



HUDDERSFIELD SAMARITANS ANNUAL REPORT 2024-2025

14 NEW NORTH PARADE, HUDDERSFIELD, HD1 5JP

CHARITY NUMBER: 1171206

DIRECTOR'S REPORT

It seems a very long time now since I stepped down from being the director of Huddersfield Samaritans. I am now settled in my new roles within the branch and the organisation as a whole and the leadership of Clare and Shagufta is the new norm. It has been a huge privilege to have had the opportunity to lead the branch and work with such amazing people: shop volunteers, listening volunteers, support volunteers and trustees. It is an honour to see so many people supporting each other and working to care for people that they have never - and most probably will - never meet. In whatever role they are doing, the volunteers at Huddersfield Samaritans are there for whoever needs support often in their darkest moments. The mix of new, experienced and very experienced volunteers combining forces is what our organisation is all about. It might be a wonderful interaction with a person who comes into our incredible shop, a conversation in the very early morning with a person who has not spoken to anyone for days and making them feel heard, or spending hours ensuring the accounts are ready for our auditors. Being a director of a Samaritans branch allows you to see this wonderful commitment filled with kindness and commitment.

In that last year of my directorship, the main change was to the new duty room. We had guidance that the old main duty room needed to be updated, and the trustees helped to ensure that this huge project came together, and it is sometimes hard to imagine what it was like before. The whole team who worked on this were amazing. The suggestions and feedback really helped shape the new space and Glennys and Mark ensured that every detail was managed with patience and care. We recognise that there were things we couldn't achieve in terms of all the suggestions but hope that our listening volunteers are comfortable in their new room.

The Samaritans shop continues to be the backbone of our organisation and anyone who visits it can see that it is at the heart of Marsh. It is not just a place people come into buy things but a place where the community feels welcomed. The window displays continue to attract comments from people passing by and draw many into see what else we have to offer. Emma continues to do an amazing job and is now supported in her role by Kath as associate manager. They have supported our team there with all the extra training and DBS that needed to be carried out, and I really thank everyone for their patience and hard work.

As well as the amazing fundraising that comes from the shop, we also want to recognise the support we receive from Network Rail for the donations and Huddersfield Station Transpennine Express for allowing us to use their "hub" for training. Thank you also to the Huddersfield War Memorial Trust who continue to support us. It was also wonderful to receive the donation from the collection carried out at the Golden Wedding of two of our former volunteers Graham and Vanessa.

Our listening volunteers continue to offer an incredible support to so many callers via phones, online chat, emails and through our wonderful outreach team. The newish 5-7am shifts are offering a level of support at a time when there is limited coverage

nationally as does our Saturday evening team. We continue to work to increase our nighttime commitment, and this is something that we are looking at going forward. Thank you to all our listening team.

Finally thank you to everyone who is supporting in other ways. We have a great team of support volunteers who go out into the community to raise awareness about our service alongside many of our listening volunteers. The Recruitment and Selection Team continues to work hard interviewing and getting new volunteers ready for training. Our training team, like the recruitment team, have seen new faces join and bring new dynamics to the existing group. Our skills practice volunteers put their dramatic abilities to great use. Amy alongside the rest of the leadership team has been working very hard to embed our Equity, Diversity and Inclusion values, which were already strong, into all our practices. I would like to formally thank Belinda, our regional director, for her support during the most testing times. Thank you as always to my amazing predecessors: Loretta, Christine, Michael and Mary for their support and ideas. I hope I can be as helpful to Clare and Shagufta as you have been to me. Finally thank you again to all the deputy directors and trustees who were part of the leadership team during my tenure - your work and commitment is amazing.

Richard Woffenden

Treasurers Report

Our accounts for year ending 31/03/2025 have been approved by our independent examiners.

As anticipated, we have had a big spend on the branch this year with the refurbishment of the duty room which has resulted in a deficit of £87.2k, last year's deficit was £22.7k. Our donations this year were £4949, part of which was from the sale of The Felix & Bolt books and a generous donation from Huddersfield Pétanque Club where we were their charity of the year.

The shop turnover was £45455 which was down only by £711 on last year. They returned a profit of £ 10467 which despite much higher wages and utility bills, in this climate is a credit to all the hard-working volunteers.

The trustees are very mindful that we have a diminishing bank balance, and we all need to put our thinking caps on to try and push for ways of fundraising to bring in some much-needed income.

I would like to take this opportunity to thank Matt Saward for all his help with the accounts over the past years, which should not go unnoticed and to Sarah Hutton assisting with the pesky spreadsheets!

Glennys Scrivener
Treasurer

INCOME & EXPENDITURE – APRIL 2024 TO MARCH 2025

| <u>INCOME</u> | THIS YEAR 2025 £ | LAST YEAR 2024 £ | CHANGE Better/Worse £ |
|----------------------|-------------------------------------|-------------------------------------|--------------------------------------|
| Shop Income | 53,987 | 55,922 | -1,935 |
| Donations | 4,949 | 35,251 | -30,302 |
| Fundraising | 133 | 0 | 133 |
| Investment Interest | 153 | 853 | -700 |
| TOTAL INCOME | 59,222 | 92,026 | -32,804 |

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| Shop Rent | 14,800 | 14,782 | -18 |
| Shop Rates | 538 | 900 | 362 |
| Shop Fittings and Repairs | 1,895 | 9,462 | 7,567 |
| Shop Utilities | 6,319 | 5,824 | -495 |
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| Recoverable VAT | | -1,481 | -3,130 | -1,649 |
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| SURPLUS/(DEFICIT) FOR THE YEAR | -86,737 | -22,701 | -64,036 |
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Shop Report

A bit of highs and lows this year.

Our annual takings are unfortunately a touch on the unhealthy side, which is unusual for us as it's the first time that we are down in income. Although, this being said, in comparison to other charity shops this is still a plus, as several have had to shut and other shops are struggling.

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This has resulted in 2 heart attacks, 1 pacemaker fitted, 5 broken bones, 2 hip transplants, 8 weak bladders (donations of Tena's welcome) and 14 meltdowns!

On a plus note, we've had a couple of new volunteers start and several children did their works experience from school with us.

We also shared in the visit from our local MP, Harpreet Uppal. This was a lovely occasion for us to meet and show her around and tell her a little bit about what we do.

Some amazing news is that we took part in "The Marshian Arts Trail". This took months of planning and lots of hard work from everyone involved. They were so impressed with how positive and supportive we were at the shop, that they have included us in their film presentation. This is the moment that Kath and myself have earned an Oscar for our interview. Signed photos will be available for a £1 donation!

Most of all I would like to thank everyone in our team for their continued hard work and support.

Thank you, we are blessed to have each and every one of you.

Emma Shop Manager

HUDDERSFIELD SAMARITANS ANNUAL REPORT



Trustees who have served

Esther McNeil
Appointed 30/11/2024

Joe Sweeney
Appointed 28/10/2023

Christine Pickavance
Appointed 15/10/2022

Matthew Seward
Appointed 15/10/2022

Amy Freear
Appointed 15/10/2022

Glennys Scrivener
Appointed 15/10/2022

Mahin Hamidi
Appointed 15/10/2022

Alison Chown
Appointed 25/07/2020

Fameeda Ahmed
Appointed 25/07/2020

Building Maintenance Report

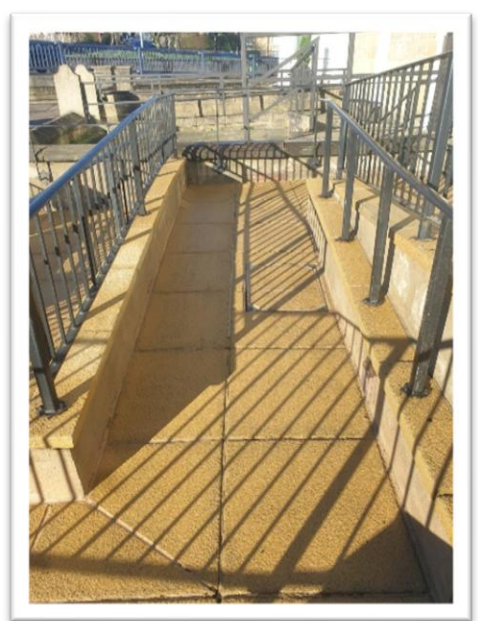
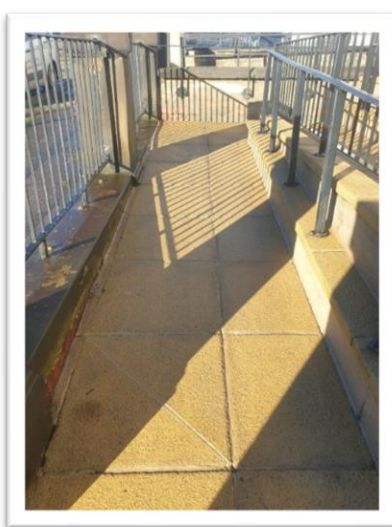
Well, what a year has been had at the branch! We had the Big Refurbishment of the duty that I have to say went on forever, but we got there in the end, and we have our new Duty Room 1 that is fit for the standard that is required by Central Office, and it was officially reopened in June 2025 by our local MP Harpreet Uppal.

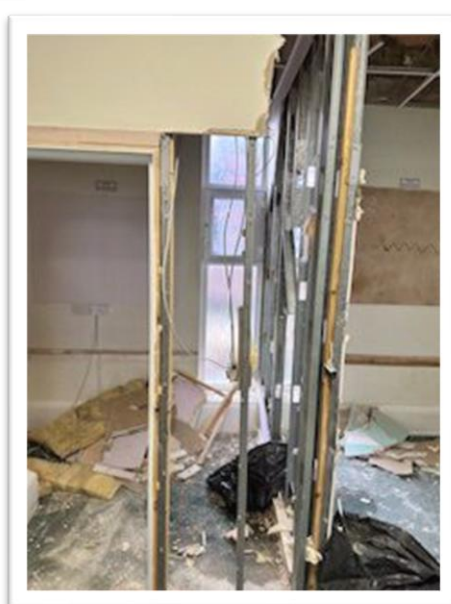
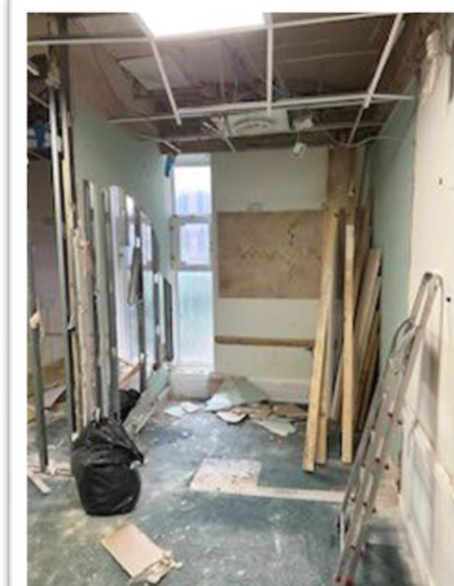
I would like to thank everyone for their patience during the disruption, and we managed, with only a few hiccups, to use the other rooms in the building to keep us available for our callers.

Ben kindly made a fabulous set of cubby holes for outside the duty room so that everyone has a cubby to keep their headphones in.

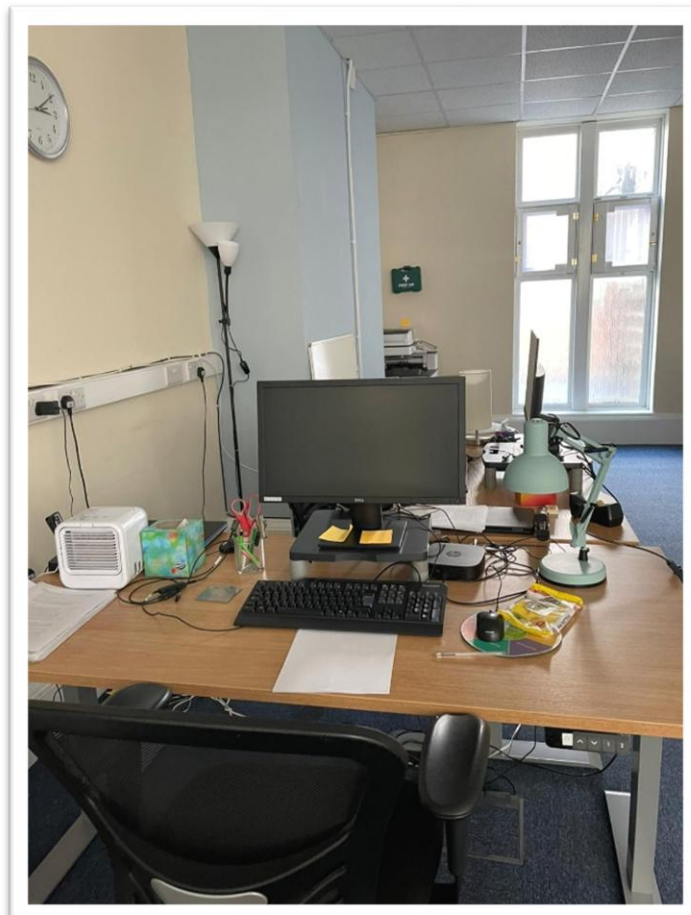
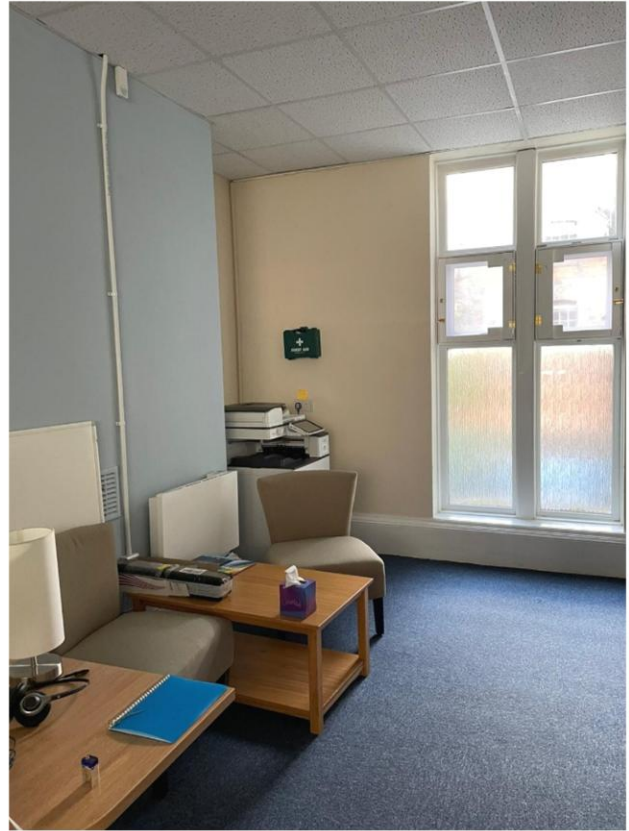
I have managed to rope in my husband Mark in becoming a support volunteer to help with day-to-day maintenance at the branch and the shop, changing lightbulbs, assisting with fire alarm testing, refitting shelves and fixing items that seem to spontaneously break through no fault of their own!

**Glennys
Trustee**





HUDDERSFIELD SAMARITANS ANNUAL REPORT



Recruitment and Selection Report

Last year's pattern of hybrid interviews has continued and works well for potential Samaritans and for interviewers. We continue to have a mix of Listening and Support volunteers helping with Recruitment.

The system introduced last year of managing recruitment of shop volunteers directly by the shop is working well.

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

10 for May
12 for October
13 for March

While the pattern of reduced applications is continuing, our numbers are up in terms of people signing up for training.

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
Emma
Loretta
Margaret
Mary
Richard
Michael

Training Team Report

Another busy year for the training team. Unfortunately, though we haven't managed to run 3 Core groups this year. Our biggest change however was my appointment as Co Director which in turn meant that I had to step back from my Training DD role, the role I have truly loved and hope I can go back one day.

Happily, Carol 1407 agreed to take on the role and lucky for me has been happy for me to support and stay involved with the training of our new volunteers. I wish her and the team much success.

At the back of 2024 we ran our training from the Mission where we started out with 12 trainees and then in Spring 25, we were back to the Railway station with a group

of 13 trainees. Thank you to Rich 1413 for all his help in supporting us to run at the Railway station in their fabulous facility.

The team this year have done a wonderful job ensuring the new trainees have had the best experience whilst training and for all their help I am eternally grateful. It is with sadness that Julie 1440 left Samaritans and the training team she has been an absolute asset and rock of the team and will be missed.

My thanks go to Carol 1407, Emma 1480 and support volunteer Rachel for all their help.

A big thank you to everyone who has helped with Skills practice we really could not manage without their support and acting skills!!!

Thanks also to Richard 1124 for tirelessly supporting the embedded training and welcome to Helen 1483 who is now working with Richard delivering the embedded sessions

We are currently on with a small group of trainees and have welcomed Diane to the team and we are training back in Branch for the 1st time since Covid due to the temporary closure of the Railway Station.

We look forward to a busy year next year as we look to future proof our branch!!

Clare 1409
Co Director

Huddersfield Samaritans Outreach Report

Hello everyone!

2025 has been another excellent year for the Team. Below is a list of all the events and meetings we have been involved with this year so far.

Monday 20th January

We attended Huddersfield Train Station for Brew Monday. This was popular as ever and well attended. Most commuters did not know we flipped Blue to Brew!

Tuesday 12th February

We met with Huddersfield Lunch Club at the Masonic Rooms and gave a PowerPoint presentation on our work at the Samaritans and a small segment on recruitment. The gathering was very interested in our work as was born out in the Q &A afterwards.

Tuesday 4th March

I met with Huddersfield Town FC Foundation to explore how our Branch could help their staff which visit a Ladies Prison to promote "Life after Lock Up".

Although, we have not directly supported them as yet, the offer still stands.

Thursday 6th March

We met with Huddersfield Pétanque Club and gave a small talk on the Samaritans and to receive a donation from them.

Tuesday 11th March

We attended an evening networking event with the Rural Men's Health Team.

Friday 14th March

We attended a Health Service/Housing Community event at Huddersfield Town FC, along with other charities.

Tuesday 18th March

The Outreach Team organised and attended the Small Talk Saves Lives at Huddersfield Train Station in conjunction with Trans Pennine Express. This proved extremely popular.

Tuesday 26th March

We attended an on-line meeting with Kirklees Council where we promoted our services.

Our vital work at local train stations has not been as busy this year due to the Trans Pennine Upgrade. It is hoped that we will commence supporting Trans Pennine and Network Rail soon.

As ever, I would like to thank everyone who has taken part in the events this year, giving up your precious spare time to ensure Huddersfield Samaritans continue to have an immense and positive impact on our community.

I need and wish to give special thanks to both Judith and Glennys for their invaluable help in the organising of all that we do; without them, it would have so much more difficult.

Finally, anyone wishing to join our team, you would be more than welcome!
Best wishes and many thanks.

Neil1462 DD for Outreach



Welcome to our Small Talk Saves Lives event



Your words are a life-saving kit

If you see someone who doesn't look OK, a little small talk could save their life. Anyone can do it.

Scan the QR code to
find out more about
Small Talk Saves Lives



In partnership with



#SmallTalkSavesLives

Samaritans is a registered charity



THANKYOU FOR YOUR SUPPORT

Huddersfield War Memorial Trust
Huddersfield Pétanque Club
Huddersfield Ladies Lunch Club
Felix & Bolt - Transpennie Express
Donations of behalf of Punch running the Glasgow Half
Marathon
Outreach donations

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14 NEW NORTH PARADE
HUDDERSFIELD
HD1 5JP

REGISTERED CHARITY NUMBER 1171206
HUDDERSFIELD SAMARTIANS SHOP
114 WESTBOURNE ROAD
MARSH
HUDDERSFIELD
HD1 4LF

IN MEMORIAM

Bryan Cooke 8/10/1931 – 08/06/2025

Bryan started working for Huddersfield Corporation in 1947 (aged 15) and was offered early retirement by Kirklees in 1981. Having attended many (of the then, annual) Book Sales, it had always struck him that the books might sell better if they were sorted by subject and so, in 1983, he offered his services to Huddersfield Samaritans.

Initially at St Peter's Street, then Trinity Street, and finally at New North Parade, he spent many, many hours deep down in the basement, sorting the books so they were always ready for the next Book Sale.

Back problems eventually forced Bryan to stop his book sorting - but not until 2018, at the age of 86(!), after 35 years of continuous service to Samaritans.

He really loved books, maps & local history, as well as being part of our little community - and one of his lasting pleasures was reminiscing about the many Samaritans he had met in his long stint with us.

HUDDERSFIELD SAMARITANS

HUDDERSFIELD SAMARITANS - INCOME & EXPENDITURE APRIL 2024- MARC

| THIS YEAR | LAST YEAR |
|-----------|-----------|
| 2025 | 2024 |
| £ | £ |

INCOME

| | | | |
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Emma Shop Manager

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Trustees who have served

Esther McNeil
Appointed 30/11/2024

Joe Sweeney
Appointed 28/10/2023

Christine Pickavance
Appointed 15/10/2022

Matthew Seward
Appointed 15/10/2022

Amy Freear
Appointed 15/10/2022

Glennys Scrivener
Appointed 15/10/2022

Mahin Hamidi
Appointed 15/10/2022

Alison Chown
Appointed 25/07/2020

Fameeda Ahmed
Appointed 25/07/2020

Building Maintenance Report

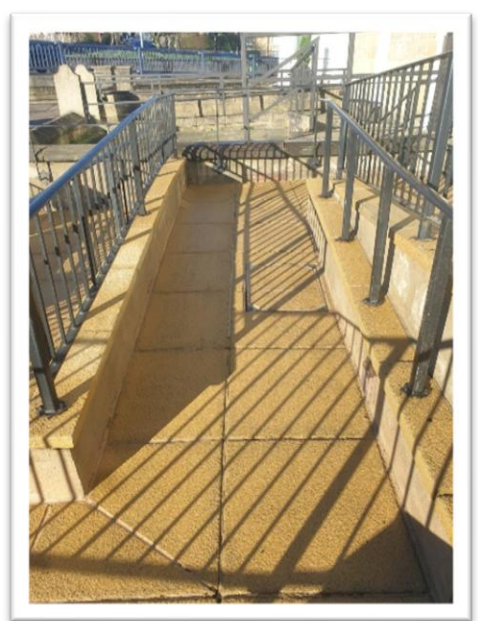
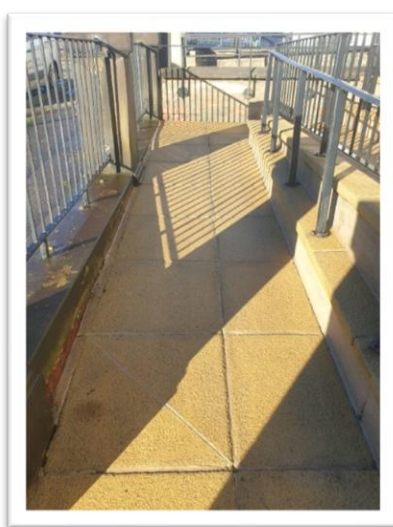
Well, what a year has been had at the branch! We had the Big Refurbishment of the duty that I have to say went on forever, but we got there in the end, and we have our new Duty Room 1 that is fit for the standard that is required by Central Office, and it was officially reopened in June 2025 by our local MP Harpreet Uppal.

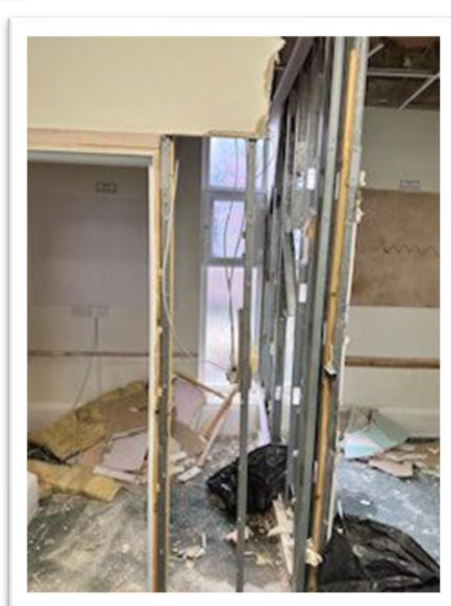
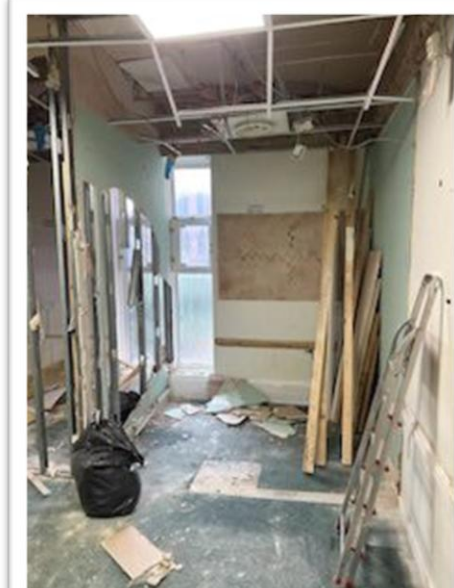
I would like to thank everyone for their patience during the disruption, and we managed, with only a few hiccups, to use the other rooms in the building to keep us available for our callers.

Ben kindly made a fabulous set of cubby holes for outside the duty room so that everyone has a cubby to keep their headphones in.

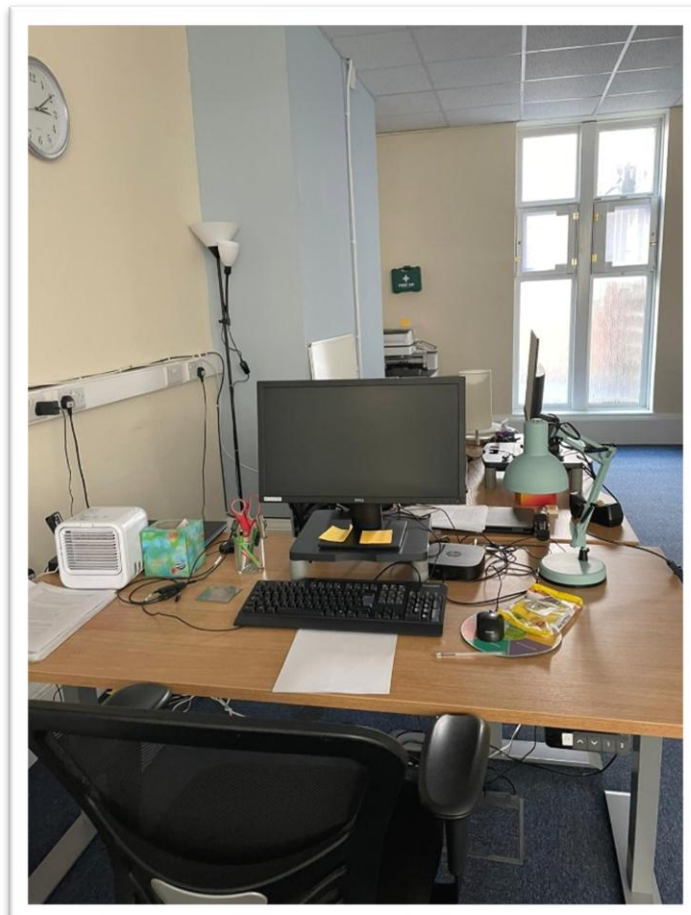
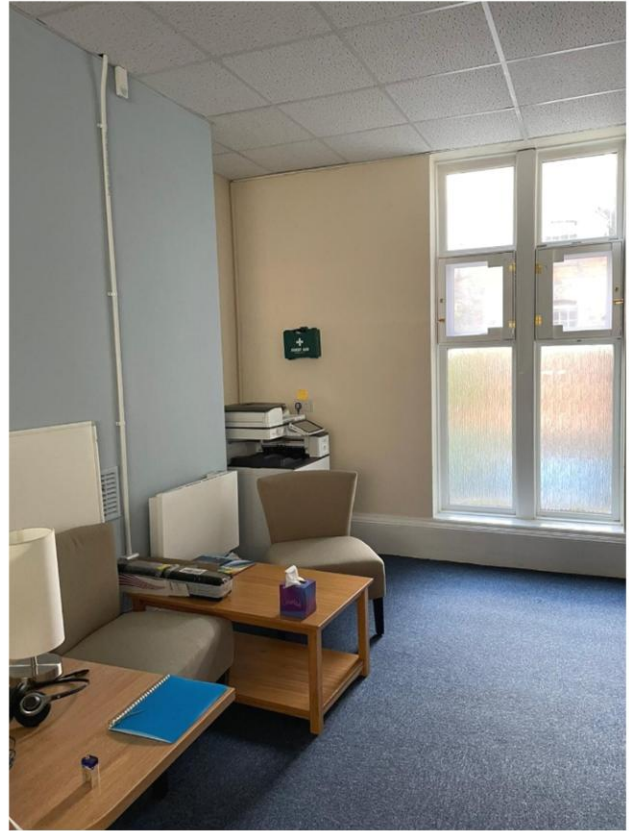
I have managed to rope in my husband Mark in becoming a support volunteer to help with day-to-day maintenance at the branch and the shop, changing lightbulbs, assisting with fire alarm testing, refitting shelves and fixing items that seem to spontaneously break through no fault of their own!

**Glennys
Trustee**





HUDDERSFIELD SAMARITANS ANNUAL REPORT



Recruitment and Selection Report

Last year's pattern of hybrid interviews has continued and works well for potential Samaritans and for interviewers. We continue to have a mix of Listening and Support volunteers helping with Recruitment.

The system introduced last year of managing recruitment of shop volunteers directly by the shop is working well.

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

10 for May
12 for October
13 for March

While the pattern of reduced applications is continuing, our numbers are up in terms of people signing up for training.

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
Emma
Loretta
Margaret
Mary
Richard
Michael

Training Team Report

Another busy year for the training team. Unfortunately, though we haven't managed to run 3 Core groups this year. Our biggest change however was my appointment as Co Director which in turn meant that I had to step back from my Training DD role, the role I have truly loved and hope I can go back one day.

Happily, Carol 1407 agreed to take on the role and lucky for me has been happy for me to support and stay involved with the training of our new volunteers. I wish her and the team much success.

At the back of 2024 we ran our training from the Mission where we started out with 12 trainees and then in Spring 25, we were back to the Railway station with a group

of 13 trainees. Thank you to Rich 1413 for all his help in supporting us to run at the Railway station in their fabulous facility.

The team this year have done a wonderful job ensuring the new trainees have had the best experience whilst training and for all their help I am eternally grateful. It is with sadness that Julie 1440 left Samaritans and the training team she has been an absolute asset and rock of the team and will be missed.

My thanks go to Carol 1407, Emma 1480 and support volunteer Rachel for all their help.

A big thank you to everyone who has helped with Skills practice we really could not manage without their support and acting skills!!!

Thanks also to Richard 1124 for tirelessly supporting the embedded training and welcome to Helen 1483 who is now working with Richard delivering the embedded sessions

We are currently on with a small group of trainees and have welcomed Diane to the team and we are training back in Branch for the 1st time since Covid due to the temporary closure of the Railway Station.

We look forward to a busy year next year as we look to future proof our branch!!

Clare 1409
Co Director

Huddersfield Samaritans Outreach Report

Hello everyone!

2025 has been another excellent year for the Team. Below is a list of all the events and meetings we have been involved with this year so far.

Monday 20th January

We attended Huddersfield Train Station for Brew Monday. This was popular as ever and well attended. Most commuters did not know we flipped Blue to Brew!

Tuesday 12th February

We met with Huddersfield Lunch Club at the Masonic Rooms and gave a PowerPoint presentation on our work at the Samaritans and a small segment on recruitment. The gathering was very interested in our work as was born out in the Q &A afterwards.

Tuesday 4th March

I met with Huddersfield Town FC Foundation to explore how our Branch could help their staff which visit a Ladies Prison to promote "Life after Lock Up".

Although, we have not directly supported them as yet, the offer still stands.

Thursday 6th March

We met with Huddersfield Pétanque Club and gave a small talk on the Samaritans and to receive a donation from them.

Tuesday 11th March

We attended an evening networking event with the Rural Men's Health Team.

Friday 14th March

We attended a Health Service/Housing Community event at Huddersfield Town FC, along with other charities.

Tuesday 18th March

The Outreach Team organised and attended the Small Talk Saves Lives at Huddersfield Train Station in conjunction with Trans Pennine Express. This proved extremely popular.

Tuesday 26th March

We attended an on-line meeting with Kirklees Council where we promoted our services.

Our vital work at local train stations has not been as busy this year due to the Trans Pennine Upgrade. It is hoped that we will commence supporting Trans Pennine and Network Rail soon.

As ever, I would like to thank everyone who has taken part in the events this year, giving up your precious spare time to ensure Huddersfield Samaritans continue to have an immense and positive impact on our community.

I need and wish to give special thanks to both Judith and Glennys for their invaluable help in the organising of all that we do; without them, it would have so much more difficult.

Finally, anyone wishing to join our team, you would be more than welcome!
Best wishes and many thanks.

Neil1462 DD for Outreach



Welcome to our Small Talk Saves Lives event



Your words are a life-saving kit

If you see someone who doesn't look OK, a little small talk could save their life. Anyone can do it.

Scan the QR code to
find out more about
Small Talk Saves Lives



In partnership with



#SmallTalkSavesLives

Samaritans is a registered charity



THANKYOU FOR YOUR SUPPORT

Huddersfield War Memorial Trust
Huddersfield Pétanque Club
Huddersfield Ladies Lunch Club
Felix & Bolt - Transpennie Express
Donations of behalf of Punch running the Glasgow Half
Marathon
Outreach donations

HUDDERSFIELD SAMARITANS
14 NEW NORTH PARADE
HUDDERSFIELD
HD1 5JP

REGISTERED CHARITY NUMBER 1171206
HUDDERSFIELD SAMARTIANS SHOP
114 WESTBOURNE ROAD
MARSH
HUDDERSFIELD
HD1 4LF

IN MEMORIAM

Bryan Cooke 8/10/1931 – 08/06/2025

Bryan started working for Huddersfield Corporation in 1947 (aged 15) and was offered early retirement by Kirklees in 1981. Having attended many (of the then, annual) Book Sales, it had always struck him that the books might sell better if they were sorted by subject and so, in 1983, he offered his services to Huddersfield Samaritans.

Initially at St Peter's Street, then Trinity Street, and finally at New North Parade, he spent many, many hours deep down in the basement, sorting the books so they were always ready for the next Book Sale.

Back problems eventually forced Bryan to stop his book sorting - but not until 2018, at the age of 86(!), after 35 years of continuous service to Samaritans.

He really loved books, maps & local history, as well as being part of our little community - and one of his lasting pleasures was reminiscing about the many Samaritans he had met in his long stint with us.