



# 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				

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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)

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## 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.

Financial Year End (FYE)	Income	Spending
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)

Position (eg Secretary, Chair, etc)

Date

GILLIAN ISABELLA NICHOL	ELIZABETH LORTON-GILBERT	
CHAIR / BRANCH DIRECTOR	TREASURER	
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
<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	44,090
	Blackrock Charities UK Bond Fund	Unrestricted	0	19,495
			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	
		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:

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.**