



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

### 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>
<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>78,937</b>	<b>251</b>	<b>0</b>	<b>79,188</b>	<b>51,352</b>
<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
<b>B2 Other monetary assets</b>	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
		0	0	0
		0	0	0
		0	0	0
		0	0	0
		0	0	0
		0	0	0
<b>B3 Investment assets</b>	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
	Blackrock Charities UK Equity Fund	Unrestricted	0	43,323
	Blackrock Charities UK Bond Fund	Unrestricted	0	23,056
			0	0
			0	0
			0	0
<b>B4 Assets retained for the charity's own use</b>	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
	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
			0	0
<b>B5 Liabilities</b>	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
			0	
			0	
			0	
			0	
			0	
Signed by one or two trustees on behalf of all the trustees	Signature	Print Name	Date of approval	