1,281	1,321
	<u>19,560</u>	<u>22,668</u>

This page does not form part of the statutory financial statements



**Pembrokeshire Samaritans**

**Detailed Statement of Financial Activities  
for the Year Ended 31 March 2022**

	31.3.22 £	31.3.21 £
<b>Support costs</b>		
<b>Finance</b>		
Bank charges	90	-
<b>Other</b>		
Insurance	121	60
Light and heat	122	128
Telephone	119	115
Office consumables	755	1,072
Cleaning and housekeeping	121	12
Repairs and renewals	335	60
Depreciation	142	147
	<u>1,715</u>	<u>1,594</u>
<b>Governance costs</b>		
Independent examiners fee	1,512	1,440
Legal and professional fees	274	35
	<u>1,786</u>	<u>1,475</u>
Total resources expended	<u>44,676</u>	<u>47,756</u>
<b>Net income</b>	<u>3,429</u>	<u>2,302</u>

This page does not form part of the statutory financial statements



**PEMBROKESHIRE SAMARITANS**

England & Wales - Charity number 1170854

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# Accounts

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**Report of the Trustees and  
Unaudited Financial Statements  
for the Year Ended 31 March 2021  
for  
Pembrokeshire Samaritans**

Ashmole and Co.  
Williamston House  
7 Goat Street  
Haverfordwest  
Pembrokeshire  
SA61 1PX



**Pembrokeshire Samaritans**

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for the Year Ended 31 March 2021**

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**Pembrokeshire Samaritans**

**Reference and Administrative Details  
for the Year Ended 31 March 2021**

<b>TRUSTEES</b>	Mrs A Church - Director Mr M Roberts Mr J Power Mrs F Edwards Mrs A Thair Mr G Evans - Treasurer
<b>PRINCIPAL ADDRESS</b>	1 Albert Street Haverfordwest Pembrokeshire SA61 1TA
<b>REGISTERED CHARITY NUMBER</b>	1170854
<b>INDEPENDENT EXAMINER</b>	Ashmole and Co. Williamston House 7 Goat Street Haverfordwest Pembrokeshire SA61 1PX



## Pembrokeshire Samaritans

### Director's Report for the Year Ended 31 March 2021

This memorable year has been action packed for us in Haverfordwest in spite of the restrictions. Recruitment continued apace with the training team also increasing in number. Three experienced volunteers left, moving to pastures new but remaining as Samaritans. There are now 72 members with a few still unable to return to full duties and we are looking forward to seeing them on shift once more.

One of our volunteers was persuaded to act up in the Outreach Deputy role, including bringing our website up to date, and that has been very fruitful. We also recruited a volunteer's wife as fundraising coordinator, which means we now know how the funds are mounting up. Then Trustees really welcomed these moves and the ensuing activities.

This year's Branch survey has been a very different one as I have committed to speaking to every volunteer about their personal experience of being a Samaritan, and is not quite complete yet. I hope to reach everyone before the end of my term as director.

Everyone agrees that our services will be even more necessary now and in future months, and guided by Central Office disinfecting procedures and other Health and Safety measures continue in the branch. These are ongoing for the foreseeable future. All meetings and training sessions will be carried out via our Zoom account, now provided by Samaritans. We shall make further use of this platform as it has proved most convenient for volunteers who live at a distance and will reduce their time spent with us and our travelling expenses.

Our Treasurer continues to support us in several ways, apart from the usual financial matters. On the closure of the shop we were without the regular income we are accustomed to, and donations were sought, and funds strenuously applied for by several members. There has been a very welcome injection from the surrounding areas. The shop is now open again and very busy.

We look forward to meeting further potential volunteers and spreading awareness of Samaritan compassion and support in the communities around us. I particularly want to thank all our support volunteers, my oh so willing Deputies and every other volunteer for their loyalty and their commitment. I am proud to have been your Director.

Georgia454



**Pembrokeshire Samaritans**  
**Report of the Trustees**  
**for the Year Ended 31 March 2021**

The trustees present their report with the financial statements of the charity for the year ended 31 March 2021. The trustees have adopted the provisions of 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) (effective 1 January 2019).

**OBJECTIVES AND ACTIVITIES**

**Objectives and aims**

To work for the assistance of persons who are suicidal, despairing or in distress by providing a service primarily intended for the benefit of persons in Haverfordwest and Pembrokeshire and the surrounding area (but without specific limitations as to area) to enable such persons to receive immediate help, compassion and befriending from members of the charity selected and prepared for the purpose working under direction; and also where appropriate, in accordance with Samaritan procedure, referral to persons having specialist or professional skills, and to support the charity and aid in the establishment and support of probationary branches and the support of recognised branches of Samaritans.

**Significant activities**

The Samaritans offer emotional support by phone, e-mail, texting and face-to-face contact to those who are distressed and maybe suicidal. Each contact is dealt with in a confidential, non-judgemental and caring way. Samaritans do not give advice but can signpost callers to other charities who may be able to give specific guidance. In addition to providing support throughout the U.K. and Ireland, the Pembrokeshire Branch provides emotional support to local people and operates within the community to provide outreach and educational programmes. In 2017, Samaritans introduced and implemented a Safeguarding procedure to ensure that our organisation can provide adequate protection for children and vulnerable adults.

**Public benefit**

The Trustees have referred to the guidance contained within the Charity Commission's general guidance on public benefit, and believe that the Objectives, Aims, and Significant Activities provide sufficient evidence of compliance with the requirements defined the Charity Commission.



## Pembrokeshire Samaritans

### Report of the Trustees for the Year Ended 31 March 2021

#### ACHIEVEMENT AND PERFORMANCE

##### Charitable activities

##### The year in review

At the start of the financial year there were approximately 30,000c corona virus cases recorded in the UK and this rose rapidly to 313,000c by the end of June 2020. Consequently a significant number of volunteers were shielding. The number of daily cases started falling and reached a low in July/ August 2020 which saw a number of volunteers return to listening duties in the Branch. However this situation was short lived as a second wave emerged in September 2020 and cases reached a much higher peak in January 2021, further disrupting listening duties. Fortunately the impact of the Government's vaccination programme, along with other measures, resulted in cases falling quite rapidly towards the end of the financial year, when some optimism began to reappear.

This was the back ground in which the Branch operated during the year, but despite the serious impact on the wellbeing of the country as a whole, morale in the Branch remained high and many listening volunteers increased the number of shifts they worked each week to compensate for shielding volunteers.

The recruitment effort continued successfully resulting in an increase in our volunteers from sixty at the beginning of the year to seventy at the year end. Consequently this necessitated additional training which was largely undertaken using zoom virtual technology. Virtual telephone role playing also proved successful and this is now being developed for email. Mental health training proved popular with volunteers and the increase in recruitment necessitated further mentor training. Talks team, as well as Day Leader training also took place.

The year began with the Branch facing an uncertain financial future due to the loss of shop income; it closed in March 2020 and remained closed for approximately nine months of the year. Whilst shop income was significantly down, this was largely offset by support from the U.K. Government; Welsh devolved government, local government, local businesses, charitable organisations, as well as individuals. This meant our activities were not disrupted by lack of funds and at the year end our financial position remained relatively strong.

The need to maintain social distancing necessitated reducing the working shift from four hours to three and a half hours. Temperature and blood oxygen saturation monitoring procedures were introduced and rigorous workplace cleansing, combined with hand cleansing routines, ensured that there were no incidents of Covid 19 recorded by our Branch volunteers.

The number of callers remained high, with an apparent increase in callers suffering from mental health issues directly related to the effects of the Covid 19 lock down. Whilst the pandemic appeared to be abating as at March 2021 and with tentative signs of an economic recovery, it is anticipated that the affects of the pandemic will result in a significant increase in future demand for our services. However Pembrokeshire Samaritans faces its future with confidence.

#### FINANCIAL REVIEW

##### Financial review

At the year end, the Charity had unrestricted funds of £140,082 of which £60,712 related to tangible assets.

The principle sources of income continue to be donations from the public whether directly or through the sale of donated goods in the shop. Expenditure is focussed entirely on service provision together with property maintenance and running costs.

Income and expenditure for the year were £50,058 and £47,756 respectively, resulting in a surplus of £2,302. Excluding depreciation on tangible assets, the surplus for the year was £3,853.

##### Reserves policy

As branch income is heavily dependent on donations, either directly, or through the sale of donated goods in the shop, it cannot be guaranteed. The trustees consider that around 12 - 18 months of annual expenditure, excluding depreciation (£60,000 to £80,000) is an appropriate level of reserves to maintain in order to meet working capital needs. Our current reserves are £79,370 which is near the top of the range. Fundraising activities increased during the last financial year to improve our position which will need to continue as we strive to improve the service provided to the public.



## Pembrokeshire Samaritans

### Report of the Trustees for the Year Ended 31 March 2021

#### STRUCTURE, GOVERNANCE AND MANAGEMENT

##### Governing document

The Charitable Incorporated Organisation (CIO) 'Pembrokeshire Samaritans' was registered with the Charity Commission on the 20th December 2016 and was established to take over the work of the unincorporated charity 'The Samaritans of Haverfordwest & Pembrokeshire', registered charity number 700516. The net assets of the unincorporated charity were transferred to the CIO on the 1st April 2017.

The Charity is affiliated to National Samaritans and observes the terms of affiliation and of the Constitution agreed in 2016.

##### Organisational structure

The Samaritans organisation operates throughout the U.K. and Ireland and has approximately 200 branches and 20,000 volunteers. It provides emotional support by telephone, email, online chat, letter and face-to-face contact to those people who are distressed and often feeling suicidal.

Pembrokeshire Samaritans is an affiliated Branch and began its operations in 1976 in Tower Hill, Haverfordwest and subsequently moved in 1986 to its present location at 1, Albert Street, Haverfordwest. In addition to providing emotional support within the U.K. and Ireland, the Branch operates within the community by supporting local people, as well as delivering outreach and educational programmes. There are approximately seventy part time unpaid volunteers, as well as two paid staff, namely an office cleaner and a shop manageress who is supported by a team of unpaid shop assistants.

The Branch is dependent on its shop for most of its income, though this is supplemented by revenue derived from charitable donations, local fund raising events, grants, gift aid and legacies. In prior years, earned income tended to be sufficient to support the Branch running costs, but more recently the economic downturn coupled with the effects of the pandemic, has put Branch finances under increasing pressure.

The Branch is managed by a Branch Leadership Team (BLT) of twelve volunteers led by a Director and five Deputy Directors who are responsible for Recruitment, Caller Support, Training, Volunteer Welfare and Outreach Projects. In addition, a Rota Administrator attends the BLT as well as a further five Trustees, namely a Treasurer, Office Manager, two Secretaries and a Trustee without portfolio. The twelve members of the BLT meet monthly to consider Branch financial performance, operating activities, fund raising, recruitment, training, quality control, administration, and health and safety matters. Risk assessments, particularly concerning finance, and health and safety, are periodically undertaken as and when circumstances dictate.

##### Recruitment and Appointment of Trustees

Trustees are selected from existing Listening Volunteers, taking account of the guidelines provided by Samaritans Central Office. It is a requirement for all Trustees to complete the online training for Trustees, or an equivalent external course. The appointment of Trustees is approved by a majority vote at a General Meeting.

##### Trustee Responsibilities

The Trustees are members of the BLT and as such are in a position to ensure that the Branch is fully compliant with all its legal, statutory, and regulatory requirements. These requirements cover the guidance issued by the Charities Commission, regulations issued by the U.K. and Welsh Governments, as well as other requirements issued by Local Government or statutory bodies.

In addition, as affiliated members of Samaritans, the Branch is required to comply with the policies and procedures, the Branch Constitution, Operating and Branch Agreements and general guidance issued by Samaritans Central Office.

Trustees are also responsible for ensuring that the Branch provides an effective service to callers and in addition the welfare and wellbeing of volunteers is paramount. All aspects of Branch management is carefully monitored with particular attention to financial governance and ensuring the long term financial viability of the Branch.



**Pembrokeshire Samaritans**

**Report of the Trustees  
for the Year Ended 31 March 2021**

**STRUCTURE, GOVERNANCE AND MANAGEMENT**

**Risk management**

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error.

**Principal risks**

The principal risks facing the branch are insufficient volunteers to keep the branch open, insufficient funds to run the branch and the possibility of breach of confidentiality.

- New volunteer recruitment is essential to ensure that we always have adequate cover. Through information sessions, a careful selection process followed by a comprehensive training programme, we have managed to increase the number of volunteers over the last 6 years from 36 to 54 listening volunteers and 4 support volunteers.

- Fund raising is also essential in order to meet running costs as well as to pay a small contribution to the central charity towards the costs of the services and systems, without which branches could not operate.

- A corner stone of the Samaritans' service is that all those who contact us are guaranteed absolute confidentiality. Policies and procedures, including DBS checks for all volunteers, are in place to reduce the possibility of inadvertent breach of confidentiality.

Approved by order of the board of trustees on 29 July 2021 and signed on its behalf by:



Mrs A Church - Director - Trustee



**Independent Examiner's Report to the Trustees of  
Pembrokeshire Samaritans**

**Independent examiner's report to the trustees of Pembrokeshire Samaritans**

I report to the charity trustees on my examination of the accounts of Pembrokeshire Samaritans (the Trust) for the year ended 31 March 2021.

**Responsibilities and basis of report**

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

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

**Independent examiner's statement**

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

1. accounting records were not kept in respect of the Trust as required by section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination.

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



Dr B.S. Ridgway  
ACA, CTA  
Ashmole and Co.  
Williamston House  
7 Goat Street  
Haverfordwest  
Pembrokeshire  
SA61 1PX

Date: 26.8.21.....



Pembrokeshire Samaritans

Statement of Financial Activities  
for the Year Ended 31 March 2021

	Notes	Unrestricted fund £	Restricted fund £	31.3.21 Total funds £	31.3.20 Total funds £
<b>INCOME AND ENDOWMENTS FROM</b>					
Donations and legacies	2	31,622	6,931	38,553	7,292
Other trading activities	3	11,063	-	11,063	29,715
Investment income	4	<u>442</u>	<u>-</u>	<u>442</u>	<u>524</u>
<b>Total</b>		43,127	6,931	50,058	37,531
<b>EXPENDITURE ON</b>					
Raising funds		16,588	5,431	22,019	22,167
Charitable activities Centre	5	24,237	1,500	25,737	32,362
<b>Total</b>		<u>40,825</u>	<u>6,931</u>	<u>47,756</u>	<u>54,529</u>
<b>NET INCOME/(EXPENDITURE)</b>		2,302	-	2,302	(16,998)
<b>RECONCILIATION OF FUNDS</b>					
Total funds brought forward		<u>137,780</u>	<u>-</u>	<u>137,780</u>	<u>154,778</u>
<b>TOTAL FUNDS CARRIED FORWARD</b>		<u><u>140,082</u></u>	<u><u>-</u></u>	<u><u>140,082</u></u>	<u><u>137,780</u></u>

The notes form part of these financial statements



Pembrokeshire Samaritans

Balance Sheet  
31 March 2021

	Notes	Unrestricted fund £	Restricted fund £	31.3.21 Total funds £	31.3.20 Total funds £
<b>FIXED ASSETS</b>					
Tangible assets	12	60,712	-	60,712	61,797
<b>CURRENT ASSETS</b>					
Debtors	13	4,466	-	4,466	4,045
Cash at bank		<u>76,897</u>	<u>-</u>	<u>76,897</u>	<u>74,740</u>
		81,363	-	81,363	78,785
<b>CREDITORS</b>					
Amounts falling due within one year	14	<u>(1,993)</u>	<u>-</u>	<u>(1,993)</u>	<u>(2,802)</u>
<b>NET CURRENT ASSETS</b>		<u>79,370</u>	<u>-</u>	<u>79,370</u>	<u>75,983</u>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>		<u>140,082</u>	<u>-</u>	<u>140,082</u>	<u>137,780</u>
<b>NET ASSETS</b>		<u>140,082</u>	<u>-</u>	<u>140,082</u>	<u>137,780</u>
<b>FUNDS</b>	15				
Unrestricted funds				<u>140,082</u>	<u>137,780</u>
<b>TOTAL FUNDS</b>				<u>140,082</u>	<u>137,780</u>

The financial statements were approved by the Board of Trustees and authorised for issue on 29 July 2021 and were signed on its behalf by:



Mrs A Church - Director - Trustee



Mr G Evans - Treasurer - Trustee

The notes form part of these financial statements



**Pembrokeshire Samaritans**

**Notes to the Financial Statements  
for the Year Ended 31 March 2021**

**1. ACCOUNTING POLICIES**

**Basis of preparing the financial statements**

The financial statements of the charity, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) '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) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Charities Act 2011. The financial statements have been prepared under the historical cost convention.

**Income**

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

**Expenditure**

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

**Tangible fixed assets**

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Freehold property	- Nil
Furniture and equipment	- 15% on reducing balance
Shop furniture	- 15% on reducing balance
Computer equipment	- 33% on reducing balance

The trustees consider that the freehold property is maintained in such a state of repair that the residual value of the property is at least equal to its net book value. As a result, no depreciation has been charged in the SOFA in respect of the freehold property.

**Taxation**

The charity is exempt from tax on its charitable activities.

**Fund accounting**

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.



Pembrokeshire Samaritans

Notes to the Financial Statements - continued  
for the Year Ended 31 March 2021

2. DONATIONS AND LEGACIES

	31.3.21	31.3.20
	£	£
Donations	17,319	5,210
Gift aid	2,081	342
Grants	<u>19,153</u>	<u>1,740</u>
	<u>38,553</u>	<u>7,292</u>

Grants received, included in the above, are as follows:

	31.3.21	31.3.20
	£	£
Job retention scheme	5,431	240
Covid business support grant	10,000	-
CFW grant	1,500	1,500
The Waterloo Foundation grant	<u>2,222</u>	<u>-</u>
	<u>19,153</u>	<u>1,740</u>

3. OTHER TRADING ACTIVITIES

	31.3.21	31.3.20
	£	£
Other fundraising	76	276
Shop income	<u>10,987</u>	<u>29,439</u>
	<u>11,063</u>	<u>29,715</u>

4. INVESTMENT INCOME

	31.3.21	31.3.20
	£	£
Deposit account interest	<u>442</u>	<u>524</u>

5. CHARITABLE ACTIVITIES COSTS

	Direct Costs (see note 6)	Support costs (see note 7)	Totals
	£	£	£
Centre	<u>22,668</u>	<u>3,069</u>	<u>25,737</u>



Pembrokeshire Samaritans

Notes to the Financial Statements - continued  
for the Year Ended 31 March 2021

6. DIRECT COSTS OF CHARITABLE ACTIVITIES	31.3.21	31.3.20
	£	£
Insurance	737	677
Light and heat	1,148	1,081
Telephone	1,031	1,484
Cleaning and housekeeping	1,112	1,000
Repairs and renewals	543	2,103
Volunteer expenses	15,822	16,895
Training	720	600
Publicity	-	358
Sams levy (BAF/BREF)	121	2,797
Software licences	35	53
PAV affiliation fee	30	30
Waste collection	48	112
Depreciation	<u>1,321</u>	<u>1,538</u>
	<u>22,668</u>	<u>28,728</u>

7. SUPPORT COSTS		Governance	
	Other	costs	Totals
	£	£	£
Centre	<u>1,594</u>	<u>1,475</u>	<u>3,069</u>

8. INDEPENDENT EXAMINER'S FEE	31.3.21	31.3.20
	£	£
Independent examiner's fee	<u>1,440</u>	<u>1,410</u>

9. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2021 nor for the year ended 31 March 2020.

**Trustees' expenses**

Trustees' expenses this year were £783 (2020 - £239), these were donated back to the charity under the gift aid scheme.



Pembrokeshire Samaritans

Notes to the Financial Statements - continued  
for the Year Ended 31 March 2021

10. STAFF COSTS

	31.3.21	31.3.20
	£	£
Wages and salaries	<u>10,852</u>	<u>10,841</u>
	<u>10,852</u>	<u>10,841</u>

The average monthly number of employees during the year was as follows:

	31.3.21	31.3.20
Shop Manager	<u>1</u>	<u>1</u>

No employees received emoluments in excess of £60,000.

11. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - 31.3.20

	Unrestricted fund £	Restricted fund £	Total funds £
<b>INCOME AND ENDOWMENTS FROM</b>			
Donations and legacies	7,052	240	7,292
Other trading activities	29,715	-	29,715
Investment income	<u>524</u>	<u>-</u>	<u>524</u>
<b>Total</b>	37,291	240	37,531
<b>EXPENDITURE ON</b>			
Raising funds	21,927	240	22,167
<b>Charitable activities</b>			
Centre	<u>32,362</u>	<u>-</u>	<u>32,362</u>
<b>Total</b>	<u>54,289</u>	<u>240</u>	<u>54,529</u>
<b>NET INCOME/(EXPENDITURE)</b>	(16,998)	-	(16,998)
<b>RECONCILIATION OF FUNDS</b>			
<b>Total funds brought forward</b>	<u>154,778</u>	<u>-</u>	<u>154,778</u>
<b>TOTAL FUNDS CARRIED FORWARD</b>	<u>137,780</u>	<u>-</u>	<u>137,780</u>



Pembrokeshire Samaritans

Notes to the Financial Statements - continued  
for the Year Ended 31 March 2021

12. TANGIBLE FIXED ASSETS

	Freehold property £	Improvements to property £	Furniture and equipment £
<b>COST</b>			
At 1 April 2020	51,422	4,990	7,263
Additions	-	-	-
At 31 March 2021	<u>51,422</u>	<u>4,990</u>	<u>7,263</u>
<b>DEPRECIATION</b>			
At 1 April 2020	-	541	2,778
Charge for year	-	499	673
At 31 March 2021	-	<u>1,040</u>	<u>3,451</u>
<b>NET BOOK VALUE</b>			
At 31 March 2021	<u>51,422</u>	<u>3,950</u>	<u>3,812</u>
At 31 March 2020	<u>51,422</u>	<u>4,449</u>	<u>4,485</u>

	Shop furniture £	Computer equipment £	Totals £
<b>COST</b>			
At 1 April 2020	900	2,159	66,734
Additions	-	466	466
At 31 March 2021	<u>900</u>	<u>2,625</u>	<u>67,200</u>
<b>DEPRECIATION</b>			
At 1 April 2020	347	1,271	4,937
Charge for year	83	296	1,551
At 31 March 2021	<u>430</u>	<u>1,567</u>	<u>6,488</u>
<b>NET BOOK VALUE</b>			
At 31 March 2021	<u>470</u>	<u>1,058</u>	<u>60,712</u>
At 31 March 2020	<u>553</u>	<u>888</u>	<u>61,797</u>

13. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.21	31.3.20
	£	£
Debtors	3,609	1,615
Other debtors	857	2,309
Prepayments	-	121
	<u>4,466</u>	<u>4,045</u>



Pembrokeshire Samaritans

Notes to the Financial Statements - continued  
for the Year Ended 31 March 2021

14. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.21	31.3.20
	£	£
Creditors	316	698
Other creditors and accruals	<u>1,677</u>	<u>2,104</u>
	<u>1,993</u>	<u>2,802</u>

15. MOVEMENT IN FUNDS

	At 1.4.20	Net movement in funds	At 31.3.21
	£	£	£
<b>Unrestricted funds</b>			
General fund	137,780	2,302	140,082
	<u>137,780</u>	<u>2,302</u>	<u>140,082</u>
<b>TOTAL FUNDS</b>			

Net movement in funds, included in the above are as follows:

	Incoming resources	Resources expended	Movement in funds
	£	£	£
<b>Unrestricted funds</b>			
General fund	43,127	(40,825)	2,302
<b>Restricted funds</b>			
Restricted fund	6,931	(6,931)	-
	<u>50,058</u>	<u>(47,756)</u>	<u>2,302</u>
<b>TOTAL FUNDS</b>			

Comparatives for movement in funds

	At 1.4.19	Net movement in funds	At 31.3.20
	£	£	£
<b>Unrestricted funds</b>			
General fund	154,778	(16,998)	137,780
	<u>154,778</u>	<u>(16,998)</u>	<u>137,780</u>
<b>TOTAL FUNDS</b>			

Pembrokeshire Samaritans

Notes to the Financial Statements - continued  
for the Year Ended 31 March 2021

15. MOVEMENT IN FUNDS - continued

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
<b>Unrestricted funds</b>			
General fund	37,291	(54,289)	(16,998)
<b>Restricted funds</b>			
Restricted fund	240	(240)	-
<b>TOTAL FUNDS</b>	<u>37,531</u>	<u>(54,529)</u>	<u>(16,998)</u>

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.4.19 £	Net movement in funds £	At 31.3.21 £
<b>Unrestricted funds</b>			
General fund	154,778	(14,696)	140,082
<b>TOTAL FUNDS</b>	<u>154,778</u>	<u>(14,696)</u>	<u>140,082</u>

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
<b>Unrestricted funds</b>			
General fund	80,418	(95,114)	(14,696)
<b>Restricted funds</b>			
Restricted fund	7,171	(7,171)	-
<b>TOTAL FUNDS</b>	<u>87,589</u>	<u>(102,285)</u>	<u>(14,696)</u>

**Pembrokeshire Samaritans**

**Notes to the Financial Statements - continued  
for the Year Ended 31 March 2021**

**16. RELATED PARTY DISCLOSURES**

There were no related party transactions for the year ended 31 March 2021.

Pembrokeshire Samaritans

Detailed Statement of Financial Activities  
for the Year Ended 31 March 2021

	31.3.21 £	31.3.20 £
<b>INCOME AND ENDOWMENTS</b>		
<b>Donations and legacies</b>		
Donations	17,319	5,210
Gift aid	2,081	342
Grants	<u>19,153</u>	<u>1,740</u>
	38,553	7,292
<b>Other trading activities</b>		
Other fundraising	76	276
Shop income	<u>10,987</u>	<u>29,439</u>
	11,063	29,715
<b>Investment income</b>		
Deposit account interest	<u>442</u>	<u>524</u>
<b>Total incoming resources</b>	50,058	37,531
<b>EXPENDITURE</b>		
<b>Other trading activities</b>		
Purchases	120	-
Wages	10,852	10,841
Shop expenditure	10,964	11,228
Depn of shop furniture	<u>83</u>	<u>98</u>
	22,019	22,167
<b>Charitable activities</b>		
Insurance	737	677
Light and heat	1,148	1,081
Telephone	1,031	1,484
Cleaning and housekeeping	1,112	1,000
Repairs and renewals	543	2,103
Volunteer expenses	15,822	16,895
Training	720	600
Publicity	-	358
Sams levy (BAF/BREF)	121	2,797
Software licences	35	53
PAV affiliation fee	30	30
Waste collection	48	112
Depreciation	<u>1,321</u>	<u>1,538</u>
	22,668	28,728
<b>Support costs</b>		
<b>Other</b>		
Insurance	60	75
Carried forward	60	75

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Pembrokeshire Samaritans

Detailed Statement of Financial Activities  
for the Year Ended 31 March 2021

	31.3.21 £	31.3.20 £
<b>Other</b>		
Brought forward	60	75
Light and heat	128	120
Telephone	115	165
Office consumables	1,072	893
Cleaning and housekeeping	12	111
Repairs and renewals	60	234
Depreciation	<u>147</u>	<u>171</u>
	1,594	1,769
<b>Governance costs</b>		
Independent examiners fee	1,440	1,410
Legal and professional fees	<u>35</u>	<u>455</u>
	<u>1,475</u>	<u>1,865</u>
Total resources expended	<u>47,756</u>	<u>54,529</u>
<b>Net income/(expenditure)</b>	<u><u>2,302</u></u>	<u><u>(16,998)</u></u>

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