



# Trustees' Annual Report for the period

From	Period start date			To	Period end date		
	Day <b>1</b>	Month <b>Apri</b>	Year <b>2022</b>		Day <b>31</b>	Month <b>March</b>	Year <b>2023</b>

## Section A Reference and administration details

Charity name

Samaritans of Maidstone and the Weald

Other names charity is known by

None

Registered charity number (if any)

1171193

Charity's principal address

48 Grecian Street

Maidstone

Kent

Postcode

ME14 2TS

### 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	Ross Gill	Director		
2	Julian Smith	Trustee		
3	Hilary Adams	Treasurer		
4	Stephen Carr	Trustee		
5	Pamela Cuerden	Trustee	7.10.22	
6	Christine Ansell	Trustee	7.10.22	
7	Eva Jolly	Trustee		
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)

Name	Dates acted if not for whole year


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

Type of adviser	Name	Address
Bank	Natwest	3 High Street, Maidstone, Kent ME14 1HJ

### 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)

CIO – Association adopted 19 January 2017

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

Charitable Incorporated Organisation

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

Elected by members of charity

### 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.

Samaritans Maidstone and Weald is affiliated to the central Samaritans charity (registration number 219432) as a local branch. This means that we are committed to providing a consistent service in line with Samaritans' Mission, Vision and Values and its policy and governance framework, via an agreed Operating Agreement, alongside 201 local branches across the UK and Ireland.

The training and support that we provide to our volunteers is consistent with that agreed by the central charity, and our constitution and operating structure are materially the same as that which governs other affiliated branches. This provides us with the strength of both a locally-based, volunteer-run branch and the scale and capacity of a national charity.

Training is provided for all trustees, as well as for all other roles with specific responsibilities in the Branch. We also receive advice on governance matters from the central charity. In the past year, all volunteers (including Trustees) have received further safeguarding training, in line with best practice.

The Trustees maintain a risk register which is considered and acted on if necessary at each Trustee meeting. The risk register takes account of all forms of risk, including those relating physical and building risks, financial risks, and risks associated with the delivery of our emotional support service.

*“Our **vision** is that fewer people die by suicide. We’re here every day and night of the year for anyone struggling to cope. We make sure people have somewhere to turn and support when they need it most. We work with communities to let people know we’re here for them and we campaign to make suicide prevention a priority.”*

As part of the wider Samaritans movement across the UK and Ireland, Samaritans Maidstone and Weald contributes to a unique listening service, helping people to explore their feelings, alleviate distress and reduce the risk of suicide. In the year ending March 2023, volunteers in Maidstone responded to around 15,000 telephone calls – a crucial contribution to around three million calls across the organisation, the equivalent of some 400 per hour. In addition, we responded to over 1,000 emails. Our service makes a real difference: one call in every four is about suicidal thoughts and feelings, and our most recent organisation-wide impact report demonstrates that people report a significant reduction in distress as a result of calling Samaritans.

In addition, Samaritans Maidstone and Weald is active outside the Branch. In 2022/23, we supported Listener schemes at Maidstone and East Sutton Park prisons, training and supporting prisoners to provide emotional support to fellow prisoners who are struggling to cope. We also continued to deliver outreach activities, promoting Samaritans services in conjunction with Network Rail; and offering talks to a range of external organisations.

During the year, we have made continued efforts to improve our availability and the services we are able to offer our callers. It is vital that we are open for as much of the time as possible, and our team of rota secretaries does an amazing job in ensuring that we are there when we are needed.

All this activity is only possible because of the commitment and dedication of our team of volunteers. Currently, there are 115 members of Samaritans Maidstone and Weald, including ‘listening’ volunteers and others who provide a wide range of essential support services. Our volunteers are at the heart of the service and volunteer support is a top priority for the Branch. We also continued to recruit, train and welcome new volunteers to the Branch – and after a period in which we had to deliver our training online, we were able in 2022 to deliver the majority in person. We are very grateful to the Blackthorn Medical Practice for the use of their facilities for training.

Beyond Maidstone, the Branch played an active role in the South East Region, working together with our neighbouring branches. In addition, we have volunteers at Maidstone who are part of the national Festivals Branch and the Email Hub, established to provide greater capacity to support those who choose to contact us in writing.

In Samaritans, most roles have a three year term. In 2022/23, Jess 910, Fran 1015, Rose 1020, Celia 23N and Lisa 1022 stood down as Deputy Directors for Training, Prisons, Outreach, Rota and Recruitment respectively. All gave a huge amount of time to their roles and to the success of the Branch, and their support is very much appreciated. At 31 March 2023, the Branch management consisted of Ross 687 (Director) and Marion 922 (Vice-Director), with Annie 885, James 1038, John 1092, Heidi 1102, Luke 1042, Trish 701 and Will 828 as Deputy Directors. The Trustees of the Charity were Eva 1078, Gerry 869, Hilary 27N, James 1038, Pamela 616N and Ross 687. Beyond these roles, many volunteers took on a number of roles across the branch, including as duty leaders, members of the training and recruitment teams, mentors to new volunteers, members of the prison, outreach, fundraising and volunteer support teams, and many more. As an organisation which is volunteer-led and, at local level, entirely staffed by volunteers, the contribution of so many people to making the branch work effectively is vital.

In 2023 it is 70 years since Chad Varah established the first Samaritans service. Since then, we have expanded to over 200 branches across the UK and Ireland, with a wider range of ways in which people can contact us, and a telephone system that maximises the ability of people to get through when they need us. Looking to the future, we want to expand our availability, through additional volunteer recruitment and new ways of managing the rota. We also hope to further develop our support for our Listeners in prisons, and to offer a new programme of talks in schools.

We owe great thanks to our volunteers and donors and to all those involved in the wider Samaritans movement. It is through the commitment of our volunteers and the generosity of all those who contribute to us that we continue to grow as a Branch and as a vital service to the public. Thank you.

*“There are in this world, in every country, people who seem to be ‘ordinary’, but who turn out to be extraordinary. They give their total attention. They listen and listen and listen, without interrupting. They do not preach. They have nothing to sell. We call them Samaritans.”*

- Chad Varah, Founder of Samaritans

## Section E

## Financial review

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

The Charity aims to keep enough funds in reserve to keep the branch running for 18 months. We have maintained this reserve throughout the year.

## Details of any funds materially in deficit

none

## 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.

The great majority of our funds are from public fundraising and the generosity of those who wish to donate to our charity. This includes income from charitable fundraising events and grants from trusts, church and community groups and other bodies. We also receive funds through a service level agreement with HM Prison Service to deliver the Listener service at HMP Maidstone and HMP East Sutton Park.

This income enables us to operate a service providing emotional support for those experiencing distress or despair, including thoughts of suicide. In practical terms, our principal expenditure relates to telephone and IT costs, the maintenance of our building (which we own freehold), fundraising and outreach expenses and administrative costs.

We rely on the significant non-financial contribution of volunteer hours: all those involved in delivering the Samaritans service do so on a voluntary basis. We also make a contribution from our funds to the operation of the Samaritans Central Charity, which provides us with a wide range of central services as well as our overall policy framework.

**Section F****Other optional information**

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**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>	Ross Gill	
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<b>Full name(s)</b>	Ross Gill	
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<b>Position (eg Secretary, Chair, etc)</b>	Director	
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<b>Date</b>	6.10.23
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CHARITY COMMISSION  
FOR ENGLAND AND WALES

Samaritans of Maidstone and Weald

No (if any)

1171193

## Receipts and payments accounts

CC16a

For the period  
from

Period start date  
1-Apr-22

To

Period end date  
31-Mar-23

### 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>					
Fundraising	1,294		-	1,294	887
Donations	7,512	720	-	8,232	21,030
Grants	3,512		-	3,512	4,911
Other income	1,479		-	1,479	1,203
			-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total</b> (Gross income for AR)	13,797	720	-	14,517	28,031
<b>A2 Asset and investment sales, (see table).</b>					
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total</b>	-	-	-	-	-
<b>Total receipts</b>	13,797	720	-	14,517	28,031
<b>A3 Payments</b>					
Charitable activities	5,055	-	-	5,055	5,973
Light, heat and utilities	1,987	-	-	1,987	2,524
Property repairs and maintenance	4,293	720	-	5,013	878
Fundraising expenses	-	-	-	-	259
Publicity costs	74	-	-	74	261
Telephone and internet	2,394		-	2,394	2,052
Insurance	930		-	930	774
Branch administration	1,420		-	1,420	1,688
National contribution	6,086	-	-	6,086	2,401
<b>Sub total</b>	22,239	720	-	22,959	16,810
<b>A4 Asset and investment purchases, (see table)</b>					
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total</b>	-	-	-	-	-
<b>Total payments</b>	22,239	720	-	22,959	16,810
<b>Net of receipts/(payments)</b>	- 8,442	-	-	- 8,442	11,221
<b>A5 Transfers between funds</b>	-	-	-	-	-
<b>A6 Cash funds last year end</b>	62,003	9,220	-	71,223	60,002
<b>Cash funds this year end</b>	53,561	9,220	-	62,781	71,223

## 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>		53,561	9,220	-
		-	-	-
		-	-	-
	<b>Total cash funds</b>	53,561	9,220	-
	(agree balances with receipts and payments account(s))	OK	OK	OK
		Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
<b>B2 Other monetary assets</b>	Details	-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
<b>B3 Investment assets</b>	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
			-	-
			-	-
			-	-
			-	-
<b>B4 Assets retained for the charity's own use</b>	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
	Freehold Property		9,250	-
	Computer Equipment		4,403	-
	Equipment		1,120	-
			-	-
			-	-
			-	-
			-	-
			-	-
<b>B5 Liabilities</b>	Details	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	
	Ross Gill	Ross Gill		

	Direct	Admin	
Branchsna	82	82	
Catering	50	50	
Cleaning	1,205		1,205
Housekeep	140	140	
Photocopi	512	512	
Software	700	700	
PPS	150	150	
Training	232	232	
Travel	2,724	2,724	
Vol gifts	411	411	
Vol supp	54	54	
Just giving	180		180
Subs	35		35
	<b>6,475</b>	<b>5,055</b>	<b>1,420</b>