

# SAMARITANS OF SCARBOROUGH

England & Wales · Charity number 1171040

## Details

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**Status** Registered

**Legal form** CIO

**Registered** 2017-01-09

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

## Contact

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**Address** Samaritans Of Scarborough  
Samaritan House  
40 Trafalgar Street West  
Scarborough  
YO12 7AS

**Phone** 01723330367

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

**Website** <http://www.samaritans.org/branches/samaritans-scarborough>

## Activities

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

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

## Classification

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

## Geography

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- North Yorkshire

## Finances

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Period end	Income	Expenditure	Assets	Employees
2025-03-31	£228,238	£90,472	-	-
2024-03-31	£33,510	£40,650	-	-
2023-03-31	£40,397	£46,905	-	-
2022-03-31	£21,678	£50,006	-	-
2021-03-31	£62,518	£34,682	-	-

## Trustees

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Name	Role	Appointed
Gillian Nichol	Chair	2024-03-04
David Barry		2025-10-23
Elizabeth Lorton-Gilbert		2025-10-23
Kim Maria Bevan		2026-04-01
MICHAEL STONES		2025-10-23
Peter Craggs		2025-10-23
Richard Shore		2025-10-24

## Linked charities

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- THE SAMARITANS OF SCARBOROUGH (1171040-1)

**SAMARITANS OF SCARBOROUGH**

England & Wales - Charity number 1171040

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# Accounts

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# SAMARITANS

Scarborough



Annual Report 2024–25



# SAMARITANS

## Our vision



Every life lost to suicide is a tragedy, and our vision is that fewer people die by suicide.

## Our mission



To be there for anyone who needs someone. To give people ways to cope and be there for others. And to campaign to make suicide prevention a priority.

## Our values



### Listening

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

### Confidentiality

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

### Non-judgmental

We want people to be able to talk to us without fear of prejudice or rejection.

### People making their own decisions

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

### Human contact

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

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## Reference and Administration Details

**Charity Name:** Samaritans of Scarborough

**Registered Charity Number:** 1171040

**Charity's Principal Address:** 40 Trafalgar Street West  
Scarborough  
North Yorkshire  
YO12 7AS

### Names of the charity trustees who manage the charity

Trustee Name	Office (if any)	Dates acted if not for the whole year	Name of person or body entitled to appoint trustee (if any)
Gill Nichol	Branch Director & Chair of Trustees		Branch Volunteers
Elizabeth Lorton-Gilbert	Treasurer		Branch Volunteers
Heidi Walker	Secretary	11 July 2024	Branch Volunteers
Richard Shore			Branch Volunteers

The charity does not have any paid executive staff or professional advisers other than our accountants.

## Section Two:

# Structure, governance and management

## Description of the charity's trusts

Type of governing document	Constitution
How the charity is constituted	Trustees
Trustee selection methods	Elected by the volunteers (although the trustees can co-opt up to two additional trustees if desired)

## Additional governance information

Trustees are voted in at the AGM; all trustees are required to complete online training on our *Samaritans Home* website and have to complete all relevant associated forms.

This branch is an affiliate of the national organisation and must raise its own funds.

Although we have our own Branch Constitution and structure, we are also obliged to complete a *Quality Review*, which takes place with the appointment of a new Branch Director, which is usually every three years. This review process is managed and overseen by regional and central office staff. In addition, the central office sends us weekly information emails, which we action and share as necessary.

As an affiliate branch we work with local organisations to make them aware of our work, and to work with them where appropriate.

The trustees meet every six weeks to discuss the running of the branch; these meetings include regular reviews of our Risk Register, which is a live document.

The trustees have given due regard to public benefit guidance published by the Charity Commission and consider that the activities described within this report demonstrates how the charity fulfils its responsibilities to provide benefit to the public.

## Section Three:

### Our Objectives and Activities

#### Summary of our objectives as set out in the constitution

1. To offer support to those in Scarborough, the surrounding areas, and elsewhere (calls and online chats can come in from anywhere) who are experiencing feelings of distress or despair, including those who may be at risk of suicide. Callers can expect to receive confidential emotional support at any time of the day or night. We believe that callers will have improved their emotional health after talking to us. Our overriding aim is to reduce the incidence of suicide and suicidal behaviour. Samaritans' vision is that fewer people die by suicide.
2. To promote a better understanding in society of suicide, suicidal behaviour and the value of expressing feelings that may otherwise lead to suicide or impaired emotional health.
3. To collaborate with and support Samaritans Central Charity and its branches in fulfilling these objects.

#### Summary of the main activities undertaken for the public benefit in relation to these objects

By listening to callers we aim to help people find ways of coping with emotional distress and thus reduce the number of our callers who choose to die by suicide.

We also support those whose distress is less acute, in the hope that they will not reach the point of despair resulting in them wishing to end their lives.

Nationally, we make our support available in many ways, by telephone, email, letter, and face-to-face, in prisons, schools and other educational settings.

Locally, we support contacts via the telephone, online chat, outreach events in schools, colleges, and universities as well as other settings including local hospitals, and through our connections with the police, the fire service and public events such as Scarborough Armed Forces Day and Scarborough Pride.

Our provision of Online Chat (OC) is relatively limited – only a small number of volunteers are OC-trained. It's a valuable and growing service, and we plan to help meet this demand by training more branch volunteers in OC in 2025-2026.

The branch offers both national and local services. National via the 24/7 service to callers (both via phone calls and OC) and local via our outreach and associated activities.

## **Further information on the contribution made by our amazing volunteers**

Our volunteers are the backbone of all that we do and are our most valuable asset, giving up their time to offer help and support to some of the most vulnerable and distressed people in our community.

Our listening volunteers are asked to complete 144 hours of listening over a calendar year (including evening and night hours), which averages out to a three-hour listening shift each week. We are a small branch, but we like to think we punch above our weight in terms of activity and output! In addition to the core listening role, many volunteers are also volunteer shift leaders and/or play an active role in another part of the life of the branch – for example training, outreach, and fundraising. Two of our volunteers also have regional roles.

Most of our shop volunteers do a minimum of one three-hour shift in the shop each week, with several doing many more than this. Our support volunteers fulfil a variety of functions, including fundraising and outreach – see Section 4, starting on page 8, for more information on their activities.

## Section Four:

# The highlights of our year – reports from the Branch and Deputy Directors

## The Leadership Team

<b>Gill Nichol</b>	Branch Director
<b>Libby Lorton-Gilbert</b>	Vice-Director and Deputy Director (Outreach & Fundraising)
<b>Rik Shore</b>	Vice-Director and Deputy Director (Training)
<b>Liz Goodwill</b>	Deputy Director (Volunteer Support) <i>April – October 2024</i>
<b>Bridget Robinson-Clark</b>	Deputy Director (Volunteer Support) <i>from October 2024</i>
<b>Heidi Walker</b>	Deputy Director (Without Portfolio)
<b>Lindsey Redford</b>	Deputy Director (Rota)
<b>Ruth Harper</b>	Deputy Director (Recruitment)

## Branch Director

On 1 April 2024, I had been the Branch Director for less than a month; this report covers my first 11 months in the role.

Aside from choosing the Deputy Directors and starting to work together as a team to restore equilibrium to the branch, one of my main activities of the first few months of being BD was working with the Central Office Disclosures Team at Central Office, and Liz Goodwill, to ensure all volunteers – listening and support – had the correct level of DBS.

During the year we also updated the Rota Policy, the Mentoring Policy and the Volunteer Expenses Policy. All are available on Three Rings, with hard copies on the notice boards in the branch. A good amount of time was also spent on the *Quality Review* (which concluded in May 2025, outside the timescale of this report.)

Overall, it's been a satisfying year. We had some challenges along the way, but, as you will read below, some great successes too. Being Branch Director is a privilege, but at times, it can be overwhelming ... I am more than grateful for the support received from the Regional team – particularly from Belinda Merrison and Liz Wilson – and the Branch Leadership Team too. I have leaned heavily on most of them, and am particularly grateful for the support and generous sharing of knowledge from our fantastic Vice-Directors Libby and Rik.

The branch and I are also indebted to Steve Witty, (aka Steve 2), who is the best Health and Safety Officer a branch could wish for. Let's just say I don't have to consider the practicalities and legalities of H&S because I know that Steve 2 has it all in hand.

I am more than proud of the Scarborough branch and everyone who gives their time to support our work in whatever capacity; we are all volunteers, and I don't underestimate the time, effort, energy and commitment we all give this branch. Thank you.

**Gill 819**

**Branch Director**

## Outreach and Fundraising

### Introduction

We had a slow start to the year as we found our rhythm again after a challenging beginning. However, we gradually built momentum and engaged in a variety of outreach and fundraising activities throughout the year.

### Monthly highlights

#### May

- Attended a Volunteers Fair at Scarborough TEC and participated in Mental Health Week (13th–19th May).
- Attended a Welfare Day hosted by St Catherine's Hospice — a great networking opportunity.
- Shop volunteers participated in a tabletop sale at Scarborough Market Hall. Attendance was low, possibly due to it being held on a Sunday.
- John Castle (Listening Volunteer) completed a walking challenge, raising **£300** for Samaritans Central Charity.
- Dan Kneen (Shop Volunteer) completed an ultramarathon, raising **£140.15** for Samaritans of Scarborough.
- Outreach event at Scarborough Morrisons with a tombola raised **£79**.
- Steve and Libby delivered a talk at the YMCA to the Ladies of Leisure and Learning Group. 20 attendees donated **£20**.

#### July

- Participated in **Armed Forces Day**, which was a great success. We sold cakes and ran a tombola, raising **£633**

#### August

Though many volunteers had other commitments, August remained a productive month:

- Ali hosted a **Yorkshire Day Quiz**, raising **£128**.
- Rik, Lindsey, Libby, and Dawn collected **£737.81** at Scarborough Spa after a Sarah Millican performance.
- Participated in the **Community Fair**, raising **£335.68**.

- Our **Annual Golf Tournament** was a big success, raising **£2,572.30**. Many thanks to Boyes for donating raffle prizes — the tickets sold very well.

### September

- Attended **Fresher's Fairs** at Scarborough 6th Form and Coventry University. Unfortunately, we couldn't make it to Scarborough TEC.
- Took part in **Scarborough Pride**, including the parade. It was a fun day with great community interaction.

### October

- Attended **World Mental Health Day** event at Scarborough TEC (10th October).
- Participated in a **Veterans' Event** hosted by the local library.

### November

- Took part in the **Scarborough Fire Station Open Day**, a well-attended family event. We continue to enhance our outreach with attractions for younger visitors.

### December

- Paula decorated a Christmas tree at **St Mary's Church, Whitby**, in Samaritans' brand colours.
- A **ukulele band performed in Pickering**, donating all proceeds to us – a tremendous **£3,500** raised!
- Ali hosted another successful **Quiz Night** at the Railway Club, Scarborough, raising **£406**

### January

- **Brew Monday** was celebrated with Paula hosting a coffee and cake morning at her B&B in Whitby.
- Volunteers also attended a **Coffee Morning at Scarborough TEC**, supporting students in their hospitality training.

### February & March

- Delivered talks to:
  - Members of **St Mary's Church, Scarborough**
  - **Rotary Club members** in Pickering
  - Students at **Blueberry Academy**
 All were well received with good engagement and questions.
- Scarborough TEC hosted a **12-hour Dartathon**, where we were present for around 4 hours.

## Ongoing Commitment

Despite being a small team, we continue to reach out to our community and raise vital funds for our branch. Huge thanks to every volunteer who has supported us throughout the year.

Calverts Carpets collected £178.41, Osgodby coffee mornings and Newlands Pub have our collection tins throughout the year and raised £982.10 and £629.63 respectively.

**Special Thanks To:** Ali, Brenda, Carmen, Celia, Dan, Dawn, Ed, Ian, Kelly, Kim, Liz C, Sally, Steve 2, Tamsin, Rik, and Ruth 2 — your time and effort are deeply appreciated.

**Libby**

**Deputy Director (Outreach & Fundraising)**

## **Recruitment**

I was appointed Deputy Director (Recruitment) in May 2024.

With the help and support of the Leadership and Recruitment Teams, 18 interviews took place between April 2024 and March 2025. From these interviews, seven people became Listening Volunteers and two became Support Volunteers.

Thank you to the Outreach Team – their visible presence and the conversations they have at local events have been a huge help in recruiting new volunteers.

In January 2025, the Leadership Team decided to use the Online Training School for training new Samaritans. This has proved to be very successful, and we have received good feedback from those who have been trained by the Online School. I work closely with both the online training team and with Rik, Deputy Director (Training).

The coming year is looking very promising for recruiting new volunteers. Thank you to all volunteers who are helping with interviews and mentoring the newly trained volunteers – I couldn't do it without your help and support.

**Ruth 582**

**Deputy Director (Recruitment)**

## **Rota**

At Scarborough branch, we had 30 listening volunteers on duty covering the rota during the year.

Overall, we were extremely successful in our rota commitment – our twilight hours were particularly strong, with an average of three twilight shifts a week. We also made a positive contribution to our night hours commitment, with 21 night shifts across the year. We are hoping to build on both these solid bases in the coming year, increasing the night hours we are open to provide support and care to our callers when it's most needed. (If you would like more information on night hours and the flexibility we can offer in how you choose to do your night hours, please talk to me!)

The rota team and I are extremely grateful to all who sign up for duties, and to those who swap or change and cover hours, especially at short notice. As always, we thank you for

being there for our callers and for the ongoing support you give to each other. A massive thank you to all you do in helping us keep as many hours and shifts open as you do. I am looking forward to another successful year.

**Lindsey 603**

**Deputy Director (Rota)**

## **Training**

Over the year we saw a steady flow of new volunteers coming into training and ran two in-house training courses during the year; the first in May/June and the second in September/October. Numbers were fairly low on both courses, and, as the training works best with large groups, the training team and I felt the volunteers weren't getting the best experience possible. As a result, we decided to start using the Samaritans Online Training School in January 2025 – we'll see how well that goes!

I hope that, with the core training of new volunteers moving to the online school, I will be able to focus on delivering ongoing training for PVs and full volunteers in the coming year.

**Rik 682**

**Deputy Director (Training)**

## **Volunteer Support**

Sometimes our lives challenge us, whether it be issues at work, or with our families, our health, or just life, and on these occasions our volunteer roles can be made more challenging. Knowing this informed my decision to join the Volunteer Support team – I wanted to be there for our extraordinary volunteers when needed.

After Liz stepped down as Deputy Director for Volunteer Support in October 2024, I was offered and accepted the DD role. I have continued Liz's work and support volunteers when needed, whether that be meeting for a coffee, dropping someone a regular message or sending a 'thinking of you' card.

In addition to this, since November 2024, we've organised a monthly social – a chance for volunteers to get to know each other better, do fun stuff together and also to give our friends and family a chance to meet our Samaritans family. I felt that I could support volunteers more if I got to know them better, and it follows that as we all get to know each other better, we can support each other more too.

Across the five events held to date, we've had good attendance, with an average of 13 volunteers attending per event (including many who have attended more than one event). Our best-attended event was the escape room outing in January.

Following a poll for ideas, from November to March 2025, we have had an afternoon tea, a visit to the escape rooms, a games night and a line dancing taster. All have had a good turnout and they continue every month. Socials are open to all volunteers, and many events are also open to family and friends. I encourage everyone to come along.

**Bridget 862**

**Deputy Director (Volunteer Support)**

## Section Five:

# Our Financial Overview

### Legacy

We were very fortunate to receive an astonishingly generous **£200,000 bequest** from **Bertha Everitt**, a woman from Filey, who chose to leave her estate to charities – although we did not know her personally, the trustees of her estate decided to leave a large portion of it to further our work. The branch trustees decided to give **£15,000** to our region and **£40,000** to the Samaritans Central Charity. Volunteers were invited to show their interest in how the rest of the funds could be spent. Re-decorating and re-carpeting the Centre were high on the list, and we are looking forward to organising this next year.

### Incomings

Shop:	£11,862
Donations:	£4,676
Fundraising:	£ 6,401
Investment:	£2,250
Other:	£477
Legacy:	£200,000
Golf Day:	£2,572

### Shop Closure

Our shop volunteers worked tirelessly throughout the year to keep the shop running. However, due to ongoing challenges in recruiting and retaining volunteers, and after much discussion over recent years, the difficult decision was made to close the shop. We raised £11,861.86 this year and spent £9,413.49.

Volunteers put in tremendous effort too; to sell, bag, and box donations, distribute fixtures and fittings to other charity shops (including the Samaritans shop in Bridlington), coordinate online sales and paint the shop in readiness for handing back to the council, our landlord.

This was a deeply emotional time for all involved. We thank each of our dedicated shop volunteers: **Dan, Carmen, Celia, Ed, Helen, Ian, Liz C, Ruth 2, and Tamsin** – you've been absolutely amazing.

# Treasurer's Report

## Overview

This year's accounts appear out of sync with previous years due to the generous legacy of **£200,000** left to us. Despite receiving this substantial gift, we continued our fundraising efforts throughout the year to maintain community engagement and financial resilience.

The trustees have held extensive discussions regarding, responsible use of the legacy funds and our contribution to the national branch. We plan to ask the central charity to consider the funds we've already donated when assessing our required contribution, particularly in relation to the 40% national levy.

## Financial Year-End Summary

Financial Year-End	Income	Spending
31 March 2023	£40,397	£46,905
31 March 2024	£33,510	£40,650
31 March 2025	£228,238	£90,472

## Reserves Policy

Samaritans of Scarborough maintains a reserves policy to ensure financial stability and preparedness:

- We hold **designated funds** equivalent to **18 months of running costs**, currently calculated at **£35,517.21**.
- An additional **£64,895.75** is held in **investments**, earmarked for:
  - Purchasing a new shop
  - Building or relocating branch premises
  - Emergency repairs

Reserve levels are reviewed every six months by the Trustees and formally agreed at the Branch AGM.

**Libby Lorton-Gilbert**  
**Branch Treasurer**

## Section Six:

### Declaration

The trustees declare that they have approved the trustees' report above.

Signed on behalf of the charity's trustees

Signature(s)		
Full name(s)	GILLIAN ISABELLA NICHOL	ELIZABETH LORTON-GILBERT
Position (e.g. Secretary etc)	CHAIR / BRANCH DIRECTOR	TREASURER
Date	21 October 2025	21 October 2025

# We're here to listen

Call free day or night on

# 116 123

Email

[jo@samaritans.org](mailto:jo@samaritans.org)

Web

[samaritans.org/scarborough](http://samaritans.org/scarborough)

Visit us

**Samaritan House  
40 Trafalgar Street West  
Scarborough YO12 7AS**

## SAMARITANS



CHARITY COMMISSION  
FOR ENGLAND AND WALES

Samaritans of Scarborough

1171040  
1171040-1

## Receipts and payments accounts

CC16a

For the period  
from

01 April 2024

To

31 March 2025

### Section A Receipts and payments

	Unrestricted funds	Restricted funds	Endowment funds	Total funds	Last year
	to the nearest £	to the nearest £	to the nearest £	to the nearest £	to the nearest £
<b>A1 Receipts</b>					
Donations and gifts	4,676		0	4,676	4,981
Legacies			0	0	0
Grants for charitable activities			0	0	2,166
Fundraising events	8,973		0	8,973	6,410
50th anniversary			0	0	0
Charity shop	11,862		0	11,862	17,676
Investment income	2,250		0	2,250	2,277
Refunds, insurance claims, etc.	477		0	477	0
Legacy	200,000		0	200,000	0
<b>Sub total (Gross income for AR)</b>	<b>228,238</b>	<b>0</b>	<b>0</b>	<b>228,238</b>	<b>33,510</b>
<b>A2 Asset and investment sales, (see table).</b>					
	0	0	0	0	0
	0	0	0	0	0
<b>Sub total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Total receipts</b>	<b>228,238</b>	<b>0</b>	<b>0</b>	<b>228,238</b>	<b>33,510</b>
<b>A3 Payments</b>					
Charity shop costs	9,413		0	9,413	9,326
Fundraising expenses	63		0	63	94
50th Anniversary				0	0
Telephone support including premises costs, publicity, volunteer training and support expenses	18,690		0	18,690	17,554
Outreach	658		0	658	1,164
Management and administration	504		0	504	748
Branch contribution	4,716		0	4,716	5,384
Donation to Region	55,000		0	55,000	5,000
Accountancy	1,428		0	1,428	1,380
<b>Sub total</b>	<b>90,472</b>	<b>0</b>	<b>0</b>	<b>90,472</b>	<b>40,650</b>
<b>A4 Asset and investment purchases, (see table)</b>					
	0	0	0	0	0
	0	0	0	0	0
<b>Sub total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Total payments</b>	<b>90,472</b>	<b>0</b>	<b>0</b>	<b>90,472</b>	<b>40,650</b>
<b>Net of receipts/(payments)</b>	<b>137,766</b>	<b>0</b>	<b>0</b>	<b>137,766</b>	<b>(7,140)</b>
<b>A5 Transfers between funds</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>A6 Cash funds last year end</b>	<b>37,212</b>			<b>37,212</b>	<b>44,352</b>
<b>Cash funds this year end</b>	<b>174,978</b>	<b>0</b>	<b>0</b>	<b>174,978</b>	<b>37,212</b>

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

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
<b>B1 Cash funds</b>	General bank account	174,592	0	0
	Paypal	296	0	0
	Cash floats	90	0	0
	<b>Total cash funds</b>	<b>174,978</b>	<b>0</b>	<b>0</b>
	<small>(agree balances with receipts and payments account(s))</small>	OK	OK	OK

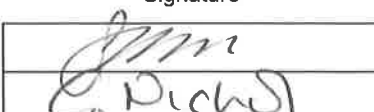
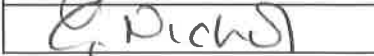
Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
<b>B2 Other monetary assets</b>		0	0	0
		0	0	0
		0	0	0
		0	0	0
		0	0	0
		0	0	0

Categories	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
<b>B3 Investment assets</b>	Blackrock Charities UK Equity Fund	Unrestricted	0	45,878
	Blackrock Charities UK Bond Fund	Unrestricted	0	19,018
			0	0
			0	0

Categories	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
<b>B4 Assets retained for the charity's own use</b>	Freehold property	Unrestricted	307,454	0
	Improvements to leasehold property	Unrestricted	10,254	0
			0	0
			0	0
			0	0
			0	0
			0	0
			0	0

Categories	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
<b>B5 Liabilities</b>			0	
			0	
			0	
			0	
			0	

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

Signature	Print Name	Date of approval
	E. LORTON-GILBERG	23.10.25
	GILLIAN NICHOL	23.10.25



**Section A**

**Independent Examiner's Report**

**Report to the trustees/  
members of**

Charity Name  
Samaritans of Scarborough

**On accounts for the year  
ended**

31 March 2025

**Charity no  
(if any)**

1171040

**Set out on pages**

1-2

*(remember to include the page numbers of additional sheets)*

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

**Responsibilities and  
basis of report**

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

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

**Independent  
examiner's statement**

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

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

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

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

**Signed:**

*Wiffen*

**Date:**

27 November 2025

**Name:**

Anna Wiffen FCCA

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

Association of Chartered Certified Accountants

**Address:**

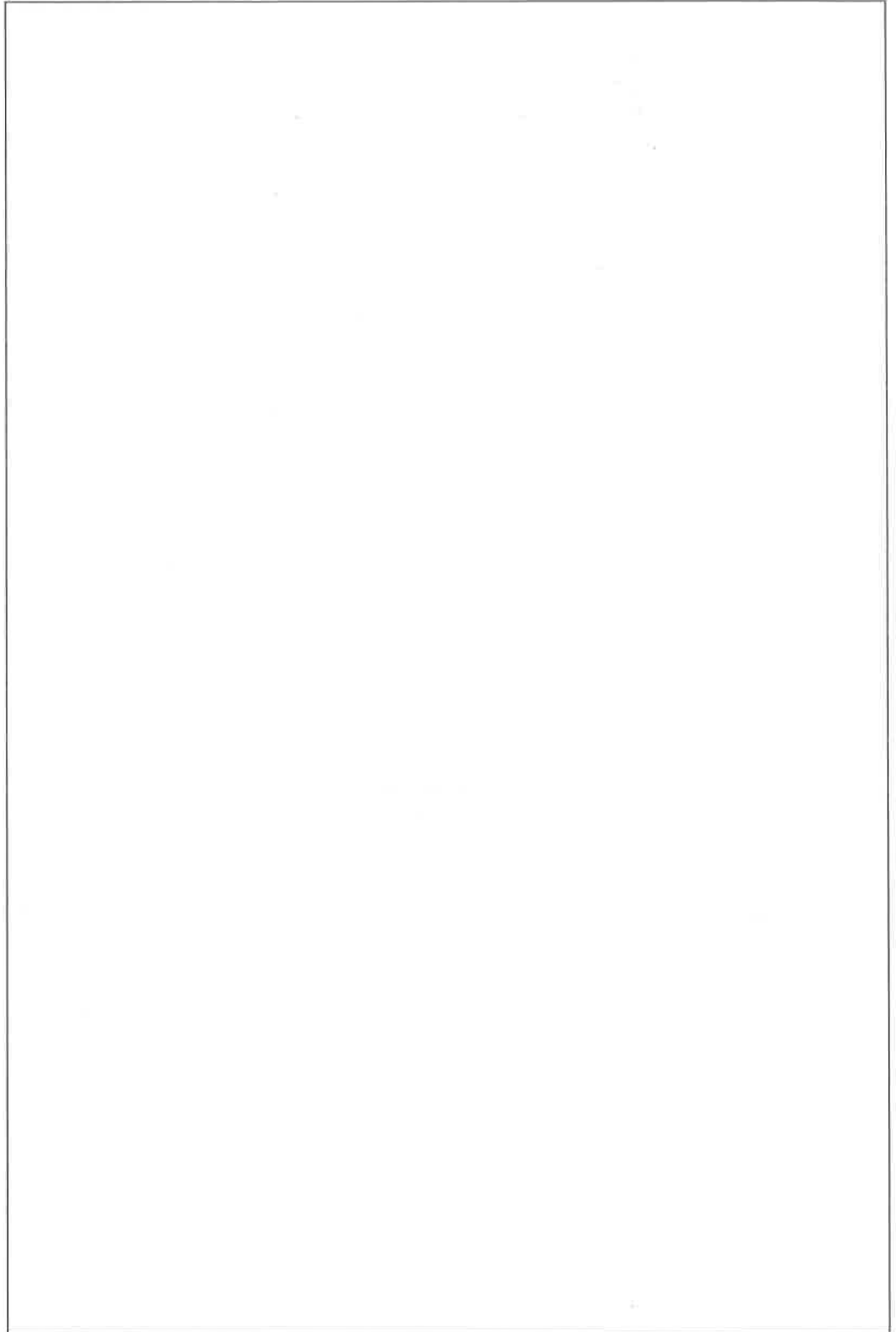
Ashby Berry Coulsons Chartered Accountants

2 Belgrave Crescent, Scarborough

North Yorkshire YO11 1UB

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

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



**SAMARITANS OF SCARBOROUGH**

England & Wales - Charity number 1171040

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# Accounts

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# Trustees' Annual Report for the period

From	Period start date			To	Period end date		
	1	April	2023		31	March	2024

## Section A Reference and administration details

Charity name	Samaritans of Scarborough
Other names charity is known by	
Registered charity number (if any)	1171040
Charity's principal address	40 Trafalgar St West
	Scarborough
	North Yorkshire
	Postcode YO12 7AS

### Names of the charity trustees who manage the charity

	Trustee name	Office (if any)	Dates acted if not for whole year	Name of person (or body) entitled to appoint trustee (if any)
1	Gill Nichol	Branch Director & Chair of Trustees	From 04/03/24	Branch Volunteers
2	Richard Shore	Interim Branch Director & Chair of Trustees	From 1/11/23 – 03/03/24	Co-opted by trustees
3	Elizabeth Lorton-Gilbert	Treasurer		
4	Doree Gallie	Publicity	Resigned 26/04/24	
5	Rachel Penn	Shop Liaison	1/04/23 – 27/10/23	
6	Dale Penn	GDPR	1/04/23 – 27/10/23	
7	Lyndsey Bowman	Branch Director & Chair of Trustees	1/04/23 – 27/10/23	
8	Heidi Walker	Secretary	1/04/23- 20/05/23	
9				
10				
11				
12				
26/01/23				
14				
15				
16				
17				
18				
19				

--	--	--	--

Names of the trustees for the charity, if any, (for example, any custodian trustees)

Name	Dates acted if not for whole year

Names and addresses of advisers (Optional information)

Type of adviser	Name	Address

Name of chief executive or names of senior staff members (Optional information)

--

## Section B Structure, governance and management

Description of the charity's trusts

Type of governing document  
(eg. trust deed, constitution)

Constitution

How the charity is constituted  
(eg. trust, association, company)

Trustees

Trustee selection methods  
(eg. appointed by, elected by)

Elected by the volunteers

Additional governance issues (Optional information)

You **may choose** to include additional information, where relevant, about:

- policies and procedures adopted for the induction and training of trustees;
- the charity's organisational structure and any wider network with which the charity works;
- relationship with any related parties;
- trustees' consideration of major risks and the system and procedures to manage them.

Trustees are voted in at the AGM, they complete online training on our *Samaritans Home* website and each have to complete the associated forms.

This branch is an affiliate of the national organisation and must raise its own funds.

Although we have our own Branch Constitution and structure, we are also obliged to complete a Quality Review (with the review process being run/overseen by regional and central office staff. In addition, central office sends us weekly emails full of information and action points which we follow as necessary.

As an affiliate branch we work with local organisations to inform them of the work we do.

The trustees meet every six weeks to discuss the running of the branch; these meetings include regular reviews of our Risk Register - this is a live document.

The trustees have given due regard to public benefit guidance published by the Charity Commission and consider that the activities described within this report demonstrates how the charity fulfils its responsibilities to provide benefit to the public.

## Section C

## Objectives and activities

**Summary of the objects of the charity set out in its governing document**

1. To offer support to those in Scarborough, the surrounding areas, and elsewhere (calls and online chats can come in from anywhere) who are experiencing feelings of distress or despair including those who may be at risk of suicide. Callers can expect to receive confidential emotional support at any time of the day or night. We believe that many callers will have improved their emotional health after talking to us. Our overriding aim is to reduce the incidents of suicide and suicidal behaviour. Samaritans' vision is that fewer people die by suicide.
2. To promote a better understanding in society of suicide, suicidal behaviour and the value of expressing feelings that may otherwise lead to suicide or impaired emotional health.
3. To collaborate with and support Samaritans Central Charity and its affiliated branches in fulfilling these objects.

We aim to help people find ways of coping with emotional distress and thus reduce the number of our callers who choose to die by suicide.

We also support those whose distress is less acute, in the hope that they will not reach the point of feeling that they wish to end their lives.

Nationally, we make our support available in many ways, by telephone, email, letter, and face-to-face, in prisons, schools and other educational settings.

**Summary of the main activities undertaken for the public benefit in relation to these objects (include within this section the statutory declaration that trustees have had regard to the guidance issued by the Charity Commission on public benefit)**

Locally, we support contacts via the telephone, online chat, outreach events in schools, colleges, and universities as well as other settings including local hospitals, and through our connections with the police, the fire service and public events such as Scarborough Armed Forces Day and Scarborough Pride.

Our provision of Online Chat (OC) is relatively limited – only a small number of volunteers are OC-trained. It's a valuable and growing service and we intend to train more branch volunteers to help meet demand.

The branch provides both a national and local service. National via the 24/7 service to callers (both via phone calls and OC) and local via our outreach and associated activities.

## Additional details of objectives and activities (Optional information)

You **may choose** to include further statements, where relevant, about:

- policy on grantmaking;
- policy programme related investment;
- contribution made by volunteers.

Our volunteers are the backbone of all that we do and are our most valuable asset, giving up their time to offer help and support to the most vulnerable and distressed people in our community.

Our listening volunteers are asked to complete 144 hours of listening over a calendar year, which averages out to a three-hour listening shift each week. In addition to the core listening role many volunteers are also volunteer shift leaders and/or play an active role in another part of the life of the branch – e.g. training, outreach, and fundraising. Two of our volunteers also have regional roles.

Our shop volunteers do a minimum of one three-hour shift in the shop each week, with several doing many more and our support volunteers fulfil a variety of functions including fundraising and outreach.

## Section D

## Achievements and performance

### Summary of the main achievements of the charity during the year

The branch has had a fairly turbulent year, mainly as a result of the unexpected resignation of the Branch Director (and some volunteers) in October 2023 and a subsequent change in the leadership team. We had an Interim Director between November 2023 and March 2024, with a new Branch Director taking up the post on 4 March 2024.

Throughout this time, we continued to provide our services and, over the 12 months answered 7575 telephone calls and 243 online chat calls and made 30 follow-up calls.

We continued to work within the community and gave talks about Samaritans, our work and vision to several local groups including the local fire service and staff at RAF Fylingdales.

We attended Freshers Fairs and other events that Scarborough Sixth Form College, Scarborough TEC and Coventry University (Scarborough Site) invited us to.

For the past few years Scarborough Fire Station has hosted an Open Day, and we are pleased to have had a presence there. It is always good to talk to members of our community.

We had another successful time at Scarborough Armed Forces Day. This is a huge community gathering and people come from afar to join in the celebrations. This is always a good fundraiser for us and provides an excellent opportunity to meet and talk to local people.

Our other main event was our annual SAM-AM golf competition in August. This was a significant fundraising event, and, as in previous years, the local Boyes store generously donated raffle prizes.

We had a collection at Scarborough Open Air Theatre, had our outreach table, and a tombola, at Morrisons, Scarborough and were part of the parade and had our outreach table at the first Scarborough Pride, allowing us to meet people from all over the UK.

Our work with the people from the LGBTQ+ community is particularly important to us as we know that people who identify as LGBTQ+ are more likely to have suicidal thoughts, and attempt suicide, than those who do not.

We have spent money on the charity shop, with one of our volunteers spending time installing new racking, which has helped us to create more effective displays and utilise the space more effectively.

## Section E

## Financial review

### Brief statement of the charity's policy on reserves

"Samaritans of Scarborough can hold designated funds amounting to 18 months of running costs. There are also funds of £60,000 held in investments, which would be made available if we needed to purchase new shop premises or build/find new

branch premises.  
 The £60,000 is also be available for any emergency repairs that become necessary.”  
 18 months running costs on the basis of total expenditure in 2023/24 are 1 ½ times £40,650, i.e. £60,975

**Details of any funds materially in deficit**

**Further financial review details (Optional information)**

You **may choose** to include additional information, where relevant about:

- the charity’s principal sources of funds (including any fundraising);
- how expenditure has supported the key objectives of the charity;
- investment policy and objectives including any ethical investment policy adopted.

At year end 2023 the charity had £44,352.00 in the bank. It was decided that £5000 would be donated to our region, Yorkshire and Humberside. This would go towards regional activities including the Regional Retreat, which enables a selected number of volunteers to get together to learn more about the organisation. It is also an opportunity to meet fellow volunteers from across the Region.

Our charity shop raised £8350.  
 Other fundraising includes;

- £77 from the sale of Christmas Cards
- £27 from the collection in lieu of sending Christmas cards
- £481 donations from the collection at the funeral of Edmond Welford
- £50 from Scalby fair
- £161 from a collection at Scalby Methodist Church
- £100 from S Hill
- £100 from Ladies Together, St Martins Church
- £9.00 Osgodby Get Together
- £1000 Harbour Bar
- £406. Castle Employment Agency
- £60.80 Easy fundraising
- £17.00 Scarborough Hospital Meeting
- £117 Scarborough Pride
- £2824 SAM-AM Golf Tournament
- £488.90 Armed Forces Day
- £1,426 Grant from Yorkshire Building Society

We rely on volunteers to carry out events and engage with the community together with continued support from regular donors.

Our primary expenses are the cost of utilities and the running costs associated with our charity shop.

<b>Financial Year End (FYE)</b>	<b>Income</b>	<b>Spending</b>
31st March 2022	£21,678.00	£50,006.00
31st March 2023	£40,397.00	£46,905.00
31st March 2024	£33,510.00	£40,650.00

**Section F Other optional information**

**Samaritans Scarborough - Health & Safety Report - for Annual General**

## Meeting

### Overview

1. The safety situation at Samaritan House, and now at the Shop, is in a secure position. There are some outstanding items at the Branch that are being addressed.
2. The Risk Assessments for both locations are maintained in the form of a Safety Survey. Both have been reviewed and re-issued this month following their annual review. The routine weekly and monthly safety checks are conducted in accordance with the schedule issued by Samaritans Central Office.
3. Annual fire safety training and fire drill will be planned, at a suitable Branch Meeting.

### Samaritan House

4. All routine checks and external servicing are up to date. However, the lift failed its routine inspection in August, and is currently out of use, due to worn solenoid release catches on both doors. The items are on order and will be fitted by Scarborough Lifts when received. They have been hastened.
5. The state of the fire doors within the Branch was highlighted during the Fire Risk Assessment last year. The issue was that not all were closing such that the catch held them closed. This has now been addressed with one exception – the door through from the ground floor staff room to the storeroom (“garage”). Further work is required here.
6. Maintenance of fire safety measures by volunteers is generally quite strong, which is pleasing, however, there is one exception – on weekly safety walkarounds, the door between the training room and the kitchen has on two occasions recently been found to have been left propped open.

### Samaritans' Shop

7. The electrical work, upgrading of smoke detection systems, installation of emergency lighting and fitting of thumb locks have all now been completed. There are no outstanding issues at the Shop. The decision was taken to tolerate the situation with the doorway between the shop floor and the staff area. The shop is treated as a single large area now rather than two separate rooms and the door is kept open. There is minimal combustible material kept in the staff area.

## Section G Declaration

The trustees declare that they have approved the trustees' report above.

Signed on behalf of the charity's trustees

Signature(s)		
Full name(s)	GILLIAN ISABELLA NICHOL	ELIZABETH LORTON-GILBERT
Position (eg Secretary, Chair, etc)	CHAIR / BRANCH DIRECTOR	TREASURER
Date	16/10/2024	



CHARITY COMMISSION  
FOR ENGLAND AND WALES

Samaritans of Scarborough

1171040  
1171040-1

## Receipts and payments accounts

CC16a

For the period  
from

01 April 2023

To

31 March 2024

### Section A Receipts and payments

	Unrestricted funds	Restricted funds	Endowment funds	Total funds	Last year
	to the nearest £	to the nearest £	to the nearest £	to the nearest £	to the nearest £
<b>A1 Receipts</b>					
Donations and gifts	4,981		0	4,981	6,411
Legacies			0	0	0
Grants for charitable activities	740	1,426	0	2,166	2,336
Fundraising events	6,410		0	6,410	1,621
50th anniversary			0	0	13,584
Charity shop	17,676		0	17,676	14,207
Investment income	2,277		0	2,277	2,238
			0	0	0
			0	0	
<b>Sub total (Gross income for AR)</b>	<b>32,084</b>	<b>1,426</b>	<b>0</b>	<b>33,510</b>	<b>40,397</b>
<b>A2 Asset and investment sales, (see table).</b>					
	0	0	0	0	0
	0	0	0	0	0
<b>Sub total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Total receipts</b>	<b>32,084</b>	<b>1,426</b>	<b>0</b>	<b>33,510</b>	<b>40,397</b>
<b>A3 Payments</b>					
Charity shop costs	9,326		0	9,326	11,088
Fundraising expenses	94		0	94	1,007
50th Anniversary				0	3,559
Telephone support including premises costs, publicity, volunteer training and support expenses	16,128	1,426	0	17,554	18,328
Outreach	1,164		0	1,164	1,222
Management and administration	748		0	748	1,532
Branch contribution	5,384		0	5,384	9,065
Donation to Region	5,000			5,000	0
Accountancy	1,380		0	1,380	1,104
<b>Sub total</b>	<b>39,224</b>	<b>1,426</b>	<b>0</b>	<b>40,650</b>	<b>46,905</b>
<b>A4 Asset and investment purchases, (see table)</b>					
	0	0	0	0	0
	0	0	0	0	0
<b>Sub total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Total payments</b>	<b>39,224</b>	<b>1,426</b>	<b>0</b>	<b>40,650</b>	<b>46,905</b>
<b>Net of receipts/(payments)</b>	<b>(7,140)</b>	<b>0</b>	<b>0</b>	<b>(7,140)</b>	<b>(6,508)</b>
<b>A5 Transfers between funds</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>A6 Cash funds last year end</b>	<b>44,352</b>		<b>0</b>	<b>44,352</b>	<b>50,860</b>
<b>Cash funds this year end</b>	<b>37,212</b>	<b>0</b>	<b>0</b>	<b>37,212</b>	<b>44,352</b>

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

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
<b>B1 Cash funds</b>	General bank account	36,832	0	0
	Paypal	290	0	
	Cash floats	90	0	0
	<b>Total cash funds</b>	<b>37,212</b>	<b>0</b>	<b>0</b>
	(agree balances with receipts and payments account(s))	OK	OK	OK

Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
<b>B2 Other monetary assets</b>	0	0	0
	0	0	0
	0	0	0
	0	0	0
	0	0	0
	0	0	0

Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
<b>B3 Investment assets</b>	Blackrock Charities UK Equity Fund	0	44,090
	Blackrock Charities UK Bond Fund	0	19,495
		0	0
		0	0
		0	0

Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
<b>B4 Assets retained for the charity's own use</b>	Freehold property	307,454	0
	Improvements to leasehold property	10,254	0
		0	0
		0	0
		0	0
		0	0
		0	0
		0	0

Details	Fund to which liability relates	Amount due (optional)	When due (optional)
<b>B5 Liabilities</b>		0	
		0	
		0	
		0	
		0	

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

Signature	Print Name	Date of approval
	Gill Nicholl	11/10/24
	E Lorton-Gilbert	11/10/24



**Section A**

**Independent Examiner's Report**

**Report to the trustees/  
members of**

Charity Name  
Samaritans of Scarborough

**On accounts for the year  
ended**

31 March 2024

**Charity no  
(if any)**

1171040

**Set out on pages**

1-2

*(remember to include the page numbers of additional sheets)*

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31 March 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 2011 Act and in carrying out my examination, I have followed the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

**Independent  
examiner's statement**

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

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

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

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

**Signed:**

[Signature box]

**Date:**

16 October 2024

**Name:**

Anne Mead BSc FCA

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

Institute of Chartered Accountants in England and Wales

**Address:**

Ashby Berry Coulsons Chartered Accountants

2 Belgrave Crescent, Scarborough

North Yorkshire YO11 1UB

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

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

**SAMARITANS OF SCARBOROUGH**

England & Wales - Charity number 1171040

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# Accounts

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# Contents

## Section 1

Vision, Mission and Values of Samaritans of Scarborough

## Section 2

Governance 2022-23

Branch Trustees Information and Reports

Branch Director, Treasurer, Publicity, Health and Safety, GDPR and Risk.

## Section 3

Operational Activity 2022-23

Deputy Director Information and Reports

Volunteer Support, Training, Recruitment, Mentoring, Outreach and Fundraising.

## Section 4

Shop Report

## Section 5

Charity Commission

Receipts and Payment Accounts

### Abbreviations:

BLT- Branch Leadership Team  
Diversity and Inclusion

EDI- Equity,

AGM- Annual General Meeting  
Director

RD- Regional

BD- Branch Director

DD- Deputy Director

VS- Volunteer Support

CS- Caller Support

SCO- Samaritans Central Organisation  
Charity

SCC- Samaritans Central

SBC- Scarborough Borough Council  
Volunteer

PV- Provisional

BMT- Branch Management Tool



**Our vision is to be there, helping those who need us, find a way forward when it all feels too much.**

Samaritans of Scarborough is a charity registered as a Charitable Incorporated Organisation (CIO) in England on 9<sup>th</sup> January 2017 (1171040). It is a recognised branch of Samaritans.

Samaritans is organised into regions, Scarborough branch being part of Yorkshire & Humberside region.

The branch is responsible for raising its own funds and has a charity shop in Hanover Road.

The branch is governed by its constitution and agreements with Samaritans Central Charity.

Volunteer numbers vary throughout the year on average this year we have between 30-35 listening volunteers and around 10-15 support volunteers.

The objects of the charity are:

- 1- To offer support to those in Scarborough, surrounding areas and 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 incidents of suicide, suicidal behaviour and the value of expressing feelings which otherwise lead to suicide or impaired emotional health.
- 2- To promote a better understanding in society of suicide, suicidal behaviour and the value of expressing feelings which may otherwise lead to suicide or impaired emotional health.
- 3- To collaborate with and support Samaritans Central Charity and its affiliated branches in fulfilling these objects.

We aim to help people find ways of coping with their distress without choosing to die by suicide. We also seek to support those whose distress is less acute, in the hope that they will not reach the point of feeling that they wish to end their lives. Nationally, we make our support available in many ways, by telephone, email, letter, and face to face, in prisons, in schools and other educational settings. Locally, we support contacts via the telephone, online chat, outreach in schools, colleges, and universities as well as other settings including local hospitals, police fire service and public events like Armed Forces Day. In addition to this we open the branch for coffee mornings for high-risk groups such as veterans and presentations for people who may meet who are experiencing suicidal thoughts or plans.

Online chat remains in a pilot stage, due to the number of volunteers throughout the whole organisation, however Scarborough was amongst the first branches to include Online Chat on their rota. We hope to see this expanded throughout the organisation in the coming year and we intend to train more branch volunteers to help meet demand.

Through the pandemic we could not see callers face to face, our Central Office team have run pilot schemes to establish how we can return to running this safely. Following discussions, Scarborough branch have decided not to return to face to face contacts in branch, we do not have enough volunteers to support the new structure required.

The branch provides a service primarily intended for the benefit of persons in Scarborough and the surrounding area. However, it also works with all Samaritans branches to ensure 24-hour availability of the service across the UK.

Samaritans does not charge anything for the service provided. There is a free phone number 116 123.

The trustees have given due regard to public benefit guidance published by the Charity Commission and consider that the activities described within this report demonstrates how the charity fulfils its responsibilities to provide benefit to the public.

Samaritans of Scarborough, Samaritans House,  
40 Trafalgar Street West, Scarborough, YO12 7AS

Samaritans Shop, 13 Hanover Road, Scarborough, YO11

Website: <http://www.samaritans.org/branches/samaritans-scarborough>

The Trustees declare that they have approved this report

L J Bowman, Chair

Date

.....

.....



## Governance

### Branch Trustees

Trustees meet every 6 weeks as part of the BLT.

New trustees are recruited for the skills they can bring to the board and are appointed by a voting system at the Charity's AGM.

Lyndsey Bowman	Director and Chair of Trustees
Elizabeth Lorton-Gilbert	Vice Chair and Treasurer
Dorree Gallie	Publicity
Rachel Penn	Shop Liaison
Dale Penn	GDPR and Risk, from October 2022
Heidi Walker	Branch Secretary
Matt Neal	Resigned October 2022

## Treasurer's Report

This year has been Samaritans of Scarborough's 50th year and lots of events were planned to celebrate this.

The Summer Ball in July was a very successful event bringing in £5791.22 of donations, with the hard work of all those involved in fundraising we had a very successful year of fundraising.

April brought a team of new volunteers in the shop and the takings have improved considerably from last year with a total of £14,207. Although this is a great improvement, we have spent £11,008 on keeping the shop open. This amount includes rent, utilities and over £2000 on essential electrical works. The shop has always been a great source of income for our branch, and we would like it to continue this way. Currently the branch is supporting the shop and slowly, thanks to those volunteering there we are turning this around.

The branch expenses are predominantly health and safety checks and utility bills. This year the branch contribution was considerably less than last year at £9065.00.

### Financial Summary

<b>Financial Year End (FYE)</b>	<b>Income</b>	<b>Spending</b>
31st March 2023	£40,379.00	£46,905.00
31st March 2022	£21,678.00	£50,006.00
31st March 2021	£62,518.00	£46,905.00

### **Elizabeth Lorton-Gilbert** **Treasurer**

Scarborough.treasurer@samaritans.org

## Reserves Policy

"Samaritans of Scarborough can hold designated funds amounting to 18 months of running costs, which currently amounts to £70,000 There are also funds of £60,000 held in investments, which will be made available for the purchase of a new shop or if we need to build or find new branch premises. The £60,000 will also be available for emergency repairs that may occur."

The reserve levels are reviewed every 6 months by the BLT and agreed at the branch AGM.

## Director's Report

As I am now in my second year as Branch Director it is great to look back and see what we have already achieved as a branch and what we need to work on to improve.

The BLT has changed since we began in February 2022, in June Elisa stepped down as DD for training and mentoring due to her decision to move abroad, Elisa was replaced by Colin as training DD and myself as lead for mentoring. Colin's role as CSDD was becoming redundant due to SCO moving this area to a central hub and as he was already supporting the training team this felt like the ideal solution. Libby, our Vice Director took on the leaders training and leading the leader's meetings as part of her role, leaders meet every 6 weeks, we aim to include some training and/or updates at every meeting to keep the team up to date. October 2022, Matt stepped down as trustee alongside taking some time off, the trustees co-opted Dale Penn, who specialises in GDPR and risk, a very welcome addition to the team. In early February 2023, Maria, our recruitment DD was taken poorly and had to step down from all Samaritans roles, we have not found a suitable replacement for this role, so the BLT work together to keep everything running smoothly. In late February 2023, Paula, our outreach and fundraising DD stepped down but continued to lead the outreach diary and write grant applications as well as remaining a listening volunteer. All the changes seem to have had little effect on the team and branch, so we feel confident moving forward with the current team.

One of my main goals in my first year was to see a significant improvement to the rota commitment, our RD asked us to produce a rota policy for the branch, so we have clear guidelines for our volunteers to follow. This was cautiously received by volunteers initially but, I feel, it has now become an accepted document within branch. The document includes clear guidelines for volunteers including the commitment we expect from our volunteers as well as volunteers off rota and what support they can expect when they return. This policy will be reviewed annually.

In January 2023, Ruth and I held a 1:1 zoom meeting with every volunteer in branch, we provided each volunteer with their personal statistics for 2022. This was a very time consuming but worthwhile task and alongside the rota policy, has certainly had the desired outcome as we have seen a lot less duty closures and more consistent commitment from volunteers meaning we are supporting our callers more effectively. We plan to repeat the process in January 2024.

November 2022 saw the start of our QOF (Quality Outcomes Framework). This process, which every branch completes, is a good opportunity to review our branch and see where we need to improve. There were many positives, but we established the following areas to work on...

- Encourage existing volunteers to take part in specialist areas where appropriate.
- Identify and implement new recruitment and retention strategies.
- Maintain a sustainable rota which meets national needs.
- Providing volunteer support for the shop.
- Developing responsibility skills of existing volunteers in the shop.

- Improve Data Protection culture throughout branch using training.

All of our actions were signed off with Vivienne Sheader, Regional Quality and Development Officer by 31<sup>st</sup> March 2023.

As part of the QOF we are asked to develop a branch vision, after much discussion we agreed 'Our vision is to be there, helping those who need us, find a way forward when it all feels too much.' This vision is written into our monthly newsletter and documents such as this annual report.

This year has been full of opportunities to meet people from other regions and branches, the main one being the 3-day Leadership Conference in Birmingham that Libby and I attended with around 400 other Samaritans. I think Libby will agree we found this extremely informative, it inspired us to make changes to enhance our branch. We saw the benefits of delivering lived experience talks and followed this up at our AGM in October with guest speakers from the LGBTQ+ community delivering their stories to our volunteers, this was extremely well received, and volunteers felt much more confident talking to people in this community and understanding the difficulties they face.

In November we held an armed forces and veterans presentation for our volunteers, this included four of our volunteers who have served in the armed forces telling their stories and experiences, this was also supported by a video of the talk we received at the Birmingham Leadership Conference, kindly sent to us from SCO for the purpose of this presentation, this video was incredibly emotional whilst being informative, providing a much needed insight for our volunteers to better support callers from our armed forces community.



The highlight of 2022 was our 50<sup>th</sup> Birthday Summer Ball, which brought together 100 people to celebrate our branch of Samaritans and raised £5791.22. This was a fabulous night with everyone involved making it a huge success.

Other guests included former Samaritans, current Samaritans and people who support our charity. A great evening was had by all.

Our guest of honour was our patron, Lady Heather Ayckbourn.



The team of organisers for

The ball tables were themed in Samaritans green with lots of informative literature including a booklet we produced especially for our



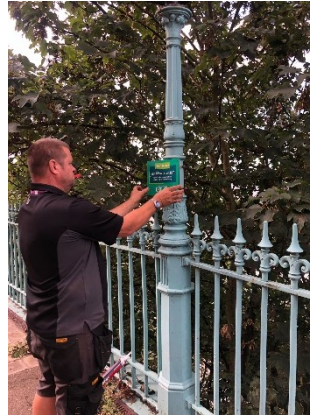
January 2023, we took time to thank our volunteers for their hard work by holding an afternoon tea, prepared and served by the BLT. All volunteers, support and listening were invited, we had a

Branch afternoon tea, January



fabulous afternoon socialising, as we did before the pandemic, the feedback was nothing but positive, we hope volunteers felt valued and appreciated, as that was our aim.

Throughout 2022, Libby and I worked with SBC, North Yorkshire Police, Fire Service and other organisations to improve suicide prevention in Scarborough and our surrounding area. As part of this task, we put up new signs at two high risk outdoor



Prevention signs on approach to Spa Bridge.

Crisis signs on Spa Bridge.

locations, Spa Bridge and Glen Bridge, in addition we added prevention signs on the approach to these sites. The signs were funded by SBC, the sign locations were agreed between Samaritans of Scarborough and SBC.

Overall, 2022-23 has been a challenging year with various obstacles but mostly it has been a successful year with great achievements. Looking forward, our main aim is to continue to build our volunteer numbers to enable us to extend our rota incorporating a conscious EDI focus on recruitment. EDI has become a big part of the Samaritans Organisation, and we plan to extend this further into branch over the next year.

Of course, none of this could not happen without the support and dedication of the BLT who all do the most fantastic job, so a massive thank you to all of them!

The biggest thank you really does go to the volunteers at Samaritans of Scarborough who each give up their time freely to support our callers, thank you to you all for everything you do for our callers, branch, and each other.

**Lyndsey Bowman**  
**Branch Director**

## Health and Safety

### Overview

1. The safety situation at Samaritan House remains in a secure position. That at the Shop is now much stronger, with the electrical work finally finished and most of the fire safety work complete. The biggest issue remains the condition of the door between the shop and the kitchen area at the rear.
2. The Risk Assessments for both locations are maintained in the form of a Safety Survey. Both were reviewed and re-issued in February 2023.
3. The Legionella & Water Safety Audit and the Fire Risk Assessments for both the Shop and Samaritan House are due for review in September 2023. No issues are anticipated at Sams House; however this is the opportunity to discuss the way forward for the outstanding fire related matters at the Shop.

## **Samaritan House**

4. There are no outstanding issues, and all routine checks and external servicing are in date.

## **Samaritans' Shop**

5. The electrical safety work has now been completed. All other servicing requirements are in date, as is the routine safety check programme. There remains three significant areas outstanding from the previous Fire Risk Assessment (FRA) undertaken back in 2021, which are listed below. There is some discussion about the cost / benefit of implementing all of the final recommendations as they are not legally mandated and may be excessive. With current mitigations in place, the plan is to wait for the re-assessment in September 2023 before committing more funds to the rented premises (with the exception of point a which will continue to be prosecuted).

a. Fire door - The state of the internal door between the shop and the kitchen, where the surrounding gaps are far too great, remains an issue. Intention is to revisit the self-help option, using Shop Staff and their connections.

b. Inter-linked smoke alarms - The FRA recommended an extension of the hard-wired smoke alarm system to the upper floors, primarily to alert someone working upstairs of a fire alarm on the ground floor. G2 passed this to NTL who have yet to provide a quote. The current mitigation is for someone on the ground floor to raise a loud vocal alarm in the case of fire, and for personnel working upstairs to ensure they are not wearing earphones or listening to loud music.

c. Emergency lighting - The FRA recommended that this be fitted over exits to enable escape. However, the intention is to question this at the review FRA in September 2023. The Shop operates only in daytime hours, and there is a big window overlooking a well-lit street. Torches are available in the kitchen area for emergencies.

### Follow-up Questions

6. Please refer any questions arising to the Health & Safety Officer.

**Steve Witty**  
**Listening Volunteer**  
**Health & Safety Officer**

## Publicity Report

In the last few years, Samaritans of Scarborough have built up an excellent rapport with local media including local newspaper, The Scarborough News, plus several local radio stations, This is the Coast, Greatest Hits Radio, Scarborough Radio and Coast & Country, who have responded to our press releases. We have been able to further our publicity with interviews covered by a variety of volunteers to grab attention.

Press releases and posters throughout the year have included the following:

- ✓ Publicity via our own private accounts on Facebook. This includes using Facebook events templates for our bigger events where we encourage our volunteers, friends and family to share the event, therefore generating a good reach.
- ✓ Twitter announcements to help maximise on all our events.
- ✓ Twitter daily posts with Samaritan branded content and relevant branch achievements.
- ✓ Twitter sharing of SCO posts.
- ✓ Several 'Meet and Greet' invitations were sent out to interviewed and awaiting training volunteers and potential volunteers so they could meet other volunteers whilst finding out more about Samaritans of Scarborough.
- ✓ Invitations sent out to local emergency services, numerous companies and organisations for our 'Open Door' presentations.
- ✓ Information sent out to local newspaper and radio stations showing our involvement in the National Armed Forces Day (resulted in over 100, 000 people visiting our town). In addition to this radio interviews were completed by our volunteers.
- ✓ Small Talk Saves Lives and Talk to Us press releases sent out in conjunction with a Samaritans 24/7 Walk from The Sands to The Spa collecting donations from the public on the way. We also used this opportunity to give out bookmarks, pens etc on the way to raise awareness of our branch and the national organisation.
- ✓ Samaritans annual Sam-Am Golf Day generated a lot of publicity via the hardworking people who were involved with this and contacted numerous golf clubs etc.
- ✓ We promoted a Ceilidh with posters and local media, again a resounding success.
- ✓ In September we were involved with a LGBTQ+ function where we set up a publicity table, talked to people and gave out information.
- ✓ Armed Forces Veterans were contacted and invited to a Veterans Coffee Morning; these are ongoing.
- ✓ April 2022, our BD was asked to do a short interview for That's TV- Yorkshire, which she did. This was a great opportunity to publicise our branch, our 50<sup>th</sup> Birthday events, our need for volunteers but overall, our service.

Our biggest event of the year was Samaritans of Scarborough 50th Anniversary Ball which resulted in lots of publicity via posters, letters and invitations to local companies to either buy tickets or donate prizes for our Grand Raffle. What a huge success this proved to be, most of Scarborough knew about it due to the media coverage sharing of the event. This event also generated 2 new volunteers for our branch!

We ended 2022 with a choir singing for us in the town centre in December, this was a great event to raise awareness of our local branch as we were able to give out publicity materials and chat to people about the service we offer. In addition, we raised some funds for our branch!

2023 began with our annual Brew Monday event, this year we opened the doors to branch with a coffee morning which was publicised via all media platforms and posters. We extended this a step further and hosted a second venue in Whitby which was publicised on a smaller scale but still a success.

Of course, we must mention the shop volunteers that create wonderful eye-catching window displays which in turn creates awareness and publicity for our branch and organisation. They do a fantastic job and always aim to tie into a current theme, such as a Pride window in June, this also enhances our commitment to EDI.

Thank you to everyone who helps with publicity, it really is team effort!

**Dorree Gallie (Maureen)**  
**Publicity Trustee**

## GDPR and Risk Management Report

### GDPR & Risk Officer

I was appointed GDPR & Risk Officer in June 2022. As well as having previous experience working in the GDPR & Risk field, I have several recognised Data Protection and Information, Security and Risk qualifications.

### Overview

1. The period up to March 2023 was used to review the Data Protection process and update the security risk assessment. Most aspects of Data Protection were up to date as we use the policies provided by central office, however, a Data Protection Impact Assessment (DPIA) was required to ensure we had captured any privacy risks to any personal data we process.
2. The security risk assessment was discussed and accepted during the BLT where all risks were found to be within risk appetite.
3. A risk review is on every BLT meeting agenda, this is a running document that we update to match need, as and when. The risk document is completed by me regularly.

I would like to take this opportunity to thank the BLT for making me welcome on the team and the volunteers for observing the GDPR requirements without hesitation.

**Dale Penn**  
**GDPR and Risk Trustee**

## Operational Activity

### Deputy Director's

Deputy Director's meet every 6 weeks as part of the BLT.

The DD's have changed throughout 2022/23 and a lot of the areas are now run by the BLT.

DD's hold team meetings twice per year for training and discussion.

Training	Elisa Jewison until June 2022
Training	Colin Lumsdon from June 2022
Mentoring	Elisa Jewison until June 2022
Mentoring	Lyndsey Bowman, from June 2022
Outreach and Fundraising	Paula Craggs, until Feb 2023
Outreach Education	Elizabeth Lorton- Gilbert, from Feb 2023
Outreach Other	BLT, from Feb 2023
Fundraising	BLT, from Feb 2023
Recruitment	Maria Williams, until Feb 2023
Recruitment	BLT, from Feb 2023
Volunteer Support	Gillian Harper (Ruth)
Caller and Leader Support	Colin Lumsdon, until June 2022, now at Central Hub and no longer in branch.

### Outreach

What a great start to a new year of getting out into our community, having been on hold for the last 2 years, all those volunteers involved in our outreach programme have gone above and beyond.

We began with our Mental Health Awareness talk to employees of the local MIND, all of whom found it very interesting and informative. We used this talk throughout the year to members of the police force and PCSO's, employees at Scarborough Rugby club, the ladies' freemasons in Helmsley and to staff at the local job centre.

Our volunteers come from all walks of life which helps us to engage with different members of the public. Steve 2 works at Morrisons, and he managed to arrange for Samaritans of Scarborough to have a table of our awareness merchandise and engage with customers a couple of times throughout the year.

Morrisons Information



Maureen and Colin organised for us to use a space in Scarborough Library to help raise awareness and encourage members of the public to come and volunteer with us. Maureen and Paula attended Brook Square Surgery's open day.

Our local branch has always had a good relationship with the local further educational establishments in the area and this year we have been asked to attend freshers' fairs and other events they hosted. Libby, Lyndsey, Rachel, Paula and Steve at some point attended Scarborough 6th Form College, Scarborough TEC, Coventry University and Whitby 6th Form College.

We have also managed to make use of the space in our branch and hosted a coffee morning on Brew Monday and in November, for Armed Forces Veterans. Both events were well attended and those that were there were pleased to have been able to engage with others.



Veterans Coffee Morning

November 2022

Using the Mental Health Talk and our branch space, Lyndsey had the idea of inviting people to us to deliver the talk, this included staff from Carers Plus, MIND, Social Services, Foster Carers, the hospital, amongst others. So far we have delivered three talks to around 30 people, although we were expecting more to attend this has been a great opportunity for us to speak with others from different organisations and network for future dates. We hope to continue with these open-door events.



In March Steve, Libby, Bridget and Maureen attended a Mental Health Awareness event organised by local MIND at Scarborough Town Hall. Paula and Pete attended Scarborough

Fire Station open day in August. Both events went well, and we had another opportunity to engage with the public.

In September Lyndsey, Tan, Liz and Maureen attended an event for the LGBTQ+ community, where they had a stall and let people know that we are there for them, when they are finding life difficult.

### LGBTQ+ Event at Scarborough Old

Lyndsey sent out letters and Samaritans leaflets to GP practices in Scarborough, Whitby, Malton and Pickering, this was to offer leaflets for patients and talks for staff.



A huge THANK YOU to all volunteers who have helped facilitate attending all the above events, we continue to remind our communities that we are here and will help the best we can.

**Elizabeth Lorton-Gilbert**  
**On behalf of the Outreach Team**

## Fundraising

Fundraising is a huge part of our yearly calendar and we do focus heavily on bringing funds into branch to enable us to run and maintain our service. This year we pushed fundraising further as 2022 was Scarborough branches 50<sup>th</sup> Birthday.

We started off the year by sending letters to around 500 local businesses, asking for raffle prizes to use at our events through the year. We were very fortunate and received a vast amount including a diamond necklace worth £1000 to use as our star prize for our 50<sup>th</sup> Birthday raffle. The letter drops also raised awareness of Samaritans of Scarborough, leading to publicity opportunities and talks throughout the year.

Our first event of the year was in April where we had a fabulous day of Lazer Combat in Dolby Forest, the day's entrance fees were donated to branch by the owner of the attraction due to his wife, Cath, being one of our listening volunteers. Everyone had a fabulous day and we raised £570. This event was open to Samaritans volunteers, family and friends.

Our next big event was our attendance at the national Armed Forces Day on Scarborough seafront, we had a tombola and cake stall which raised £504.

July was an incredibly busy month starting with Filey Golf Captains Day (£557), 50<sup>th</sup> Birthday Ball (£5,791.22), Sarah Millican collection (£696) and our 24/7 seafront walk (£175). We closely followed this in August with our annual golf tournament raising £2243!

In October we held a Ceilidh which was very well supported, we raised £983, everyone had a fabulous time, we plan to do this again in the future.

From September to December, we were fortunate to be chosen as the Lincolnshire Co-op community champion, we were pleased to receive £743.66.

2022 saw the start of our recycling programme, volunteers bring in recyclable items from our list and we send it off to earn money for branch. This is in its very early stages, so we have yet to see the rewards.

In addition to these bigger events, we had various small fundraising opportunities including the sale of Samaritans Christmas cards, an Easter hamper draw for volunteers, town centre well-being choir, brew Monday cake sale and collection pots which helped make it a fabulous year for fundraising.

The BLT would like to thank everyone who has helped with events, donations and prizes, we really appreciate the support you have given to our branch.

**Lyndsey Bowman**  
**Branch Director on behalf of all Volunteers**

## Recruitment

Recruitment in branch is currently a team effort from all the BLT and all have input and suggestions to improve this area of work. Recruitment is probably one of the biggest challenges our branch faces.

This past year has seen 39 interviews completed for both listening and support volunteers, a further 11 interviews were scheduled but either cancelled or did not show up.

The BMT has continued to prove effective in setting up interviews and training, we look forward to SCO developing this tool further.

Since April 2022 we have had various opportunities to recruit volunteers, the first being in April 2022 when we had a stall at Scarborough library focused entirely on recruitment, this generated lots of interest but unfortunately did not produce any volunteers.

Also, in April 2022 I was interviewed for That's TV, Greatest Hits Radio, This is the Coast Radio, Coast & Country Radio and the Scarborough News, for every interview I was able to promote our need for volunteers both listening and support.

In December 2022, the BLT voted to spend £1800 on a radio campaign specifically for recruitment, this was scripted and recorded for our branch, incredibly 'ear catching', this ad went out on Greatest Hits Radio (GHR) for 4 weeks, as well as being added to GHR website and social media.

At regular intervals we advertise for volunteers using Indeed this has generated some shop volunteer interest but doesn't have the same reach for listening volunteers.

We feel we have done everything we can to recruit to our branch, our biggest barrier being our location in a small seaside town, which seems to be the case on the East Coast for many branches.

Retention continues to be unsteady, but the steps taken by the BLT to improve mentoring are hoped to steady this area and help us achieve our target of 40 volunteers by the end of 2023.

I would like to take this opportunity to thank everyone who has helped with recruitment, particularly the volunteers who interview potential volunteers.

**Lyndsey Bowman**  
**Branch Director on behalf of the recruitment team**

## Training

Mid 2022, Elisa left the role of training Deputy Director to start a new chapter of her life living abroad. Lyndsey, BD, appointed me as the new training DD and asked me to recruit a new training team. The new training team now consists of me (Colin DD), Rik, Maureen, and Rachel all of whom help with skills practice. As we were aware trainers had holidays booked, Lyndsey asked us to change the delivery from the single trainer method to a tag team style of training, where each member of the training team delivers a section of the core training each week, this really helped the trainees to have a consistent training experience rather than different trainers jumping in and out. It proved to be effective, so we will continue to use this method going forward.

In the last year, all Core Development training went ahead, May 2022 7 trainees, September 2022 9 trainees, February 2023 9 trainees. However, like previous years, we have seen a big dropout rate with trainees leaving prior to training commencing, or part way through Core Development. When this happens, we do ask for a reason, generally the role isn't as they expected.

At the end of each Core Development, we ask each trainee to complete a feedback form, so we know where we need to improve or adjust for the next cohort. This has proved very useful information and certainly led to improvements in our delivery of training.

In 2022, Central Office provided online and face to face mandatory training, 'Applying Key Policies'. In total we held five face to face training sessions, (originally we organised two), delivered by the training team to all volunteers. The online training was completed with very little problem, but the face-to-face sessions proved incredibly difficult to

complete as it was a struggle getting volunteers into branch to complete the training, this put a lot of pressure on the training team and held us back with other training needs.

Looking forward I would like to address the ongoing problems around retention of trainees and aim to improve on those figures.

Lastly, I would like to thank the training team for all the hard work and support they have put into training, it really is a team effort, and I couldn't do it without them.

**Colin Lumsdon**  
**Deputy Director - Training**

## Volunteer Support

The Volunteer Support Team in Scarborough Samaritan Branch is led by Deputy Director Ruth (582) and includes Lindsey (603), Rik (682), Liz (733) and Cath (847).

The team are there to support all volunteers through any personal issues as well as any Samaritan related concerns. It is important to say that much of what we do goes on behind the scenes and what is said to us stays with us unless it is of serious concern.

Things that we do - we keep in touch with volunteers who have sadly had to resign or are off rota due to illness, bereavement, or other personal issues. We offer support for PV's when they have finished their mentoring period and to any volunteers who have experienced a difficult shift. When a volunteer resigns, a thank you card, and gift is sent in acknowledgement of their service and an Exit interview is completed by a member of

the volunteer support team. We also like to acknowledge the special occasions in life and send cards and gifts for births, weddings etc.

In July 2022 Volunteer Reviews took place, all volunteers were contacted by one of the volunteer support team and this was an opportunity for everyone to have their say. A summary of the feedback was sent to the Director and discussed at BLT. Pleased to say there were no real issues.

During the year we have celebrated the birth of a baby daughter to one of our volunteers, as well as a few new grandchildren for some volunteers. Sadly a few volunteers have had to resign due to illness or to care for family members.

At Christmas time we decorated the Centre, wrote and sent out Christmas cards along with a Gift Voucher and an invite to an Afternoon Tea at the Centre in January. This was a thank you to all volunteers from the BLT for all their hard work, time and support. It was a great success and enjoyed by all who attended, it was nice to be meeting up again with fellow volunteers after the Covid break.

At the beginning of the year Ruth and Lyndsey contacted all volunteers personally via zoom to discuss the rota and their commitment. This proved to be very useful for a Volunteer Support point of view as it gave the volunteers an opportunity to speak about any concerns.

As Deputy Director of Volunteer Support, you are on-call 24/7 so quite demanding but I couldn't do it without the support of my team - thank you all.

**Ruth Harper**  
**Deputy Director Volunteer Support**

## Mentoring

Mentoring was identified as an area needing updating during the first six months of the new BLT. The BLT felt we were not doing the best we could for mentees and following a regional meeting session focusing on mentoring in Samaritans, we decided to overhaul the process.

Firstly, we had a mentors meeting to ensure all mentors had a say in the improvements and agreed how we should structure the mentoring sessions using the Bradford hub method and Samaritans new mentoring guidelines, to ensure we are giving the best to our mentees.

We decided to use mixed mentoring, which means, mentees will have sessions one and six with their lead mentor, sessions two-five with any mentor. We felt this would give a much broader learning experience by pooling the skills of many mentors for our mentees to benefit from. Each mentee is expected to complete a minimum of 6 duties with an option to do more duties if the mentors feel this is needed, in addition each must complete at least 1 night duty before progressing to PV. We feel these changes have made it much easier for our mentees to get on rota and maintain one duty per week, as recommended to keep their skills up to date, as well as mentors having less pressure on them to accommodate a single mentee.

The mentoring process has now been added to the training, it is now presented to potential volunteers as 12 weeks of training, 6 weeks with face-to-face trainers and online modules followed by 6 consecutive weeks of mentoring.

In addition to this we now provide each trainee with a mentoring pack at the last face to face training session, this includes information relevant to our branch and organisation, who's who in the BLT, who does what in branch, mentoring process document, volunteer support contact information, volunteer agreement, self-care cards and various other things that make our mentees feel welcome and supported.

Following mentoring, volunteers become PV's and this area has also been tweaked to ensure our volunteers feel fully supported during this time. We ask each mentee's, lead mentor to maintain regular contact and step back in to resolve any difficulties our PVs are facing. We also ask for a minimum of 60 hours listening to include the late duty commitment and full completion of face to face and online modules for embedded training.

We began this new system, in part with September 2022 cohort and in full with the February 2023 cohort, so far the feedback has been incredibly positive and we plan to continue with future cohorts.

The BLT feel we are now supporting our volunteers fully throughout their Samaritans journey to full volunteer and member of Samaritans of Scarborough.

I would like to take this opportunity to thank all our mentors, each one gives so much time and effort to mentees and I am incredibly grateful for their patience and skills in supporting new volunteers to our branch.

**Lyndsey Bowman**  
**Lead Mentor & Branch Director**

## Shop Report

The shop has seen yet another year of significant change. With the return of volunteers to the shop and the introduction of new shop staff it has gone from strength to strength. The shop is now open regularly and keeping regular hours. The shop turnover is also generating a significant contribution to the branch.

The following actions have been taken this year to ensure the shop runs as smoothly as possible and returns to being an asset to the Branch:

- Shop guidance/new volunteer induction pack created.
- Policies and information on how to run the shop have been produced.
- Training list and forms/checklist for each volunteer to complete were created
- Stock rotation sheets and pricing information for volunteer use. The pricing policy is in the shop files for us to use.
- Role descriptions for volunteers' Key holders/shift managers.
- The roles have been added onto 3 rings for the day manager for each shift. The day manager opens and/or closes the shop and is the person who makes the decisions on shift and completes the cashing up.
- A new 3 rings site has been created solely for shop use.
- Weekly task planner/stock rotation was changed to donation sorting as of the 7th February 2023 this ensures a 5 weekly stock rotation to maximise product exposure.
- New rails and storage have been installed making better use of the space upstairs.
- A new safe has been purchased and installed.
- Both Electrical cupboards have been updated to meet the required standard.
- The shop has also been used to advertise our cause and encourage recruitment through poster and leaflet campaigns.

The shop windows have had the following themes this year which has worked extremely well in bringing in customers:

- Easter/Prom
- Prom
- Rainbow/Pride

- Blue and Purple
- Summer Holiday
- Autumn
- Halloween
- Christmas
- Promoting Health
- Valentines/Hobbies
- Colour

Please see some examples below:



Pride Window

success

were discussed this year but as yet no decisions have been made on how to improve the current use of the space.

I would like to take this opportunity to thank all the wonderful shop volunteers for their hard work and commitment to the shop and Samaritans of Scarborough.

**Rachel Penn**  
Shop Liaison Trustee



Christmas

Summer Holiday

Moving forward the plan is to build on the of this year and consolidate the successes we have achieved. Some minor improvements to the shop floor

were discussed this year but as yet no decisions have been made on how to improve the current use of the space.

I would like to take this opportunity to thank all the wonderful shop volunteers for their hard work and commitment to the shop and Samaritans of Scarborough.

**Rachel Penn**  
Shop Liaison Trustee





CHARITY COMMISSION  
FOR ENGLAND AND WALES

Samaritans of Scarborough

### Receipts and payments accounts

1171040  
1171040-1

CC16a

For the period  
from

01 April 2022

To

31 March 2023

## Section A Receipts and payments

Unrestricted funds	Restricted funds	Endowment funds	Total funds	Last year
to the nearest £	to the nearest £	to the nearest £	to the nearest £	to the nearest £

### A1 Receipts

Donations and gifts	6,411	0	0	6,411
Legacies	0	0	0	0
Grants for charitable activities	0	2,336	0	2,336
Fundraising events	1,621	0	0	1,621
50th anniversary	13,584	0	0	13,584
Charity shop	14,207	0	0	14,207
Covid grants	0	0	0	0
Room hire	0	0	0	0
Investment income	2,238	0	0	2,238
<b>Sub total (Gross Income for AR)</b>	<b>38,061</b>	<b>2,336</b>	<b>0</b>	<b>40,397</b>

### A2 Asset and investment sales, (see table).

Sub total	0	0	0	0
Total receipts	38,061	2,336	0	40,397

### A3 Payments

Charity shop costs	11,088	0	0	11,088
Fundraising expenses	1,007	0	0	1,007
50th Anniversary	3,559	0	0	3,559
Telephone support including premises costs, publicity and volunteer training, support expenses	15,741	2,587	0	18,328
Outreach	1,222	0	0	1,222
Management and administration	1,532	0	0	1,532
Branch contribution	9,065	0	0	9,065
Accountancy	1,104	0	0	1,104
<b>Sub total</b>	<b>44,318</b>	<b>2,587</b>	<b>0</b>	<b>46,905</b>

### A4 Asset and investment purchases, (see table)

Sub total	0	0	0	0
Total payments	44,318	2,587	0	46,905

### Net of receipts/payments

Net of receipts/payments	(6,257)	(251)	0	(6,508)
A5 Transfers between funds	0	0	0	0
A6 Cash funds last year end	50,609	251	0	50,860
Cash funds this year end	44,352	0	0	44,352





CHARITY COMMISSION FOR ENGLAND AND WALES

Independent examiner's report on the accounts

Section A Independent Examiner's Report

Report to the trustees/ members of

Charity Name Samaritans of Scarborough

On accounts for the year ended

31 March 2023 Charity no 1171040 (if any)

Set out on pages

1-2 (remember to include the page numbers of additional sheets)

Responsibilities and basis of report

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31 March 2023. As the charity trustees of the Trust, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act"). I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention (either than that disclosed below\*) in connection with the examination which gives me cause to believe that in, any material respect:
• accounting records were not kept in accordance with section 130 of the Act or
• the accounts do not accord with the accounting records

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in order to enable a proper understanding of the accounts to be reached.
\* Please delete the words in the brackets if they do not apply.

Signed:

Date: 23 October 2023

Name:

Anne Mead BSc FCA

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

Institute of Chartered Accountants in England and Wales

Address:

Ashby Berry Coulsons Chartered Accountants
2 Belgrave Crescent, Scarborough
North Yorkshire YO11 1UB

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

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

**SAMARITANS OF SCARBOROUGH**

England & Wales - Charity number 1171040

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# Accounts

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Samaritans of Scarborough is a charity registered in England on 9<sup>th</sup> January 2017 (1171040). It is a recognised branch of Samaritans.

Samaritans is organised into regions, Scarborough branch being part of Yorkshire & Humberside region.

The branch is responsible for raising its own funds and has a charity shop in Hanover Road.

The branch is governed by its constitution and agreements with Samaritans Central Charity.

Volunteer numbers vary throughout the year on average this year we have between 25-35 listening volunteers and around 10 support volunteers.

The objects of the charity are

- 1- To offer support to those in Scarborough, surrounding areas and 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 incidents of suicide, suicidal behaviour and the value of expressing feelings which otherwise lead to suicide or impaired emotional health.
- 2- To promote a better understanding in society of suicide, suicidal behaviour and the value of expressing feelings which may otherwise lead to suicide or impaired emotional health.
- 3- To collaborate with and support Samaritans Central Charity and its affiliated branches in fulfilling these objects.

We aim to help people find ways of coping with their distress without choosing to die by suicide. We also seek to support those whose distress is less acute, in the hope that they will not reach the point of feeling that they wish to end their lives. We make our support available in many ways, by telephone, email, letter, and face to face, in prisons, in schools and other educational settings.

Online chat remains in a pilot stage, due to the number of volunteers throughout the whole organisation, however Scarborough was amongst the first branches to include Online Chat on their rota. We still offer this and volunteers continue to train to respond to callers in this way.

Through the pandemic we have not been able to see callers face to face, our Central Office team are currently running pilots around how we can return to this safely.

The branch provides a service primarily intended for the benefit of persons in Scarborough and the surrounding area. However, it also works with all Samaritans branches to ensure 24-hour availability of the service across the UK.

Samaritans does not charge anything for the service provided.

There is a free number 116 123.

Samaritans of Scarborough, Samaritans House,  
40 Trafalgar Street West, Scarborough, YO12 7AS

Samaritans Shop, 13 Hanover Road, Scarborough, YO11

Website: <http://www.samaritans.org/branches/samaritans-scarborough>



## BRANCH TRUSTEES

Trustees up until February 2022 met every 6 weeks, from February 2022 the Trustees form part of the Branch Leadership Team (BLT) and the full team meet every 6 weeks throughout the year.

There have been several changes over the last 12 months, past and present trustees are listed below:

Elizabeth Lorton-Gilbert	Director & Chair of Trustees until February 14 <sup>th</sup> 2022
Lyndsey Bowman	Director & Chair of Trustees from February 14 <sup>th</sup> 2022
Heidi Walker	Branch Secretary
Richard Shore	Vice Chair, resigned February 2022
Elizabeth Lorton-Gilbert	Vice Chair, from February 2022
Elizabeth Shore	Treasurer, resigned February 2022
Elizabeth Lorton-Gilbert	Treasurer, February 2022
Dorree Gallie	Publicity Liaison
Christine Glen	Shop Liaison resigned in February 2022
Heidi Walker	Shop Liaison from February 2022
Ben Redfern	Caretaker & Health & Safety, resigned October 2021
Matthew Neal	From February 2022

## TREASURER'S REPORT

I took over as Treasurer in February 2022 and it took me a couple of months to get to grips with my new role. I thank Elizabeth Shore for the work she did for the predominate part of the year and handing over a concise set of book work.

As things were slowly getting back to “normal” from the pandemic, through the summer of 2021 we were able to carry out some fundraising and outreach activities in the community, however there continued to be some restrictions. Volunteers in the shop were still quite wary of opening and due to illness, opening times were hit and miss. From May 21 to the end of November we only managed to open the shop for 11 weeks. We made a concerted effort to ask both listening volunteers and shop volunteers’ if they could help up to the Christmas period, this helped re enthuse the volunteers and encourage our customers back. From December 21 through to March 22 we opened 17 weeks. The total income from the shop was sadly much lower than previous years £4237.39, however an increase on the year before though we didn’t receive any grants.

The shop continues to be our most costly outgoing, this financial year spending £9035.07 on the building (this includes rent) and £1028.30 on shop supplies.

Our largest outgoing for the whole of the branch was the National Branch Contribution of £19650.00

Having said this because we had reserves from previous years the closing balance was £50,860.00 which helps us for the coming year.

### **Financial summary**

<b>Financial year end (FYE)</b>	<b>Income</b>	<b>Spending</b>	<b>Accounts received</b>	<b>Annual Return/Annual Update received</b>
31 Mar 2021	£21,678.00	50,006.00	September 2022	October 2021
31 Mar 2020	£62,518.00	34,682.00	September 2021	October 2021

***Elizabeth Lorton Gilbert Treasurer***  
***Scarborough.treasuer@smaritans.org***

### **RESERVES POLICY**

Scarborough Samaritans hold in reserve unrestricted funds amounting to 18 months running costs of £39,000 per year, with a contingency amount of £10,000 for any emergency repairs that may occur.

There are also restricted funds of £60,000 for the purchase of a shop should an acceptable premises become available.

These levels are reviewed every 6 months by the BLT and agreed at the branch AGM.

### **DIRECTOR’S REPORT**

#### **Libby April 21-February 22**

These reports are often quite challenging to write due to the fact we write them 6months after the year has passed and many volunteers roles have changed.

Lyndsey and I have worked closely over the past couple of years, it seems apt that we can write this together.

2021-2022 was my final year as Director and it continued to be a busy one.

We investigated the possibility of setting a hub up in Whitby, which had been part of my 3-year plan. Dan Haskell from Central Office offered us some advice on how we could achieve this. The branch could afford to do this however the overall feeling was that we

needed to build a more prominent presence in Whitby and Central Office would also have to approve any plans.

In Scarborough we continue to struggle retaining volunteers, it seemed even more of a struggle to think about recruiting and retaining volunteers in Whitby, although the rota would be the same for both sites.

I believe that this is still a good idea and something that could be achievable.

Restrictions from the pandemic were easing and we could start to get out into the community, we endeavoured to reopen the shop on a weekly basis, this wasn't always the case. Throughout the year we tried hard to recruit more volunteers for the shop, this too seemed to be a continuous difficult task.

Samaritans as a whole organisation had a difficult year regarding Safeguarding issues, due to this there were huge changes put in place, including: the way emails are responded to from volunteers, an email hub was due to be set up, with volunteers applying to be part of the hub, "listening in", in which a trained Samaritan volunteer will listen into calls and new training around safeguarding which had to be completed by all active listening volunteers by the end of December 2021. This was a very stressful and difficult time for Branch Directors and volunteers too, we got through it with each other's support.

I continued my work with NYP, myself and Mark, a volunteer from Harrogate delivered many talks to those who work within the police force. The talk had been so successful that we started to roll it out locally and presented it to the local fire brigade.

Having spoken to volunteers who had been with the organisation for some time it came to light that Samaritans of Scarborough's would be celebrating their 50<sup>th</sup> Anniversary in 2022 and it was planned we would celebrate in style.

At our AGM in September 2021, our Regional Director, Michael George came to talk to branch members about choosing their new director. This was decided quite quickly and by the end of November, Lyndsey had been nominated. When I took this role on, I always wanted to make sure we had a good handover, therefore I included Lyndsey the best I could in meetings and sharing information.

I have thoroughly enjoyed leading our team of volunteers, albeit we have had our ups and downs but we have supported each other through a difficult two years, being Director is a challenge and on the whole, I know I have been fully supported in branch and I can't thank you all enough for that.

Lyndsey has completed one month in her new role and has already made a huge impact on our branch, as I hand over to her, I show my continued support for her leading us through the next 3 years.

### ***Elizabeth Lorton-Gilbert Director (Libby)***

#### **Lyndsey February 22- March 22**

I started my director's journey on Monday 14<sup>th</sup> February 2022, I completed the Branch Directors (BD) workshop the previous week and was fully supported by Libby in the three-month handover, so I felt ready to take up the role and lead alongside my new team of Deputy Directors and Trustees.

In preparation for my new role, I decided to restructure the leadership of the branch with the support of Michael George, RD and Viv Sheader, RCIO & DRD. The new structure would see the DDs and Trustees combined in one team; this would become the Branch Leadership Team (BLT). Structuring our leadership this way ensures trustees and DD's can work together to build a strong branch with the aim to expand and retain our volunteer numbers. We held our first BLT meeting on the 22<sup>nd</sup> February 2022 and this proved a positive start with lots of discussion and planning.

On 26<sup>th</sup>/27<sup>th</sup> February I attended the BD Retreat in Harrogate, this was a good opportunity to meet fellow directors and regional directors as well as learning more about running a branch effectively. Everyone was very welcoming; I thoroughly enjoyed the weekend.

In early March I attended a Zoom meeting hosted David Boyce, Capacity Improvement Manager at SCO. David was looking at improving recruitment and retention in small branches particularly in seaside towns. This was an extremely positive meeting with lots of ideas to improve our system. This group is intended to meet at regular intervals to share ideas and help improve capacity in these branches, I am happy to be involved in this working group.

At this stage, March 2022, I have only been in role a very short time, I have already faced some big challenges that are yet to be resolved but I am confident we will overcome these difficulties and become stronger.

I would like to thank Libby for her support during the handover and her continued support as Vice Director and Treasurer. The handover was extensive but ensured I was prepared for the role; I aspire to do the same in three years' time. I also want to thank the BLT, you are a fantastic, supportive team and I know I made the right choices when I built our team, I am incredibly proud of the things we have achieved together already and I look forward to continuing to work and build together.

***Lyndsey Bowman, Branch Director***

## **Health and Safety**

### **Overview**

1. The period up to March 2022 was used to review the Health & Safety processes that had been in abeyance over the pandemic. Some aspects, such as lift maintenance, legionella surveys and fire risk assessments had been maintained, but others had slipped. By March 31<sup>st</sup> 2022, all reports and surveys were up to date with the exception of the boiler servicing at Samaritan House which is booked for 8 April 2022.

2. The safety situation at Samaritan House was considered to be in a secure position as of March 2022. However, that at the Shop still requires attention. The Shop safety surveys were up to date but the remedial action was not. In particular there are issues around fire and electrical safety. Management of this was complicated by the discussions about the ongoing rental arrangements and responsibilities with the Council and considerations regarding the future viability of the Shop.

### **Health & Safety Officer**

3. A new Health & Safety Officer was appointed in December 2021 - Listening Volunteer Steve Witty. As well as having previous experience working in the H&S field, he has the recognised NEBOSH qualifications in Safety Management, Fire Safety and Environmental Management.

### **Samaritan House**

4. The key safety areas up to 31<sup>st</sup> March 2022 were:

- a. **Risk Assessments** - these are maintained in the form of a Safety Survey, which considers the hazards, risks and the current control measures in place, and identifying new measures required. This was reviewed and updated numerous times in the period December to February but is now settled and is an annual requirement - it is due for review again in February 2023.
- b. **Fire Safety** - the externally conducted Fire Risk Assessment was completed in 2021. There were no critical findings and all minor points have now been attended to. G2 are contracted to provide the Fire Equipment Survey and this was last undertaken on 18 January this year. They have attended promptly on subsequent occasions to deal with minor issues that have emerged. The weekly and monthly fire safety tests are undertaken, and a full fire drill was exercised on 3 February.
- c. **Gas Safety** - At the start of the year there was an ongoing issue with the boiler requiring repair, which was finally completed by Andersons Plumbers on 23 February. It was understood that this process had included an annual safety inspection (on 25 January), but upon subsequent conversations with Andersons it became apparent that a full service had not, in fact, been completed at that visit. It was then booked in for 8 April.
- d. **Water Safety** - The mandated legionella survey was completed in September 2021 and is in date for 2 years. Monthly safety checks on the water supply are now in place.
- e. **Electrical Safety** - The electrical installation inspection is in date until 2024. Problems had been encountered in obtaining PAT testing, with the previous contractor - Brett Electrical - seemingly reluctant to take on the job. A new contractor was sourced, and PAT testing was ultimately completed on 29 March by NTL.
- f. **All other servicing** requirements (lift, ladders, security alarms, air conditioning, etc) are in date as of 31<sup>st</sup> March, and processes are in place to conduct periodic in-house system testing and to arrange external inspections when they fall due

### **Samaritans' Shop**

5. The safety situation at the Shop was not as strong as at Samaritan House on 31<sup>st</sup> March 2022. There were (and still are) structural issues to resolve particularly around fire safety, and the Fire Risk Assessment conducted in 2021 had highlighted some critical safety flaws that are still outstanding. The cost and effort related to this was being balanced against the ongoing viability of the Shop at the time.

- a. **Fire Safety** - the externally conducted Fire Risk Assessment was completed in 2021. There were a number of critical findings, the most important ones being the inadequate condition of the two electrical cabinets, the fire door provision, smoke detectors and escape routes. The latter two have been attended to however the electrical cabinet and fire doors still require attention. Separately, G2 have been contracted and have provided a Fire Equipment Survey which will be undertaken on 4 April. Smoke detectors are now updated and fully functional and are tested weekly by nominated shop staff. Fire extinguishers and fire blankets are also updated and inspected monthly.

- b. **Gas Safety** – Boiler servicing was completed on 31 March with no outstanding issues.
- c. **Water Safety** – The mandated legionella survey was completed in 2021. Monthly safety checks on the water supply are now in place, being completed by nominated shop staff. The water supply to the upper floors is not routinely used. The immersion heater is not used so there is no hot water upstairs. The supply is not routinely temperature tested as a consequence.
- d. **Electrical Safety** – This remains problematic. A principal issue is the replacement of the two electrical cupboards – one of which is in the shop itself. PAT testing has yet to be arranged and a decision on if and how to maintain electrical testing on shop sale products is required.

### **Follow-up Questions**

6. Please refer any questions arising to the Health & Safety Officer.

**Steve Witty**  
**Health & Safety Officer and Listening Volunteer**

### **PUBLICITY REPORT**

Samaritans of Scarborough have built up a good rapport with the local media i.e. Scarborough News and several local radio stations who respond to our press releases and often offer interviews.

Press releases and posters throughout the year have been sent regarding the following:

National Mental Health Week

A charity football match

Annual Golf tournament

An Osgodby Weekly event in the community centre where two local singers perform and a quiz is held.

A Quiz Night.

A Twitter account has also been set up to maximise all publicity in as wide an area as possible. We also publicise all of our events on social media, i.e. Facebook using our private accounts, which gets us lots of interest. Libby and Lyndsey were both interviewed for the radio for several events.

Our biggest event of the year would be the 50th Anniversary of Samaritans in Scarborough where a Ball is planned to take place later in the year. To get maximum publicity a committee was set up in January 2022 and, as well as press releases being sent out, radio interviews were given by the director and vice-director. Hundreds of letters were sent out to local businesses inviting them to the ball and appealing for raffle prizes.

**Dorree Gallie, Publicity Trustee**

## **OPERATIONAL ACTIVITY 2021-2022**

### **Deputy Directors (DD)**

Deputy Directors up until February 2022 met monthly, from February 2022 the DD's are now part of the Branch Leadership Team (BLT) and the full team meet every 6 weeks throughout the year.

There have been many changes within the DD structure. Past and present DD's are listed below.

Team meetings are organised by DD's, minimum twice yearly, as and when needed for training and discussion amongst their team members.

### **April 2021-February 2022**

Caller Support	Lyndsey Bowman
Outreach and Recruitment	Margaret Williams
Training	Kevin Hann
Mentoring	Gillian Harper (Ruth)
Volunteer Support	Ros Dykes

### **February 2022 onwards**

Caller and Leader Support	Colin Lumsdon
Outreach and Fundraising	Paula Craggs
Training and Mentoring	Elisa Jewison
Volunteer Support	Gillian Harper (Ruth)
Recruitment	Maria Williams

### **Caller Support**

Every 90 minutes someone in the UK or Ireland takes their own life, each one a tragedy. Scarborough branch is a part of an organisation committed to helping the number of lives lost to suicide.

In the last period Caller Support has seen big changes, the most significant being the new Caller Support and Safeguarding Hub which has been established and gradually taken on more of the roles previously done by branches. This was followed by the closing of the Caller Support Forums thus giving more power to volunteers to decide what is appropriate action for their callers, whether that be a support plan, safeguarding, MOS (Misuse of Service)

The implementation of the email hub has been slower than expected and emails are still responded to by branch volunteers as well as the email hub. Emails are now second checked to ensure we are supporting the caller to the best of our ability. The Caller Support team continue to complete email monitoring to ensure we are keeping within policy and procedures, overall, this is positive with good results from our volunteers!

The Quality Hub began in this period and volunteers are prepared to be listened into at any time without notice, therefore creating better quality and safer calls.

Live chat has remained in the pilot phase but has been rolled out a little further with more branches signing up, Scarborough branch is proud to have been on board with live

chat from the start and look forward to this method of communicating becoming more widespread across all duties.

Although there have been many changes in this time, Scarborough Branch have worked together as a team supporting each other with every challenge faced.

Thank you to Colin and Maureen for all they have done and continue to do for Caller Support, our branch and callers but the biggest thank you must go to the volunteers for all you do. Supporting our callers isn't always easy but the time you freely give makes a difference to reducing the number of lives lost by suicide, thank you!

**Lyndsey Bowman**  
**Deputy Director Caller Support April 2021- February 2022**  
**Branch Director February 2022- April 2022**

## Outreach

2021 continued to be a challenging year for outreach with little opportunity to go into the community due to the lasting effects of the pandemic but as always, we battled on as a team and looked to filling the 2022 diary!

August welcomed the annual golf tournament providing outreach as well as fundraising. Always a great event with much support. Raffle prizes were supplied by Boyes stores, year in year out they support this event by making this donation so a huge thank you to Boyes!

Our links with Scarborough Tec are still strong and we attended their Freshers Fayre in September.

A Christmas Tree was erected in a local church in Whitby and was decorated with our bookmarks and other caller awareness literature.

Late 2021, ESOS (Emotional Support in Other Settings) training was brought in for Outreach team members to improve the quality of the contacts we encounter whilst in the community. It has been beneficial to the team and volunteers feel more prepared to work in this way. Refresher training has been added online to make sure we are up to date with changes, and this will be completed annually.

Of course, Outreach could not happen without volunteers, and I would like to take this opportunity to thank everyone involved in outreach.

2022 started quietly as we knew we were having a team change in February, but the pace of planning soon picked up with Paula heading the Outreach programme...

**Lyndsey Bowman & Libby Lorton-Gilbert on behalf of the former DD for Outreach**



Pictured are Paula (DD Outreach) & Libby (Vice-Director)

When Lyndsey approached me to ask if I would consider taking on the new role of Outreach & Fundraising Deputy Director, I was very surprised, being so new to the Samaritans. However, I said yes straight away as I knew it would be a role, I would love to have a go at, promoting Samaritans and our values in any way I could. Libby and I had an initial meeting where we went through our current Outreach status, the various contacts we have and the plans that were already in place.

One of the first events attended, in preparation for my new role, along with Libby, was a Student Awareness Day at Scarborough TEC on 10th February. This was a day to raise awareness among the Student Community at Scarborough TEC. Libby and I were joined by Rachel, and we had a good day chatting with students and College Staff about the work we do.

The next Outreach event was a talk for the Scarborough MIND Organisation. Our contact there, Catherine Mason, was very welcoming to Libby & I, and they were very appreciative of the talk we gave them, commenting on how informative they found it. We all agreed it would be good for MIND to come to our branch and give a talk about the work they do, something to add to our Outreach Programme.

During March, we heard that Scarborough were to be the Hosts of the National Armed Forces Day. Given the work Samaritans have done with the Armed Forces, we felt it would be a perfect opportunity to apply for a stall, we felt this would be a fantastic Outreach Opportunity. We duly applied and were given the go ahead to hold a stall, something to look forward to in July.

Now we are emerging from the Pandemic, it has been great to be able to 'get back out there', promoting the work we all do for Samaritans.

***Paula Craggs DD Outreach and Fundraising from Feb 2022***

## Recruitment

2021 started well with many applications for volunteering at Samaritans of Scarborough but this tailed off towards the end of the year and into 2022. The 3/21 training group started with 12 volunteers who had all been interviewed successfully.

Throughout 2021 the Deputy Director expressed concerns about retainment from recruitment to training and this gave us the idea to host a meet and greet in this period for new volunteers to come along and find out more before training begins. Hopefully moving forward, through 2022, this will prove successful and improve retention.

2022 saw a slow start to recruitment with only 3 applications in January 7 in total between January and March. This information provided opportunity for the team to come up with some ideas starting with a planned recruitment day at Scarborough Library which will be hosted by Maureen and Colin, thank you both.

March 2022, David Boyce from SCO held a recruitment in small coastal towns zoom session, this gave an opportunity to branches in similar circumstances to get together, share ideas and gain support. Due to this inspiration, we have started to push a lot harder on social media, newspaper and radio appearances and a TV interview booked in for early April 2022.

Scarborough branch successful use the Branch Management Tool (BMT) for recruitment and this is to be commended as many branches still have not got to grips with it yet. The BMT assists use with everything from application to OGT and has helped reduce the workload of some volunteers. Well done and thank you to everyone for getting on board and making this a successful transition to a new system.

Recruitment was handed over to Maria in February 2022 and although still finding her feet she is making big steps to improve recruitment at Scarborough Branch. Maria has a good team of interviewers who make sure all candidates are suitable for training and working in Samaritans and we wish to thank them for their time they freely give.

***Lyndsey Bowman, Branch Director on behalf of the former DD Recruitment***

## Training

The 2021 training started as a team of 3, Kevin, Elisa and Colin who presented Core Development (CD) for new volunteers and refresher training for returning full volunteers following Covid. Various volunteers assisted the team by helping with skills practice each week, thank you to all volunteers who helped.

All CD groups went ahead in 2021 but there was a large dropout rate as people adjusted back to 'normal life'. CD group 1/22 in January continued with the same team, seeing 5 out of 12 volunteers follow on to the mentoring phase of training with 2 progressing to PV status.

At the end of 2021 we covered refresher mentor training for all mentors and Safeguarding (SG) OGT for all volunteers including Support Volunteers. The SG training helped raise the confidence in branch around SG calls therefore improving the quality of calls.

In February 2022 the Branch Leadership Team changed and our new Training and Mentoring Deputy Director role was taken on by Elisa. Elisa's first challenge was leaders training, for 4 volunteers, who all completed the training and became leaders.

Training continues to be a big focus for the branch to ensure we are all the best we can be for our callers. Training is a combination of updates and training sent from SCO and training identified as needed by the BLT. Since February 2022, to improve things further, we have added a learning opportunity to every leader meeting to cover elements rarely used such as bomb warnings, Safeguarding and 3<sup>rd</sup> party calls, these will be refreshed on a rotation throughout each year.

Mentoring overall is successful but as a branch we are keen to develop this area further to improve the experience for mentee and mentor, plans are underway to make this happen for the 3/22 cohort in September 2022.

***Lyndsey Bowman, Branch Director on behalf of former DDs for Training***

## **Fundraising**

Fundraising events have become a huge part of our yearly calendar as funds are needed for us to run and maintain our centre, so every little helps

A Charity Football Match was organised by a local team and took place at the Flamingo Land Stadium. Volunteers attended and had a bucket collection.

Scarborough Borough Council organised an event entitled Big Ideas by the Sea in which Samaritans of Scarborough were invited to take part. We organised a tombola and information table, plus Guess the name of the Elephant which took place at volunteer Lyndsey's new shop opening. These raised over £260.

One of our volunteers brought in a collection tin which she has on her stall, and this held £65.03.

Our annual Golf Tournament takes place at North Cliff Golf Club each August. Each team of four is charged £64 we hire of the course, which cost us £450. Nevertheless, a profit of £1815 including monies from the raffle (all prizes kindly donated by local store Boyes)

The Osgodby weekly event held in the community centre and includes a performance each week by two local singers, plus a quiz, brings us money in each month. Room hire is £16 per week, all participants pay £3 a head, to include refreshments, and the residue is placed in a collection tin. The amounts raised are variable depending on how many people turn up. We have raised between £70 and £150 each time the tins are counted.

A quiz, organised by Maureen, took place in November. Tickets were £5 which included a pie and pea supper provided by Paula. This proved very popular and raised £420.60

Christmas Cards are sold in the centre, plus we have one Christmas card which volunteers can sign and donate in lieu of sending cards to each other. Christmas cards sales raised £120.50, the branch card £62.

A chocolate squares raffle took place around Easter where people pay £1, put their name on a square plus bring in some chocolate, so everyone is a winner and Samaritans claim the £36 raised.

A £40 donation was received from Filey Ladies Luncheon Club.

Lyndsey reported a £20 donation from a friend, a £62 from a group raffle and £120 from hiring out our training room to an external group. She also organised a couple of Tarot Card Reading sessions at her shop which brought in £30.

A donation of £1000 had been received in sponsorship of the forthcoming 50th Birthday Ball and by the end of March we had already brought in £3380.90 for the event.

### ***Dorree Gallie & Libby Lorton-Gilbert***

During Feb & March our primary Fundraising activity was the organisation of our 50th Anniversary Summer Ball. The Organising Committee worked hard promoting ticket sales and in approaching local business and organisations for Grand Raffle prizes. We found these organisations to be immensely supportive of our cause and received numerous generous donations for our raffle.

We also held a little coffee and cake day at Peter and Paula's, Riftswood B&B in Whitby. This was an enjoyable day and raised a good sum of money.

I look forward to leading the fundraising team at our events and I would like to take this opportunity to thank them for their continued and future support.

### ***Paula Craggs DD Outreach and Fundraising from Feb 2022***



Coffee & Cake  
Afternoon  
March 2022



## **Shop**

This past year has seen a significant period of change to all aspects of the Samaritans of Scarborough shop which is a very valued and needed part of our branch.

Most of 2021 was spent with closed doors due to the fact that the shop volunteers still had concerns at that time around the risk of Covid. When the team did feel safe to open, due to a very low number of volunteers, the opening hours were limited to two days a week. The volunteer team reported being inundated with donations following the

reopening which were still very gratefully received but proved a little overwhelming to process at times.

The early part of 2022 saw the greatest changes over this year.

A comprehensive overhaul of shop policies and procedures was put into place including a health and safety review, guidelines for operating procedures for cash and stock handling, merchandising and shop rota. This has ensured a more professional and standardized approach to the operating of the shop.

Many needed necessary changes were also made to the layout and merchandising of the shop from the relocation of the till area to designated sections for ladies' wear, menswear etc making the shop easier for customers to navigate and adding to the feeling of a more pleasant retail experience. Point of sale materials have also been standardized to help promote the Samaritans brand and presence. This has been very well received by both old and new customers with some wonderful comments on entering the shop.

Undoubtedly the biggest changes experienced in this period has been in the shop volunteer team with the departure of the small number of existing shop volunteers and the recruitment and training of a new team that has proven to be dedicated and professional in their work in the shop. The shop rota has been added to 3Rings to allow for planning of staffing along with the hope that listening volunteers may also take up the opportunity to fill gaps, if they can, to enable the shop to be open with regularity. However, recruitment of shop volunteers continues to be an ongoing initiative to ensure the capacity for a robust and regular set of shop opening hours.

Going forward from April 2022 the future of the shop is looking increasingly positive.

Thank you to all who have dedicated so much time and effort to move the shop forward and to help ensure its future and success.

***Heidi Walker, Branch Secretary and Shop Liaison Trustee from February 2022.***





CHARITY COMMISSION  
FOR ENGLAND AND WALES

Samaritans of Scarborough

1,171,040  
1171040-1

## Receipts and payments accounts

CC16a

For the period from	44,287	To	44,651
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### Section A Receipts and payments

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £	Last year to the nearest £
<b>A1 Receipts</b>					
Donations and gifts	4,559	0	0	4,559	23,639
Legacies	0	0	0	0	7,315
Grants for charitable activities		2,710	0	2,710	3,736
Fundraising events	5,397	0	0	5,397	2,975
Charity shop	4,057	0	0	4,057	2,970
Covid grants	2,667	0	0	2,667	19,431
Room hire	240	0	0	240	280
Investment income	2,048	0	0	2,048	2,172
<b>Sub total (Gross income for AR)</b>	<b>18,968</b>	<b>2,710</b>	<b>0</b>	<b>21,678</b>	<b>62,518</b>
<b>A2 Asset and investment sales, (see table).</b>					
	0	0	0	0	
	0	0	0	0	0
<b>Sub total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Total receipts</b>	<b>18,968</b>	<b>2,710</b>	<b>0</b>	<b>21,678</b>	<b>62,518</b>
<b>A3 Payments</b>					
Charity shop costs	10,063	0	0	10,063	8,232
Fundraising expenses	2,091	0	0	2,091	318
Telephone support including premises costs, publicity and volunteer training, support expenses	13,848	2,710	0	16,558	15,759
Management and administration	714	0	0	714	157
Branch contribution	19,650	0	0	19,650	9,046
Accountancy	930	0	0	930	1,170
<b>Sub total</b>	<b>47,296</b>	<b>2,710</b>	<b>0</b>	<b>50,006</b>	<b>34,682</b>
<b>A4 Asset and investment purchases, (see table)</b>					
	0	0	0	0	
	0	0	0	0	
<b>Sub total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Total payments</b>	<b>47,296</b>	<b>2,710</b>	<b>0</b>	<b>50,006</b>	<b>34,682</b>
<b>Net of receipts/(payments)</b>	<b>(28,328)</b>	<b>0</b>	<b>0</b>	<b>(28,328)</b>	<b>27,836</b>
A5 Transfers between funds	0	0	0	0	0
A6 Cash funds last year end	78,937	251	0	79,188	51,352
<b>Cash funds this year end</b>	<b>50,609</b>	<b>251</b>	<b>0</b>	<b>50,860</b>	<b>79,188</b>

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

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
<b>B1 Cash funds</b>	General bank account	50,519	251	0
	Cash floats	90	0	0
		0	0	0
	<b>Total cash funds</b>	<b>50,609</b>	<b>251</b>	<b>0</b>
	(agree balances with receipts and payments account(s))	OK	OK	OK

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
<b>B2 Other monetary assets</b>		0	0	0
		0	0	0
		0	0	0
		0	0	0
		0	0	0
		0	0	0

Categories	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
<b>B3 Investment assets</b>	Blackrock Charities UK Equity Fund	Unrestricted	0	43,323
	Blackrock Charities UK Bond Fund	Unrestricted	0	23,056
			0	0
			0	0
			0	0

Categories	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
<b>B4 Assets retained for the charity's own use</b>	Freehold property	Unrestricted	307,454	0
	Improvements to leasehold property	Unrestricted	10,254	0
			0	0
			0	0
			0	0
			0	0
			0	0
			0	0

Categories	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
<b>B5 Liabilities</b>			0	
			0	
			0	
			0	
			0	

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

Signature	Print Name	Date of approval

**SAMARITANS OF SCARBOROUGH**

England & Wales - Charity number 1171040

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# Accounts

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# Trustees' Annual Report for the period

<b>From</b>	Period start date			<b>To</b>	Period end date		
	Day	Month	Year		Day	Month	Year

## Section A Reference and administration details

**Charity name** Samaritans of Scarborough

**Other names charity is known by**

**Registered charity number (if any)** 1171040

**Charity's principal address**

Samaritans House  
 40 Trafalgar Street West  
 Scarborough  
**Postcode** YO12 7AS

### Names of the charity trustees who manage the charity

	Trustee name	Office (if any)	Dates acted if not for whole year	Name of person (or body) entitled to appoint trustee (if any)
1	Christine Glen			
2	Debbie Seymour			
3	Ben Redfern			
4	Richard Shore			
5	Elizabeth Shore			
6	Dorree Gallie			
7	Elizabeth Lorton-Gilbert			The branch director of the charity shall be the person selected for that position following a process approved by Samaritans Central Charity (SCC) involving consultation with the members and subject to the approval of and participation by regional director and the approval of the SCC's board of trustees
8				
9				
10				
11				
12				
13				
14				
15				
16				

17			
18			
19			
20			

**Names of the trustees for the charity, if any, (for example, any custodian trustees)**

<b>Name</b>	<b>Dates acted if not for whole year</b>

**Names and addresses of advisers (Optional information)**

<b>Type of adviser</b>	<b>Name</b>	<b>Address</b>

**Name of chief executive or names of senior staff members (Optional information)**

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## **Section B                      Structure, governance and management**

**Description of the charity's trusts**

Type of governing document <small>(eg. trust deed, constitution)</small>	Constitution
How the charity is constituted <small>(eg. trust, association, company)</small>	CIO Association
Trustee selection methods <small>(eg. appointed by, elected by)</small>	Elected by branch members

**Additional governance issues (Optional information)**

You **may choose** to include additional information, where relevant, about:

- policies and procedures adopted for the induction and training of trustees;
- the charity's organisational structure and any wider network with which the charity works;
- relationship with any related parties;
- trustees' consideration of major risks and the system and procedures to manage them.

Trustees complete training offered by SCC

The charity is affiliated to Samaritans SCC charity

None

Trustees meet every 6 weeks as part of the agenda is the risk register, where risks are identified and proposed/possible solutions discussed

## Section C

## Objectives and activities

### Summary of the objects of the charity set out in its governing document

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

**Summary of the main activities undertaken for the public benefit in relation to these objects (include within this section the statutory declaration that trustees have had regard to the guidance issued by the Charity Commission on public benefit)**

The charity provides confidential emotional support by telephone, email and by offering a drop-in-service. The charity promotes a better understanding of suicide. This includes support for and participation in organisation-wide initiatives as well as activities at a local level. Eg, the charity regularly attends and speaks at community events where volunteers provide information on a range of issues including emotional resilience and the importance of finding ways of coping with stressful situations on suicide and emotional health, practical tips on supporting others and general information and developments relating to the service. The charity provides confidential emotional support to those in prison choosing to telephone Samaritans. The charity works collaboratively with SCC and its affiliated branches.

**Additional details of objectives and activities (Optional information)**

You **may choose** to include further statements, where relevant, about:

- policy on grantmaking;
- policy programme related investment;
- contribution made by volunteers.

**Summary of the main achievements of the charity during the year**

It has been a very challenging year, as it has for most, due to the pandemic. However Scarborough branch has managed to stay open, albeit not as many listening hours but we have responded to 5252 contacts, from the public by methods of telephone or email. We trained 23 people for the listening volunteer role with 8 accepted into branch. Existing volunteers completed some online mandatory training and continuing development. Some volunteers were able to continue to attend regional and national meetings "virtually" Due to the pandemic we couldn't get out into the community as we usually do, however we were able to host the annual Golf Tournament that has been running for 30 years. Volunteers opened the charity shop in Hanover Road when they were able.

## Section E

## Financial review

### Brief statement of the charity's policy on reserves

The charity's policy is to hold designated funds amounting to 18 months running costs of £52,000 with a contingency amount of £10,000 for any emergency repairs that may occur.

### Details of any funds materially in deficit

### Further financial review details (Optional information)

You **may choose** to include additional information, where relevant about:

- the charity's principal sources of funds (including any fundraising);
- how expenditure has supported the key objectives of the charity;
- investment policy and objectives including any ethical investment policy adopted.

## Section F

## Other optional information

## Section G

## Declaration

The trustees declare that they have approved the trustees' report above.

### Signed on behalf of the charity's trustees

<b>Signature(s)</b>	E Lorton-Gilbert	
<b>Full name(s)</b>	Elizabeth Lorton-Gilbert	
<b>Position (eg Secretary, Chair, etc)</b>	Director	
<b>Date</b>	15/09/2021	



## Receipts and payments accounts

For the period from	Period start date 01/04/2020	To	Period end date 31/03/2021
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### Section A Receipts and payments

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Linked charity to the nearest £	Total funds to the nearest £	Last year to the nearest £
<b>A1 Receipts</b>					
Donations and gifts	23,639	-	-	23,639	5,365
Legacies	7,315	-	-	7,315	-
Grants for charitable activities		3,736		3,736	
Fundraising Events	2,975	-	-	2,975	8,813
Charity shop	2,970	-	-	2,970	17,862
Covid grants	19,431			19,431	
Room Hire	280	-	-	280	-
Investment Income	2,172	-	-	2,172	1,774
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total (Gross income for AR)</b>	<b>58,782</b>	<b>3,736</b>	<b>-</b>	<b>62,518</b>	<b>33,814</b>
<b>A2 Asset and investment sales, (see table).</b>					
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total receipts</b>	<b>58,782</b>	<b>3,736</b>	<b>-</b>	<b>62,518</b>	<b>33,814</b>
<b>A3 Payments</b>					
Charity shop costs	8,232	-	-	8,232	8,825
Fundraising expenses	318	-	-	318	2,315
Telephone support including premises costs, publicity and volunteer training, support and expenses	12,274	3,485	-	15,759	13,629
Management and administration	157	-	-	157	384
Branch contribution	9,046	-	-	9,046	6,677
Accountancy	1,170	-	-	1,170	2,160
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total</b>	<b>31,197</b>	<b>3,485</b>	<b>-</b>	<b>34,682</b>	<b>33,990</b>
<b>A4 Asset and investment purchases, (see table)</b>					
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total payments</b>	<b>31,197</b>	<b>3,485</b>	<b>-</b>	<b>34,682</b>	<b>33,990</b>
<b>Net of receipts/(payments)</b>	<b>27,585</b>	<b>251</b>	<b>-</b>	<b>27,836</b>	<b>176</b>
A5 Transfers between funds	1,530	-	1,530	-	-
A6 Cash funds last year end	49,822	-	1,530	51,352	51,528
<b>Cash funds this year end</b>	<b>78,937</b>	<b>251</b>	<b>-</b>	<b>79,188</b>	<b>51,352</b>

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

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Linked charity to nearest £
<b>B1 Cash funds</b>	General Bank account	78,862	251	-
	Cash floats	75	-	-
		-	-	-
	<b>Total cash funds</b>	<b>78,937</b>	<b>251</b>	<b>-</b>
	(agree balances with receipts and payments account(s))	OK	OK	OK
<b>B2 Other monetary assets</b>	<b>Details</b>	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
<b>B3 Investment assets</b>	<b>Details</b>	Fund to which asset belongs	Cost (optional)	Current value (optional)
	Blackrock Charities UK Equity Fund	Unrestricted	-	40,231
	Blackrock Charities UK Bond Fund	Unrestricted	-	24,996
			-	-
			-	-
<b>B4 Assets retained for the charity's own use</b>	<b>Details</b>	Fund to which asset belongs	Cost (optional)	Current value (optional)
	Freehold property	Unrestricted	307,454	-
	Improvements to leasehold property	Unrestricted	10,254	-
			-	-
			-	-
			-	-
			-	-
			-	-
<b>B5 Liabilities</b>	<b>Details</b>	Fund to which liability relates	Amount due (optional)	When due (optional)
			-	
			-	
			-	
			-	
Signed by one or two trustees on behalf of all the trustees	Signature	Print Name	Date of approval	
		Elizabeth Shore	19/08/2021	
		Elizabeth Lorton-Gilbert	26/08/2021	



**Section A**

**Independent Examiner's Report**

**Report to the trustees/  
members of**

Charity Name  
Samaritans of Scarborough

**On accounts for the year  
ended**

31 March 2021

**Charity no  
(if any)**

1171040

**Set out on pages**

1-2

*(remember to include the page numbers of additional sheets)*

**Responsibilities and  
basis of report**

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31 March 2021. As the charity trustees of the Trust, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

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

**Independent  
examiner's statement**

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

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

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

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

**Signed:**

[Signature box]

**Date:**

7 September 2021

**Name:**

Anne Mead BSc FCA

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

Institute of Chartered Accountants in England and Wales

**Address:**

Ashby Berry Coulsons Chartered Accountants

2 Belgrave Crescent, Scarborough

North Yorkshire YO11 1UB

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

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