

HUDDERSFIELD SAMARITANS ANNUAL REPORT 2021/22



**HUDDERSFIELD SAMARITANS,
14, NEW NORTH PARADE,
HUDDERSFIELD HD1 5JP
REGISTERED CHARITY 1171206**

**HUDDERSFIELD SAMARITANS SHOP
144, WESTBOURNE ROAD, MARSH,
HUDDERSFIELD HD1 4LF**

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DIRECTOR'S REPORT

This year has been a year of change as we have started to form a new normality after the pandemic. Mary, our former director, who had guided us through the pandemic and ensured that we were all safe on shifts, had to step down early from her role as director. I stepped in to the role as acting director at last year's AGM and with a new team of deputy directors and a new trustee committee, comprising of experienced and new people. We worked hard to build on Mary's work but trying not to commit to anything that would become an obstacle to the new director.

In the end, I was selected as the new director and I want to thank the volunteers who worked on the selection process led by Mat. At this point, our long serving secretary Ann stepped down after decades of amazing service to the branch. Sophie, our vice director, stepped down as she came to the end of her term as a trustee. Sophie had done so much work guiding the branch through transitions. We are immensely grateful for all her work and are so happy that she is staying with us as a listening volunteer and member of the volunteer care team. Three former listening volunteers, Cath, Christine and Glennys came aboard as co-opted trustees to bring some vital

experience to the team. The hard work of the trustees and deputy directors cannot be stressed enough. I want to thank Alison, Cath, Christine, Clare, Fam, Glennys, Leonie, Loretta, Michelle, Rich, Richard 1404, Shagufta, and Tim. Additionally, Sue's dedication to supporting our volunteers through her amazing team is appreciated by all of us.

This year, as you can read in the report, the team at our shop have been working amazingly hard. Emma, supported by Kath, have steered the shop very effectively dealing with lots of different challenges throughout the year. It was wonderful to have some of our shop volunteers at last year's AGM and are looking forward to seeing even more of the team this year. We hope as we get more social events going throughout the coming year that shop volunteers, listening volunteers and support volunteers will be able to get together so can all get to know each other.

It has been great to see many of our support volunteers out in the community as part of the outreach team. As you will read in Michelle's report, we have leapt at the chance of getting out in Kirklees and hope to continue this in the coming year as we develop plans to work with the Gypsy and Roma community with our colleagues at LeedsGate, consolidate our efforts to support the Ukrainian community, and help local groups who are preparing to support the people of Kirklees with the cost of living crisis.

One of the biggest challenges to us at Huddersfield Samaritans is increasing the number of volunteers. This will be a major focus of the next couple of years as we aim to support more people who need someone to listen. We are trying hard to increase our night time availability at Huddersfield to contribute to the national 24/7 commitment. Thank you to everyone who has stepped up and done more night shifts this year.

Finally thank you to all our volunteers. You are totally amazing in the support you give to people who are feeling isolated and need a listening ear. Whether you are raising money to facilitate this at the shop, selling books, supporting efforts to make people more aware of our service by going out into the community, ensuring the charity can function as a trustee, looking after the buildings, listening on the phone, responding to emails or supporting people through online chat - you are saving lives and making people feel less alone.

Richard Woffenden, Director

TREASURER'S REPORT

Income

This financial year was largely a recovery of operations following post-pandemic impacts. The performance financially has been strong even in such operating circumstances. The overall position for 2021/2022 shows a surplus of £6,100 in comparison to the previous year, which was a deficit of -£11,400. The increase in surplus of £17,500 was due to increase in overall income of £28,800. Shop takings were up by £26,400 (96.4%) from the previous year. However the previous financial year was during the pandemic therefore not a like-for-like comparison.



We received a generous donation of £26,500 from Network Rail linked to Felix the Huddersfield Station cat. This contributed to the overall increase in donations of £19,000. Overall income was up by £28,800 which was due to the shop takings this year being nearly twice 2020/2021 and the

one off donation we received.

Expenses

Shop expenses have increased by 17.7% this is mainly due to rent and utilities increasing back to expected levels. During the previous year, we received a temporary reduction in rent of £2,800 due to the pandemic. Shop operations being closed due to the pandemic resulted in utilities being lower last year. All other shop expenses have been consistent from last to this year.

Fameeda Ahmed, Treasurer

HUDDERSFIELD SAMARITANS			
STATEMENT OF FINANCIAL ACTIVITIES			
For the year ended 31 March 2022			
		2022	2021
		Unrestricted funds	Unrestricted funds
		£	£
INCOME AND EXPENDITURE			
Incoming Resources			
Donations and Fundraising		26,751	7,193
Incoming Resources from Operating Activities		53,908	27,445
Covid funding		2,667	19,872
Investment Income		7	20
Total Incoming Resources		83,333.13	54,529
Resources Expended			
Direct Charitable Expenditure		4,853	3,378
Fundraising Costs		22,545	19,151
Management and Administration		49,804	41,154
Total Resources Expended		77,202	65,979
NET INCOMING RESOURCES FOR THE YEAR		6,131	(11,449)
Balance brought forward		370,617	382,066
BALANCE CARRIED FORWARD		376,748	370,617

TRUSTEES WHO HAVE SERVED

Director	Richard Woffenden	(Acting from October 2021 until May 2022)
Vice Director	Sophie Millington	Until May 2022
Secretary	Ann Hunter	Cath Horn (Co-opted and Acting Secretary from May 2022)
Treasurer	Fameeda Ahmed	
Trustee	Alison Chown	
Trustee	Cecile Gennevieve	
Trustee	Richard Holliday	
Trustee	Clare Townend	
Trustee	Tim Varga	
Trustee	Christine Pickavance	Co-opted May 2022
Trustee	Glennys Scrivener	Co-opted May 2022





SHOP REPORT

We have had another good year at the shop. All the hard work from everyone is paying off. We are up an amazing 18% on our shop takings which is brilliant!!

We still have plenty of stock left from when covid hit and everyone had a clear out, in fact one of our attic rooms is still full and this will hopefully see us through for quite some time.

Our shop windows have been eye catching again, we now have our halloween display attracting the locals. The shop floor has been continually praised for how nice it always looks and we now have our changing room back after the covid restrictions have eased.

All in all its been a good year!

Emma Bowker, Shop Manager

RECRUITMENT & SELECTION REPORT

This year, we have returned to a more normal way of working in Recruitment and Selection. After a year of interviewing entirely by Zoom, we are now running a hybrid system, mainly interviewing by Zoom but also offering interviews in the branch. The advantage of this is that we can better suit the needs of interviewers and applicants alike.

In another step towards “normality”, we have recruited for three training groups this calendar year and so have reduced the waiting list significantly.

In the year April to April, the numbers selected for training were:

12 for April

10 for January

(14 for April 2022)

R & S has continued to be supported by the regular team, but we are always happy to train new volunteers, either at regional level or online. We have a good induction system, which allows volunteers to observe interviews before taking a more active role.

Thanks go, as usual, to our willing band of volunteers, which has comprised

Alison

Christine

Clare

Loretta

Margaret

Mary

Richard

Joanna

Michael

Sophie.

Please do drop me an e-mail if you would be interested in joining the team.

We are looking forward to another productive year.

Loretta Gibbons

Deputy Director- Recruitment & Selection



TRAINING REPORT

2021/22 was again undoubtedly another exceptional year for the Huddersfield training team

The team saw many changes not least the departure of Stuart not only from the training team but also Samaritans and Punch taking a step back as Deputy Director of training - big shoes to fill and we need to express our gratitude and thanks for a job well done by Punch for many years.

A fresh start for the team in me being asked to take on the role of DD for training and starting to build a new team but also the great news we could re start face to face core training. A couple of weeks before we were due to start with our first group we were notified of an updated programme for core training but with a week's grace we managed to get our heads round the programme with 12 new volunteers.

I welcomed Julie and Sam to join me to form a new Core training team and later in the year Mark 1423. Julie, Sam and Mark are such naturals and we have really enjoyed working together as a team. Natalie and Alastair have continued to do sterling work with the embedded training and I am grateful and thankful to them for simply just getting on with it and giving me the time to settle into my new role.

Another first for us was delivering the training in a new venue The Mission, the room there has been wonderful still allowing us to social distance in the early months of the year. We have so far completed core training with 2 groups of new Samaritans and although covid has still at times provided its challenges I think we are getting to grips with the updated training modules. October sees us starting with a new cohort and Carol 1406 joining us as another trainer.

I also want to say a big thank you for our skills practice team: Michael, Michelle, Jan, Rich, Kay, Richard, Terry and Shagufta thank you so much for your support it really is much appreciated and we look forward to working with you again. Thank you to Julie, Sam, Mark, Natalie and Alastair you have been fantastic giving up more of your time to do this role . I look forward to us training our next group and beyond.

Clare 1409, Deputy Director for Training

CONTINUOUS DEVELOPMENT REPORT

Although we are considerably less hampered by restrictions than we were this time last year, the trend of rolling out training via SamsHome has continued and there have been additional modules to complete this year, including a Safeguarding update, GDPR and Applying our Key Policies.

We held our first whole branch face-to-face training since before Covid at last year's AGM, with a module on ending calls. Further virtual and in-person training has also been offered for specific roles in the Branch, such as Leader, Mentor, ESOS/ESOB to enable people to support Outreach activities.

As we now have a regular, weekly Online Chat shift and are looking to expand when we can offer this, volunteers are encouraged to complete the Online Chat Digital Topic, as well as undertaking skills' practice with a fellow volunteer. If you'd like to get a head start on this, feel free. On completion of the online topic, please let Amy or Alison know, as they are leading the rollout of Online Chat and co-ordinating skills' practice.

Other recently uploaded courses which you might find of interest include: Making Prison Calls Better, Self-Harm and Mental Health.

Please feel free to browse the packages available and to complete any which take your interest; also to suggest any areas in which you would be interested in completing training. Likewise, if you feel that you would like to help deliver training, please get in touch. You would be most welcome.

Loretta Gibbons/Cecile Gennevieve

Deputy Directors – Continuous Development

To access the training area, go to SamsHome and click Online Tools. Under the section we use on shift (E-mail, E-log and Link), you will find Learning. The section My Learning suggests packages which might be appropriate to any roles you hold within Samaritans. The Learning Catalogue then has a list of everything available.

OUTREACH REPORT

September 2021 saw the long-awaited return of our rich outreach programme, which had almost completely stopped during the pandemic. To begin we ran events at Huddersfield train and bus stations aimed mostly of raising awareness of our work amongst commuters. The simple act of handing out Samaritans-branded pens and cards means that thousands of local people know how to contact us when they feel the need to talk.

We have been very busy since and a wide range of activity followed, including:



- o **Honley Show** – this gave some of our volunteers the opportunity to hear first-hand from some members of the public how Samaritans had helped them in the past.
- o **Happy Tails** in Lindley – our first presence at a fun local dog (and well-behaved owner) event.
- o **Memorial Event** at Upper Batley High School - this was organised by the West Yorkshire Suicide Bereavement Service. It gave us an opportunity to meet other organisations that share our aim to reduce instances of suicide.

o **Brew Monday** at Huddersfield Railway station and Bradford Interchange - our flagship annual event in coordination with Network Rail. As ever, our tea bags and chat proved incredibly popular amongst commuters.



o **Mental Health Awareness Event at Wilton Park** in Batley organised by Kim Leadbeater MP - our contact details now feature in a leaflet distributed locally, which aims to inform people about the work of organisations that can help them when they are struggling mentally.

o **Young Farmers' Rally** in Thirsk – another great day cementing relationships and raising awareness. Our new little Samaritan's mascot – Josh's dog - even made an appearance and got lots of attention from attendees and volunteers.

- o **The Great Yorkshire Show** –with around 100,000 visitors we took advantage of the opportunity to talk to lots of people about the Samaritans. We were there with other branches from across the region – a fabulous joint effort.
- o **Emley Show** – the sun shone for us and the 10,000 plus visitors. We even got a few potential volunteer enquiries.
- o **Let's Unite Family Fun Day** in Saville Town – A wonderful day when we met some amazing people including Brilliant Reads and the amazing calligrapher Qalam Tracings, who donated two beautiful pieces of calligraphy that are now proudly displayed on our branch wall.
- o **Sarah Millican** at Huddersfield Town. Sarah is a great supporter of the Samaritans and allows all branches the opportunity to fundraise when she is in their town. We were delighted to raise a total of £835 for our branch on the night.
- o **'A Sam's Cafe'** via Zoom with Halifax-based charity Happy Days, an organisation which supports homeless men. It was privilege to hear our guests talking about their past struggles with violence and addiction, and how homelessness has affected their mental health.
- o **Refugee and Asylum Seeker Outreach** at Brian Jackson House – Working alongside Kirklees Council to support displaced people. This is now changing from Mondays to taking place on Saturday mornings.

We are delighted that the Outreach Team has continued to grow and we would like to pass on sincere thanks to each and every one of the volunteers who have taken part in outreach events. You are all brilliant and we couldn't do it without you.

Cecile 1430 – Outreach DD until May 2022

Michelle 1438 – Outreach DD from May 2022



**Special Thanks to First Transpennine,
the audience of Sarah Millican at
Huddersfield Town Hall, the
Huddersfield War Memorial Trust and
Huddersfield Train Station for their
financial support.**

HUDDERSFIELD SAMARITANS

STATEMENT OF FINANCIAL ACTIVITIES

For the year ended 31 March 2022

		<u>2022</u>	<u>2021</u>
	<u>Note</u>	<u>Unrestricted funds</u>	<u>Unrestricted funds</u>
		£	£
INCOME AND EXPENDITURE			
<u>Incoming Resources</u>			
Donations and Fundraising	7	26,751	7,193
Incoming Resources from Operating Activities	8	53,908	27,445
Covid funding		2,667	19,872
Investment Income	9	7	20
Total Incoming Resources		83,333.13	54,529
<u>Resources Expended</u>			
Direct Charitable Expenditure	10	4,853	3,378
Fundraising Costs	11	22,545	19,151
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HUDDERSFIELD SAMARITANS

BALANCE SHEET

For the year ended 31 March 2022

	<u>Note</u>	<u>2022</u> Unrestricted funds	£	£	<u>2021</u> Unrestricted funds	£	£
FIXED ASSETS							
Tangible Fixed Assets	1 and 2			212,545		220,768	
CURRENT ASSETS							
Cash at bank and in hand	3		173,358		159,005		
Prepayments and Accrued Income	4		1,330		1,330		
LIABILITIES: Amounts falling due within one year	5		10,486		10,486		
				164,202		149,849	
NET ASSETS				<u>376,747</u>		<u>370,617</u>	
FUNDS							
Unrestricted income funds	6			<u>376,748</u>		<u>370,617</u>	

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These accounts, together with the Trustees Report, were approved by the Board of Trustees on the below date and signed on its behalf by:

.....
Sophie Millington
Vice Director

.....
Richard Woffenden
Branch Director

HUDDERSFIELD SAMARITANS

FINANCIAL STATEMENTS

For the year ended 31 March 2022

Independent Examiners' Report to the Trustees of The Samaritans, Huddersfield for the Year Ended 31 March 2022.

RESPECTIVE RESPONSIBILITIES OF TRUSTEES AND EXAMINER

The charity's trustees are responsible for the preparation of the accounts.

The charity's trustees consider that an audit is not required for this year (under section 43(2) of the Charities Act 1993 (the Act), as amended by s.28 of the Charities Act 2006) and that an independent examination is needed.

It is my responsibility to:

- examine the accounts (under section 43(3)(a) of the Act, as amended),
- to follow the procedures laid down in the General Directions given by the Charity Commission (under section 43(7)(b) of the Act, as amended), and
- to state whether particular matters have come to my attention

BASIS OF INDEPENDENT EXAMINER'S STATEMENT

My examination was carried out in accordance with General Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently I do not express an audit opinion on the view given by the accounts.

INDEPENDENT EXAMINER'S STATEMENT

In the course of my examination, no matter has come to my attention

1. which gives me reasonable cause to believe that in, any material respect, the trustees have not met the requirements to ensure that:
 - proper accounting records are kept (in accordance with section 41 of the Act); and
 - accounts are prepared which agree with the accounting records and comply with the accounting requirements of the Act; or
2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

.....

Richard Atkinson ACA
Holly Cottage
Brockwood Court
Walton
Wakefield
WF2 6RU