SAMARITANS OF STOKE-ON-TRENT AND NEWCASTLE

England & Wales · Charity number 1173572

Details

Other names	SAMARITANS OF STOKE AND NEWCASTLE
Status	Registered
Legal form	CIO
Registered	2017-06-26
Register	View on the Charity Commission register

Contact

Address	The Samaritans 15 Chapel Lane Stoke-On-Trent ST6 2AB
Phone	07808 773565
Email	treasurer@stokesamaritans.org
Website	Samaritans.org/stoke

Activities

Objects: TO ENABLE PERSONS IN STOKE AND NEWCASTLE AND THE SURROUNDING AREA AS WELL AS 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 INCIDENCE OF SUICIDE;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; ANDTO COLLABORATE WITH AND SUPPORT SAMARITANS CENTRAL CHARITY AND ITS AFFILIATED BRANCHES IN FULFILLING THESE OBJECTS.

Activities: THE MAIN OBJECTIVE OF SAMARITANS OF STOKE & NEWCASTLE IS TO REDUCE THE INCIDENCE OF DEATH BY SUICIDE BUT WE ALSO SUPPORT ANYONE IN DISTRESS OF ANY KIND. SAMARITANS PROVIDE A 24/7 SUPPORT SERVICE TO ANYONE DISTRESSED OR IN DESPAIR BY A FREEPHONE TELEPHONE LINE, E-MAIL AND TEXT, AND OUR BRANCH IS OPEN FOR FACE TO FACE VISITS. WE ARE ALSO COMMITTED TO LOCAL OUTREACH WORK TO MAKE OUR SERVICE KNOWN.

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Classification

- **How:** Provides Services, Provides Advocacy/advice/information
- **What:** Education/training, The Advancement Of Health Or Saving Of Lives
- **Who:** The General Public/mankind

Geography

- Staffordshire
- Stoke-on-trent City

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£66,196	£64,114	-	-
2024-03-31	£86,690	£90,047	-	-
2023-03-31	£58,286	£83,641	-	-
2022-03-31	£81,505	£57,063	-	-
2021-03-31	£90,415	£62,693	-	-

Trustees

Name	Role	Appointed
Joseph Robert Potts		2023-10-26
Lynda Jayne Cartwright		2026-04-01
Lynne Bailey		2023-09-18
Michael David Clarke		2024-11-21
Norman William Bridges		2024-11-21
Sarah katherine Evans		2021-08-04
Timothy Ben Stanton		2025-11-20

Linked charities

- SAMARITANS OF STOKE AND NEWCASTLE (1173572-1)

Accounts

SAMARITANS OF STOKE-ON-TRENT AND NEWCASTLE

REGISTERED CHARITY NUMBER 1173572

TRUSTEES' REPORT AND
UNAUDITED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31st MARCH 2025

SAMARITANS OF STOKE-ON-TRENT AND NEWCASTLE
REGISTERED CHARITY NUMBER 1173572
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31st MARCH 2025

The trustees are pleased to present their annual report together with the financial statements of the charity for the year ending 31st March 2025.

The financial statements comply with the Charities Act 2011 and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1st January 2019).

TRUSTEES

The trustees serving during the year and since the year end were as follows:

Key Management Personnel: Trustees

A Harrison
L Bailey
J Potts
A. Nettleton (resigned 31 August 2024)
M Clarke (appointed 21 November 2024)
N Bridges (appointed 21 November 2024)
C Hill
S. Evans

Key Management Personnel: Branch Director

Branch Director: Mrs. Alexandra Harrison.
The day-to-day management of the charity is delegated to the Branch Director, Mrs. Alexandra Harrison.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

The charity is controlled by its Constitution, dated 26th June 2017 and is a Charitable Incorporated Organisation which was registered with the Charity Commission on 26th June 2017.

Recruitment and Appointment of New Trustees

The Trustees, other than the Branch Director, are appointed at the Annual General Meeting of the branch. The Trustees can co-opt extra members who serve on the committee. The Board of Trustees is chaired by the Branch Director who is appointed from amongst the Branch membership. In planning activities for the year, the Board of Trustees keeps in mind the Charity Commission guidance on public benefit.

Organisational Structure

Broadly speaking, the work of the branch is the responsibility of the Branch Director and Deputy Directors, whilst the administration of the Charity (such as the finances) is the responsibility of the Trustees. The volunteers who have served as Trustees during the year are listed above.
The Branch Director is Alexandra Harrison who was appointed in February 2024. Normally the Branch Director's appointment is recommended by the Branch and approved by the Regional Director of Samaritans. The Branch Director would normally serve for a term of three years. The Branch Director chooses and appoints Deputy Directors. The Branch Director is also a Trustee.

Introduction and Training of New Trustees

New Trustees undergo an induction process to brief them on their legal obligations under Charity Law, the Charity's governing documents, the Board and decision-making processes, the business plan and recent financial performance of the Charity. During the induction process they meet other Trustees. Trustees are encouraged to attend appropriate external and internal training events, which will assist them in carrying out their role.

Indemnity Insurance

The Samaritans has centrally co-ordinated indemnity insurance to protect Branch Directors, Trustees and other volunteer members of all Samaritans' branches.

OBJECTIVES AND ACTIVITIES

The charity's main objectives and activities are;

- To enable persons in Stoke on Trent and Newcastle and the surrounding area as well as elsewhere who are experiencing feelings of distress and despair, including those who may be at risk of suicide, to receive confidential emotional support at any time of day or night in order to improve their emotional health and to reduce the incidence of suicide;
- To promote a better understanding in society of suicide, suicidal behaviours and the value of expressing feelings which may otherwise lead to suicide or impaired emotional health; and
- To collaborate with and support Samaritans Central Charity and its affiliated branches in fulfilling these objectives.

Volunteers

At 31st March 2025 there were 83 members of the Charity. 14 provide support to the activity of the charity through administrative support or volunteering in our shops. 69 provide emotional support to people who contact the Charity by telephone, online chat and email.

The volunteers provided more than 8,450 "Person Hours" of availability.

Samaritans of Stoke on Trent and Newcastle

Our branch provides a service primarily intended for the benefit of people of Stoke on Trent and Newcastle and the surrounding area, but it also works with all Samaritan branches to provide 24-hour availability of the service across the UK. The branch currently provides emotional support by telephone, online chat and email.

Samaritans do not charge for the services. We accept reverse charge calls and ring callers back and offer a free phone number 116 123.

We also work outside the branch in the local community, at Dovegate Prison with the Listener Scheme and in partnership with Network Rail at Stoke Station.

We are part of the Samaritans network of 201 branches in the UK and Republic of Ireland. The Samaritans vision is that fewer people die by suicide and we work to achieve this vision by making it our mission to alleviate distress and reduce the incidence of suicidal feelings and behaviours.

Samaritans are committed to the following values:

- Listening
- Confidentiality
- People making their own decisions
- Being non-judgemental

Activities

See details of the activities in the year within the Branch Director's report.

FUTURE PLANS

We continue to have three main objectives for the future. By continuously looking at recruitment and retention of volunteers we are increasing our volunteer numbers so that more hours can be offered into the national rota, to meet the 24 hour availability of a Samaritan listening volunteer to anyone phoning, emailing or using the online chat support function. The second is to ensure the financial stability of the charity by seeking to find additional sources of funding and through the control of our costs. Our third objective is to engage and promote good emotional health within the community we serve and to work in partnership with other organisations which offer support to those in need.

ACHIEVEMENTS AND PERFORMANCE

See details of the achievements in the year within the Branch Director's report.

RISK MANAGEMENT

The trustees have a risk management strategy which comprises:

- A review of the principal risks and uncertainties that the charity faces;
- The establishment of policies, systems and procedures to mitigate those risks identified in the review; and
- The implementation of procedures designed to minimise or manage any potential impact on the charity should those risks materialise.

Attention has been focussed on financial risks, operational risks and other risks arising from fire and health and safety. These risks are managed by ensuring accreditation is up to date, having robust policies and procedures in place, and regular awareness training for staff and volunteers.

PRIOR PERIOD ADJUSTMENT

The financial statements for the year ended 31st March 2024 did not include a debtor in relation to a refund from SSE Energy Solutions related to the year ended 31st March 2024. The value of which was unknown at the point of the previous years' accounts sign-off. This was outstanding at 31st March 2024 and received during the year ended 31st March 2025.

The amount received for the refund during the year ended 31st March 2025 was £12,622 and the amounts included in these financial statements relating to the year ended 31st March 2024 have been adjusted to reflect the inclusion of a debtor for the SSE Energy Solutions refund, of £12,622, for the year ended and, as at, 31st March 2024 given the material value of the refund.

RESERVES POLICY AND GOING CONCERN

Reserves are needed to bridge the gap between the spending and receiving of income and to cover unplanned emergency repairs and other expenditure and at the year end total funds totalled £249,112 (*2024 As restated: £247,030*) comprising unrestricted funds of £249,112 (*2024 As restated: £247,030)* and restricted funds of £Nil (*2024: £Nil)*. At the year end cash at bank and in hand totalled £135,189 (*2024: £102,778)*. Of the total unrestricted funds of £249,112, £130,385 can only be realised by disposing of tangible fixed assets.

The trustees consider that the ideal level of reserves as at 31st March 2025 would be £300,000.

The Charity had no reserves with a negative balance at the year end.

Given the current levels of reserves and Net Current Assets, the trustees consider that there are no material uncertainties about the Charity's ability to continue as a going concern.

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Charity law requires the trustees to prepare financial statements for each financial year. Under that law the trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under charity law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charity and of its incoming resources and application of resources, the surplus or deficit of the charity for the period, its assets and liabilities at the end of the period and clearly distinguish any material special trust or other restricted fund of the charity. In preparing those financial statements the trustees are required to:-

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities Statements of Recommended Practice (FRS102)
- make judgements and estimates that are reasonable and prudent;
- state whether the policies adopted are in accordance with Statements of Recommended Practice and with applicable accounting standards, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on a going concern basis unless it is inappropriate to assume that the charity will continue in business.

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Charities Act 2011 and the provisions of the Trust Deed. They are also responsible for safeguarding the assets of the charity and therefore for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the financial and other information included on the charity's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

In determining how amounts are presented within items in the Statement of Financial Activities and Balance Sheet, the trustees must have regard to the substance of the reported transaction or arrangement, in accordance with generally accepted accounting principles or practice.

DELIVERY OF PUBLIC BENEFIT

The Trustees confirm they have complied with their duty under Section 4 of the Charities Act 2011 to have due regard to the Charity Commission's general guidance on public benefit.

FINANCIAL REVIEW

Incoming Resources / (Resources Expended)

During the year the charity had total incoming resources received of £2,082 (*2024 As restated: £9,265*) from all its activities. Income during the year totalled £66,196 (*2024: £86,690)*.

The main source of incoming resources were from Shop Income and Fundraising which totalled £41,575 (*2024: £58,325*). Outgoing resources related to the Cost of Generating Funds which totalled £39,187 (*2024: £43,498*) and Support Costs which totalled £24,927 (*2024 As restated: £33,927*). Within the Cost of Generating Funds the main items of cost were Shop Managers Costs of £22,319 (*2024: £27,041*), Rent and Rates of £6,466 (*2024: £7,054*) and Utilities & phone / internet of £7,101 *(2024: £6,406).*

Support Costs included Travel Expenses of £1,198 *(2024: £5,059)*, Utilities of £5,732 *(2024 As restated: £2,426)* Property Repairs of £2,038 (*2024: £12,909)*, Samaritans New Branch Contribution of £2,268 *(2024 (£1,879))* and Professional Fees of £1,140 *(2024: £1,140)*.

Fixed Assets

The net book value of fixed assets of the charity is £130,385 *(2024: £132,508)* being £126,000 (*2024: £126,000*) for freehold land and buildings, £Nil. (*2024: £Nil)* for Leasehold Improvements, £4,385 for Office and Computer Equipment *(2024: £6,508)* and £Nil (*2024: £Nil)* for Motor Vehicles.

Fixed assets additions during the year ended 31st March 2025 totalled £Nil (*2024: £304)*.

Details of fixed assets are shown at note 8.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Office	15 Chapel Lane, Burslem, Stoke-on-Trent. ST6 2AB
Bankers	HSBC, Crown Bank, Hanley, Stoke-on-Trent, Staffordshire. ST1 1DA
Accountants	Hardwickes, Etruria Old Road, Stoke-on-Trent, Staffordshire. ST1 5PE

By order of the Board of Trustees

A. Harrison
……….................................. **Trustee**

L. Bailey
……….................................. **Trustee**

17th November, 2025

SAMARITANS OF STOKE-ON-TRENT AND NEWCASTLE
REGISTERED CHARITY NUMBER 1173572
BRANCH DIRECTOR'S REPORT
FOR THE YEAR ENDED 31st MARCH 2025

Samaritans of Stoke on Trent & Newcastle remains an affiliate branch of the Samaritans Central Charity, managed by a single branch leadership team consisting of key persons such as the Branch Director, Trustees, Deputy Directors and Officers.

Following a branch run nomination and election process I was elected as the new Branch Director in February 2024 for a term of 3 years. Together with the strong leadership team of ten Deputy Directors covering key roles within the branch and their supportive teams of volunteers we have continued to work on all fronts to develop as a vibrant and thriving volunteer led organization pursuing our objectives.

Our recruitment team have worked to bring on board many new volunteers through the period and the training programme continues to be fully subscribed and run regularly throughout the year, leading to new listening volunteers becoming available together with training mentors and support volunteers.

Our rota coverage during the financial period continued to receive a high level of review to ensure we were able to enhance the numbers of shifts, especially increasing the coverage of what are regarded as priority hours in the early hours of the morning. Maximising the volunteer hours available to provide the service that we are so passionate about remains a key focus and we are exploring ways to increase the levels of rota support and volunteer hours we have available.

Our outreach team has continued to go from strength to strength with its strong team of volunteers who attend key events all over Stoke on Trent and surrounding areas. The team have attended many events during the period including Pride, various events at Keele University, Stoke 6th Form, local schools, YMCA, Brew Mondays at Stoke Station, other Railway stations, Rotary Clubs, local sports clubs and many more, all to increase awareness of Samaritans and our work. We are always looking for opportunities to raise awareness with groups in the community.

Our work with Dovegate prison continues with a very able and energized team running training sessions and support for new listeners at the prison.

Despite a challenging retail environment the shop manager and support volunteers have worked hard to maintain our presence and thus awareness in the community, which in itself is an important aspect of their activities. Through their concerted efforts they have continued to provide a valuable income stream towards the charity's services. Ways to increase their overall positive contribution to the charity are under review.

To enable the wide spectrum of services described we seek to raise funds in a number of ways from volunteer activities through to applying for grants. In the period we were incredibly fortunate to receive a grant of £19,000 from the People's Postcode Lottery (in the previous year we received a £10,000 grant from the National Lottery) which we can use to support our much needed services.

We engage with other branches at a national and regional level and seek to contribute and learn from others to enhance our services. We continue to make progress towards our priorities and we are in a positive place going into the new period. Our priorities remain:

- To remove any barriers which prevent volunteers signing up for shifts;
- To retain our current volunteers and recruit new volunteers;
- To maintain our building to provide a safe and positive environment for the services;
- To continue to increase our outreach into the community.

A. Harrison

………............................... **Branch Director**

17th November, 2025

SAMARITANS OF STOKE-ON-TRENT AND NEWCASTLE
REGISTERED CHARITY NUMBER 1173572
INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF SAMARITANS OF STOKE-ON-TRENT AND NEWCASTLE

I report on my examination on the attached accounts of the charity for the year ended 31st March 2025.

RESPONSIBILITIES AND BASIS OF REPORT

As the charity trustees 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 Trustees' accounts carried out under s. 145 of the 2011 Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under s. 145 (5)(b) of the 2011 Act.

INDEPENDENT EXAMINER'S STATEMENT

I have completed my examination. I can confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the charity as required by s. 130 of the Act;
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention be drawn in this report in order to enable a proper understanding of the accounts to be reached.

USE OF THIS REPORT

This report is made solely to the Trustees of Samaritans of Stoke-on-Trent and Newcastle as a body in accordance with the terms of the engagement letter dated 2nd September, 2019. The Independent Examination work has been undertaken so that I might state to the Charity's Trustees those matters I am required to state to them in an Independent Examiner's report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the charity and the charity's Trustees as a body, for the Independent Examination work, for this report, or for the opinions I have formed.

D. Stoker A.C.A., BSc. (Hons)

Hardwickes,
Etruria Old Road,
Stoke-on-Trent,
Staffordshire.
ST1 5PE

17th November, 2025

SAMARITANS OF STOKE-ON-TRENT AND NEWCASTLE
STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING THE INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31st MARCH 2025

	Notes	Unrestricted Funds 2025	Restricted Funds 2025	Total Funds 2025	Total Funds 2024 (As restated)
INCOMING RESOURCES		£	£	£	£
Incoming Resources from Generated Funds:-					
Voluntary Income:-					
Donations and Legacies		15,359	-	15,359	13,932
Activities for Generating Funds:-					
Shop Income and Fund Raising		41,575	-	41,575	58,325
Investment Income and Interest	3	3,262	-	3,262	2,933
Incoming Resources from Charitable Activities:-					
Grants		6,000	-	6,000	11,500
TOTAL INCOMING RESOURCES		66,196	-	66,196	86,690
RESOURCES EXPENDED					
Cost of Generating Funds:-					
Shops	4	39,187	-	39,187	43,498
Support Costs	4	24,927	-	24,927	33,927
TOTAL RESOURCES EXPENDED		64,114	-	64,114	77,425
NET RESOURCES RECEIVED BEING NET MOVEMENT IN FUNDS	6	2,082	-	2,082	9,265
RECONCILIATION OF FUNDS					
Total Funds at 1st April 2024/2023		247,030	-	247,030	237,765
TOTAL FUNDS AT 31st MARCH 2025/2024	13	249,112	-	249,112	247,030

The statement of financial activities includes all gains and losses in the year. All incoming resources and resources expended derive from continuing activities.

The attached notes form part of these accounts.

SAMARITANS OF STOKE-ON-TRENT AND NEWCASTLE

Charity Number 1173572

BALANCE SHEET AS AT 31st MARCH 2025

	Notes	2025		2024 (As restated)	
		£	£	£	£
FIXED ASSETS					
Tangible Fixed Assets	9		130,385		132,508
CURRENT ASSETS					
Debtors	10	2,484		14,884	
Cash at Bank and in Hand		135,189		102,778	
		137,673		117,662	
CREDITORS: Amounts Falling Due Within One Year	11		(18,946)		(3,140)
NET CURRENT ASSETS			118,727		114,522
NET ASSETS	12		249,112		247,030
UNRESTRICTED FUNDS	13		249,112		247,030
RESTRICTED FUNDS	13		-		-
TOTAL FUNDS	13		249,112		247,030

The trustees have prepared accounts in accordance with section 138 of the Charities Act 2011.

Approved by the Board of Trustees on 17th November, 2025 and signed on its behalf by

Alexandra Harrison

Trustees

Lynne Bailey

The attached notes form part of these accounts.

SAMARITANS OF STOKE-ON-TRENT AND NEWCASTLE
NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31st MARCH 2025

1. ACCOUNTING POLICIES

The principal accounting policies adopted in the preparation of the financial statements are as follows:

a) Basis of Preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019) – (Charities SORP (FRS102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

Samaritans of Stoke-on-Trent and Newcastle meets the definition of a public benefit entity under FRS102. Assets and liabilities are initially recognised at historical cost or transition value unless otherwise stated in the relevant accounting policy note.

The financial statements are presented in Sterling (£) and have been rounded to the nearest pound.

b) Preparation of the accounts on a Going Concern Basis

Given the current levels of reserves and Net Current Assets, the trustees consider that there are no material uncertainties about the Charity's ability to continue as a going concern.

c) Income

Voluntary income including donations, gifts, legacies and grants that provide core funding or are of a general nature is recognised when the charity has entitlement to the funds, any performance conditions attached to the item(s) of income have been met, it is probable that the income will be received and the amount can be measured reliably.

Donations and revenue grants are credited to the Statement of Financial Activities on a receivable basis. Capital grants are shown as deferred income and credited to the Statement of Financial Activities over the same depreciation periods as the assets to which they relate.

d) Interest Receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the Bank.

e) Fund Accounting

Unrestricted funds are donations and other incoming resources receivable or generated for the objects of the charity without further specified purpose and are available as general funds.

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund, and where appropriate, a fair allocation of the depreciation charge.

f) Expenditure

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

- Costs of generating funds comprise the costs of shop trading
- Support Costs are detailed at Note 4.

g) **Allocation of Support Costs**

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include back office costs, finance, personnel, payroll and governance costs which support the charity's activities. The bases on which support costs have been allocated are set out in note 4.

h) **Operating Leases**

Rentals under operating leases are charged to the Statement of Financial Activities as they fall due.

i) **Fixed Assets and Depreciation**

Expenditure is capitalised as Fixed Assets in accordance with current accounting principles. Tangible fixed assets are depreciated at rates calculated to write off the cost, less estimated residual value, of each asset evenly over its expected useful life at the following annual rates:-

Freehold Land and Buildings	-	No depreciation.
Office Equipment	-	15% reducing balance.
Computer Equipment	-	25% straight line.
Leasehold Improvements	-	33% straight line.
Motor Vehicles	-	25% straight line.

j) **Debtors**

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

k) **Cash at Bank and in Hand**

Cash at bank and cash in hand includes cash and balances in bank current accounts and bank deposit accounts.

l) **Creditors and provisions**

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

m) **Financial instruments**

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

n) **Critical Accounting Estimates and Areas of Judgement**

Estimates and judgements are continually evaluated and are based on historical experience and other factors including expectations of future events that are believed to be reasonable under the circumstances.

The Charity makes estimates and assumptions concerning the future. The resulting accounting estimates and assumptions will by definition seldom equal the related actual results. The Trustees consider that accounting estimates, assumptions and judgements made do not have a significant risk of causing a material difference to the carrying amounts of assets and liabilities within the next financial period.

2. **PRIOR PERIOD ADJUSTMENT**

The financial statements for the year ended 31st March 2024 did not include a debtor in relation to a refund from SSE Energy Solutions related to the year ended 31st March 2024. The value of which was unknown at the point of the previous years' accounts sign-off. This was outstanding at 31st March 2024 and received during the year ended 31st March 2025.

The amount received for the refund during the year ended 31st March 2025 was £12,622 and the amounts included in these financial statements relating to the year ended 31st March 2024 have been adjusted to reflect the inclusion of a debtor for the SSE Energy Solutions refund, of £12,622, for the year ended and, as at, 31st March 2024 given the material value of the refund.

3. **INVESTMENT INCOME AND INTEREST**

Investment income of £3,262 (*2024: £2,933)* comprises interest on cash deposits with UK banks.

4. **RESOURCES EXPENDED**

	Unrestricted Funds 2025	Restricted Funds 2025	Total Funds 2025	Total Funds 2024
Shops	£	£	£	£
Utilities / phone & internet	7,101	-	7,101	6,406
Waste collection	1,716	-	1,716	1,236
Shop Managers	22,319	-	22,319	27,041
Rent and Rates	6,466	-	6,466	7,054
Other	705	-	705	372
Insurance & licenses	880	-	880	1,389
Total	39,187	-	39,187	43,498

4. **RESOURCES EXPENDED** (CONTINUED)

Support Costs	**Unrestricted Funds 2025**	**Restricted Funds 2025**	**Total Funds 2025**	**Total Funds 2024 (Restated)**
	£	**£**	**£**	**£**
Travel Expenses	1,198	-	1,198	5,059
Depreciation	2,123	-	2,123	2,395
Phone & internet	1,695	-	1,695	2,895
Utilities	5,732	-	5,732	2,426
Property Repairs	2,038	-	2,038	12,909
Office Costs	1,259	-	1,259	658
Insurance	2,021	-	2,021	2,059
Branch Payroll	2,379	-	2,379	2,219
Other	1,009	-	1,009	1,269
Professional Fees	1,140	-	1,140	1,140
Outreach / volunteer costs	1,253	-	1,253	1,924
Bank charges	268	-	268	269
Waste collection	584	-	584	584
Samaritans' New Branch Contribution	2,268	-	2,268	(1,879)
	24,927	-	24,927	33,927

5. **ANALYSIS OF GOVERNANCE AND SUPPORT COSTS**

The charity initially identifies the costs of its support functions. It then identifies those costs which relate to the governance function. Refer to the table below for the basis for apportionment and the analysis of support and governance costs.

Analysis of support and governance costs

	General Support £	**Governance Function** £	**Total** £	**Basis of Apportionment**
Staff Costs	2,379	-	2,379	General Support
Accountancy Services and Independent Examination	-	1,140	1,140	Governance
Other	21,408	-	21,408	General Support
	23,787	1,140	24,927	

6. **NET RESOURCES EXPENDED FOR THE YEAR**

The net resources expended are stated after charging:	**2025** £	**2024** £
Depreciation	2,123	2,395

7. **STAFF COSTS AND NUMBERS**

	2025 £	**2024** £
Salaries and Wages	24,698	29,260

No employee received emoluments of more than £60,000.
Key Management Personnel Remuneration during the year was £Nil *(2024: £Nil)*.
The average monthly headcount *(including part time staff)* was 2 staff *(2024: 3 staff)*.

8. **TRUSTEES EXPENSES**

During the year travel expenses of £560 were reimbursed to the Trustees. These amounts were subsequently donated to the charity by the Trustees. *(2024: £2,842).*

9. **TANGIBLE FIXED ASSETS**

	Freehold Property	Office Equipment	Computer Equipment	Leasehold Improvements	Motor Vehicles	Total
Cost or Deemed Cost						
	£	£	£	£	£	£
At 1st April 2024	126,000	33,814	10,077	4,997	550	175,438
Additions	-	-	-	-	-	-
At 31st March 2025	126,000	33,814	10,077	4,997	500	175,438
Depreciation						
At 1st April 2024	-	28,690	8,693	4,997	550	42,930
Charge in the year	-	769	1,354	-	-	2,123
At 31st March 2025	-	29,459	10,047	4,997	550	45,053
Net Book Values						
At 31st March 2025	126,000	4,355	30	-	-	130,385
At 31st March 2024	126,000	5,124	1,384	-	-	132,508

At transition to FRS102 the carrying value of Freehold Land and Buildings was based on Deemed Cost.

No depreciation is provided on freehold land and buildings. It is the charity's policy to fully maintain its property and the cost of this maintenance is charged in full against revenue each year. The trustees consider that any provision for depreciation would be immaterial.

10. **DEBTORS**

	2025	2024
	£	£
Due within one year		
Trade Debtors	1,484	482
Other Debtors	1,000	14,402
	2,484	14,884

11. **CREDITORS:** Amounts Falling Due Within One Year

	2025 £	2024 £
Trade Creditors	-	-
Accruals	5,946	3,140
Deferred Grant Income	13,000	-
	18,946	3,140

The charity received a grant of £19,000 which was awarded to cover operational costs for the charity over the period 1 October 2024 to 31 March 2026. Based on the conditions of the grant, the income is being recognised in line with the incurrence of the operating costs. This treatment is on a performance basis, with the performance being treated as satisfied at the end of each month when its operating costs are known and recognised.

12. **ANALYSIS OF NET ASSETS BETWEEN FUNDS**

	General Funds £	Restricted Funds £	Total Funds £
Tangible Fixed Assets	130,385	-	130,385
Current Assets	137,673	-	137,673
Current Liabilities	(18,946)	-	(18,946)
	249,112	-	249,112

13. **MOVEMENT IN FUNDS**

	At 1st April 2024	Prior period Adjustment	At 1st April 2024 (As restated)	Incoming Resources	Outgoing Resources	At 31st March 2025
	£	£	£	£	£	£
Restricted Funds	-	-	-	-	-	-
Unrestricted Funds						
General Funds	234,408	12,622	247,030	66,196	(64,114)	249,112
TOTAL UNRESTRICTED FUNDS	234,408	12,622	247,030	66,196	(64,114)	249,112
TOTAL FUNDS	234,408	12,622	247,030	66,196	(64,114)	249,112

14. **RELATED PARTY TRANSACTIONS**

No related party transactions have occurred during the year other than in relation to Trustee Expenses and Donations as per note 8.

SAMARITANS OF STOKE-ON-TRENT AND NEWCASTLE

England & Wales - Charity number 1173572

Accounts

SAMARITANS OF STOKE-ON-TRENT AND NEWCASTLE

REGISTERED CHARITY NUMBER 1173572

TRUSTEES' REPORT AND
UNAUDITED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31st MARCH 2024

SAMARITANS OF STOKE-ON-TRENT AND NEWCASTLE
REGISTERED CHARITY NUMBER 1173572
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31st MARCH 2024

The trustees are pleased to present their annual report together with the financial statements of the charity for the year ending 31st March 2024.

The financial statements comply with the Charities Act 2011 and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1st January 2015).

TRUSTEES

The trustees serving during the year and since the year end were as follows:

Key Management Personnel: Trustees

P. Rutter (Resigned 1 February 2024)

A Harrison (Appointed 1 February 2024)

A. Nettleton

S. Evans

L Bailey (Appointed 18 September 2023)

J. Potts (Appointed 26 October 2023)

C. Hall (Resigned 18 September 2023)

M. Clarke (Resigned 26 October 2023)

C. Hill (Appointed 26 October 2023)

Key Management Personnel: Branch Director

Branch Director: Mrs. Alexandra Harrison.
The day to day management of the charity is delegated to the Branch Director, Mrs. Alexandra Harrison.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

The charity is controlled by its Constitution, dated 26th June 2017 and is a Charitable Incorporated Organisation which was registered with the Charity Commission on 26th June 2017.

Recruitment and Appointment of New Trustees

The Trustees, other than the Branch Director, are appointed at the Annual General Meeting of the branch. The Trustees can co-opt extra members who serve on the committee. The Board of Trustees is chaired by the Branch Director who is appointed from amongst the Branch membership. In planning activities for the year, the Board of Trustees keeps in mind the Charity Commission guidance on public benefit.

Organisational Structure

Broadly speaking, the work of the branch is the responsibility of the Branch Director and Deputy Directors, whilst the administration of the Charity (such as the finances) is the responsibility of the Trustees. The volunteers who have served as Trustees during the year are listed above.
The Branch Director is Alexandra Harrison who succeeded the interim Branch Director Mrs Pamela Rutter in February 2024. Normally the Branch Director's appointment is recommended by the Branch and approved by the Regional Director of Samaritans. The Branch Director would normally serve for a term of three years. The Branch Director chooses and appoints Deputy Directors. The Branch Director is also a Trustee.

Introduction and Training of New Trustees

New Trustees undergo an induction process to brief them on their legal obligations under Charity Law, the Charity's governing documents, the Board and decision-making processes, the business plan and recent financial performance of the Charity. During the induction process they meet other Trustees. Trustees are encouraged to attend appropriate external and internal training events, which will assist them in carrying out their role.

Indemnity Insurance

The Samaritans has centrally co-ordinated indemnity insurance to protect Branch Directors, Trustees and other volunteer members of all Samaritans' branches.

REVIEW OF ACTIVITIES, PLANS AND FUTURE COMMITMENTS

Objectives and Activities

The charity's main objectives and activities are;

- To enable persons in Stoke on Trent and Newcastle and the surrounding area as well as elsewhere who are experiencing feelings of distress and despair, including those who may be at risk of suicide, to receive confidential emotional support at any time of day or night in order to improve their emotional health and to reduce the incidence of suicide;
- To promote a better understanding in society of suicide, suicidal behaviours and the value of expressing feelings which may otherwise lead to suicide or impaired emotional health; and
- To collaborate with and support Samaritans Central Charity and its affiliated branches in fulfilling these objectives.

Volunteers

At 31st March 2024 there were 83 members of the Charity. 14 provide support to the activity of the charity through administrative support or volunteering in our shops. 69 provide emotional support to people who contact the Charity by telephone, online chat and email.

The volunteers provided more than 7,750 "Person Hours" of availability.

Samaritans of Stoke on Trent and Newcastle

Our branch provides a service primarily intended for the benefit of people of Stoke on Trent and Newcastle and the surrounding area, but it also works with all Samaritan branches to provide 24-hour availability of the service across the UK. The branch currently provides emotional support by telephone, online chat and email.

Samaritans do not charge for the services. We accept reverse charge calls and ring callers back and offer a free phone number 116 123.

We also work outside the branch in the local community, at Dovegate Prison with the Listener Scheme and in partnership with Network Rail at Stoke Station.

We are part of the Samaritans network of 201 branches in the UK and Republic of Ireland. The Samaritans vision is that fewer people die by suicide and we work to achieve this vision by making it our mission to alleviate distress and reduce the incidence of suicidal feelings and behaviours.

Samaritans are committed to the following values:

- Listening
- Confidentiality
- People making their own decisions
- Being non-judgemental

Activities

See details of the activities in the year within the Branch Director's report.

Future Plans

We continue to have three main objectives for the future. By continuously looking at recruitment and retention of volunteers we are increasing our volunteer numbers so that more hours can be offered into the national rota, to meet the 24 hour availability of a Samaritan listening volunteer to anyone phoning or emailing us. Plans to roll out online chat, another communication channel, are progressing well following pilot testing. The second is to ensure the financial stability of the charity by seeking to find additional sources of funding and through the control of our costs. Our third objective is to engage and promote good emotional health within the community we serve and to work in partnership with other organisations which offer support to those in need.

RISK MANAGEMENT

The trustees have a risk management strategy which comprises:

- A review of the principal risks and uncertainties that the charity faces;
- The establishment of policies, systems and procedures to mitigate those risks identified in the review; and
- The implementation of procedures designed to minimise or manage any potential impact on the charity should those risks materialise.

Attention has been focussed on financial risks, operational risks and other risks arising from fire and health and safety. These risks are managed by ensuring accreditation is up to date, having robust policies and procedures in place, and regular awareness training for staff and volunteers.

RESERVES POLICY AND GOING CONCERN

Reserves are needed to bridge the gap between the spending and receiving of income and to cover unplanned emergency repairs and other expenditure and at the year end total funds totalled £234,408 (*2023 £237,765*) comprising unrestricted funds of £234,408 (*2023 £237,765*) and restricted funds of £Nil (*2023: £Nil)*. At the year end cash at bank and in hand totalled £102,778 (*2023: £109,238*). Of the total unrestricted funds of £234,408, £132,508 can only be realised by disposing of tangible fixed assets.

The trustees consider that the ideal level of reserves as at 31st March 2024 would be £300,000.

The Charity had no reserves with a negative balance at the year end.

Given the current levels of reserves and Net Current Assets, the trustees are of the view that the charity is a going concern.

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year. Under that law the trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charity and of its incoming resources and application of resources, the surplus or deficit of the charity for the period, its assets and liabilities at the end of the period and clearly distinguish any material special trust or other restricted fund of the charity. In preparing those financial statements the trustees are required to:-

- select suitable accounting policies and apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- state whether the policies adopted are in accordance with Statements of Recommended Practice and with applicable accounting standards, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on a going concern basis unless it is inappropriate to assume that the charity will continue in business.

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and therefore for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the financial and other information included on the charity's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

In determining how amounts are presented within items in the Statement of Financial Activities and Balance Sheet, the trustees must have regard to the substance of the reported transaction or arrangement, in accordance with generally accepted accounting principles or practice.

DELIVERY OF PUBLIC BENEFIT

The Trustees confirm they have complied with their duty under Section 4 of the Charities Act 2011 to have due regard to the Charity Commission's general guidance on public benefit.

FINANCIAL REVIEW

Resources Expended

During the year the charity had total net resources expended of £3,357 (*2023 £25,355*) from all its activities. Income during the year totalled £86,690 (*2023: £58,286)*.

The main source of incoming resources were from Shop Income and Fundraising which totalled £58,325 (*2023: £51,850*). Outgoing resources related to the Cost of Generating Funds which totalled £43,498 (*2023: £42,750*) and Support Costs which totalled £46,549 (*2023 £40,891*). Within the Cost of Generating Funds the main items of cost were Shop Manager Costs of £27,041 (*2023: £24,700*), Rent and Rates of £7,054 (*2023: £7,380*) and Utilities of £6,048 *(2023: £5,998).*

Support Costs included Travel Expenses of £5,059 *(2023: £2,975)*, Utilities of £15,048 *(2023: £14,408)* Property Repairs of £12,909 (*2023: £4,540*), Samaritans New Branch Contribution of (£1,879) *(2023 £4,500)* and Professional Fees of £1,140 *(2023: £2,520)*.

Fixed Assets

The net book value of fixed assets of the charity is £132,508 *(2023: £134,599)* being £126,000 (*2023: £126,000*) for freehold land and buildings, £Nil (*2023: £Nil)* for Leasehold Improvements, £6,508 for Office and Computer Equipment *(2023: £8,461)* and £Nil (*2023: £138*) for Motor Vehicles.

Fixed assets additions during the year ended 31st March 2024 totalled £304 (*2023: £386)*.

Details of fixed assets are shown at note 8.

SAMARITANS OF STOKE-ON-TRENT AND NEWCASTLE

REGISTERED CHARITY NUMBER 1173572

REPORT OF THE TRUSTEES

FOR THE YEAR ENDED 31st MARCH 2024 *(CONTINUED)*

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Office	15 Chapel Lane, Burslem, Stoke-on-Trent. ST6 2AB
Bankers	HSBC, Crown Bank, Hanley, Stoke-on-Trent, Staffordshire. ST1 1DA
Accountants	Hardwickes, Etruria Old Road, Stoke-on-Trent, Staffordshire. ST1 5PE

By order of the Board of Trustees

A. Harrison
………................................ **Trustee**

L. Bailey
………................................ **Trustee**

4th November, 2024

SAMARITANS OF STOKE-ON-TRENT AND NEWCASTLE
REGISTERED CHARITY NUMBER 1173572
BRANCH DIRECTOR'S REPORT
FOR THE YEAR ENDED 31st MARCH 2024

Samaritans of Stoke on Trent & Newcastle remains an affiliate branch of the Samaritans Central Charity, managed by a single branch leadership team consisting of key persons such as the Branch Director, Trustees, Deputy Directors and Officers.

Following our previous Co-Directors stepping down towards the end of the previous financial period, the Regional Director (West Midlands) Pamela Rutter stepped in to act as our Interim Director from March 2023. Pamela steered the branch through the majority of the current financial period and continued to implement the plan of priorities which had previously been established by the branch. This has included repair work to the building, increasing the Leadership team, increasing volunteer numbers, developing and enhancing our rota capabilities and increasing the charity's footprint in the local community.

At the end of the financial year progress towards many of these aims had been established and we continue to have a clear vision to continue to make improvements to our abilities to succeed in meeting our key objectives.

We have a strong leadership team of ten Deputy Directors, and teams of volunteers supporting them in key roles within the branch. Our training programme continues to be fully subscribed and run regularly throughout the year.

Our rota coverage during the financial period continued to improve with the numbers of shifts covering our priority hours increasing over the previous period. Maximising the volunteer hours available to provide the service that we are so passionate about remains a key focus and we will continue to explore ways to make increases to the levels of rota support and volunteer hours we have available.

Our outreach team has continued to go from strength to strength with its strong team of volunteers who attend key events all over Stoke on Trent. The team have attended many events during the period including Pride, various events at Keele University, Stoke 6th Form, local schools, YMCA, Brew Mondays at Stoke Station, Rotary Clubs and many more, all to increase awareness of Samaritans and our work. We have plans to do further work with the Railways and Food Banks locally.

Both our shops have continued to face a challenging retail environment but both have done remarkably well and found ways to continue to maintain a presence on their high streets and generate positive income streams which are very much welcomed.

We continue to work with Dovegate prison, running training sessions and support for new listeners at the prison. Following the sad passing of one of our longest serving volunteers, Simon, Martin took over the role of DD for prisons and is continuing to build a support team for prison related work. Simon was a huge part of our branch and continues to be missed enormously.

During the latter part of 2023 the branch ran the nomination and election process for a new Branch Director which led to me being appointed in February 2024. We have enormous thanks for how Pamela stepped in and helped to steer our Branch during the year. We continue to make progress towards our priorities and we are in a positive place going into the new period.

As we move forward, our priorities remain:

- To remove the barriers which prevent volunteers signing up for shifts;
- To retain our current members;
- To recruit new members;
- To carry out essential repair work to the building;
- To continue to increase our outreach into the community.

A. Harrison
……….............................. **Branch Director**

4th November, 2024

SAMARITANS OF STOKE-ON-TRENT AND NEWCASTLE

REGISTERED CHARITY NUMBER 1173572

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF

SAMARITANS OF STOKE-ON-TRENT AND NEWCASTLE

I report on my examination on the attached accounts of the charity for the year ended 31st March 2024.

RESPONSIBILITIES AND BASIS OF REPORT

As the charity trustees 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 Trustees' accounts carried out under s. 145 of the 2011 Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under s. 145 (5)(b) of the 2011 Act.

INDEPENDENT EXAMINER'S STATEMENT

I have completed my examination. I can confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the charity as required by s. 130 of the Act;
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention be drawn in this report in order to enable a proper understanding of the accounts to be reached.

USE OF THIS REPORT

This report is made solely to the Trustees of Samaritans of Stoke-on-Trent and Newcastle as a body in accordance with the terms of the engagement letter dated 2nd September, 2019. The Independent Examination work has been undertaken so that I might state to the Charity's Trustees those matters I am required to state to them in an Independent Examiner's report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the charity and the charity's Trustees as a body, for the Independent Examination work, for this report, or for the opinions I have formed.

D.R. Shaw Bsc., F.C.A

Hardwickes,
Etruria Old Road,
Stoke-on-Trent,
Staffordshire.
ST1 5PE

4th November, 2024

SAMARITANS OF STOKE-ON-TRENT AND NEWCASTLE

STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING THE INCOME AND EXPENDITURE ACCOUNT)

FOR THE YEAR ENDED 31st MARCH 2024

	Notes	Unrestricted Funds 2024	Restricted Funds 2024	Total Funds 2024	Total Funds 2023
INCOMING RESOURCES		£	£	£	£
Incoming Resources from Generated Funds:-					
Voluntary Income:-					
Donations and Legacies		13,932	-	13,932	4,011
Activities for Generating Funds:-					
Shop Income and Fund Raising		58,325	-	58,325	51,850
Investment Income and Interest	2	2,933	-	2,933	1,425
Incoming Resources from Charitable Activities:-					
Grants		11,500	-	11,500	1,000
TOTAL INCOMING RESOURCES		86,690	-	86,690	58,286
RESOURCES EXPENDED					
Cost of Generating Funds:-					
Shops	3	43,498	-	43,498	42,750
Support Costs	3	46,549	-	46,549	40,891
TOTAL RESOURCES EXPENDED		90,047	-	90,047	83,641
NET RESOURCES EXPENDED BEING NET MOVEMENT IN FUNDS	5	(3,357)	-	(3,357)	(25,355)
Reconciliation of Funds					
Total Funds at 1st April 2023/2022		237,765	-	237,765	263,120
TOTAL FUNDS AT 31st MARCH 2024/2023	12	234,408	-	234,408	237,765

The statement of financial activities includes all gains and losses in the year. All incoming resources and resources expended derive from continuing activities.

The attached notes form part of these accounts.

SAMARITANS OF STOKE-ON-TRENT AND NEWCASTLE

Charity Number 1173572

BALANCE SHEET AS AT 31st MARCH 2024

	Notes	2024		2023	
		£	£	£	£
FIXED ASSETS					
Tangible Fixed Assets	8		132,508		134,599
CURRENT ASSETS					
Debtors	9	2,262		2,134	
Cash at Bank and in Hand		102,778		109,238	
		105,040		111,372	
CREDITORS: Amounts Falling Due Within One Year	10	(3,140)		(8,206)	
NET CURRENT ASSETS			101,900		103,166
NET ASSETS	11		234,408		237,765
UNRESTRICTED FUNDS	12		234,408		237,765
RESTRICTED FUNDS	12		-		-
TOTAL FUNDS	12		234,408		237,765

The trustees have prepared accounts in accordance with section 138 of the Charities Act 2011.

Approved by the Board of Trustees on 4th November, 2024 and signed on its behalf by

Alexandra Harrison)
)
)
) **Trustees**
)
)
Lynne Bailey)

The attached notes form part of these accounts.

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31st MARCH 2024

1. **ACCOUNTING POLICIES**

The principal accounting policies adopted in the preparation of the financial statements are as follows:

a) **Basis of Preparation**

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2015) – (Charities SORP (FRS102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

Samaritans of Stoke-on-Trent and Newcastle meets the definition of a public benefit entity under FRS102. Assets and liabilities are initially recognised at historical cost or transition value unless otherwise stated in the relevant accounting policy note.

The financial statements are presented in Sterling (£) and have been rounded to the nearest pound.

b) **Preparation of the accounts on a Going Concern Basis**

Given the current levels of reserves and Net Current Assets, the trustees are of the view that the charity is a going concern.

c) **Income**

Voluntary income including donations, gifts, legacies and grants that provide core funding or are of a general nature is recognised when the charity has entitlement to the funds, any performance conditions attached to the item(s) of income have been met, it is probable that the income will be received and the amount can be measured reliably.

Donations and revenue grants are credited to the Statement of Financial Activities on a receivable basis. Capital grants are shown as deferred income and credited to the Statement of Financial Activities over the same depreciation periods as the assets to which they relate.

d) **Interest Receivable**

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the Bank.

e) **Fund Accounting**

Unrestricted funds are donations and other incoming resources receivable or generated for the objects of the charity without further specified purpose and are available as general funds.

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund, and where appropriate, a fair allocation of the depreciation charge.

f) **Expenditure**

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

- Costs of generating funds comprise the costs of shop trading
- Support Costs are detailed at Note 3.

g) **Allocation of Support Costs**

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include back office costs, finance, personnel, payroll and governance costs which support the charity's activities. The bases on which support costs have been allocated are set out in note 4.

h) **Operating Leases**

Rentals under operating leases are charged to the Statement of Financial Activities as they fall due.

i) **Fixed Assets and Depreciation**

Expenditure is capitalised as Fixed Assets in accordance with current accounting principles. Tangible fixed assets are depreciated at rates calculated to write off the cost, less estimated residual value, of each asset evenly over its expected useful life at the following annual rates:-

Freehold Land and Buildings	-	No depreciation.
Office Equipment	-	15% reducing balance.
Computer Equipment	-	25% straight line.
Leasehold Improvements	-	33% straight line.
Motor Vehicles	-	25% straight line.

j) **Debtors**

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

k) **Cash at Bank and in Hand**

Cash at bank and cash in hand includes cash and balances in bank current accounts and bank deposit accounts.

l) **Creditors and provisions**

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

m) **Financial instruments**

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

n) **Related Party Transactions**

No related party transactions have occurred during the year.

2. INVESTMENT INCOME AND INTEREST

Investment income of £2,933 (*2023: £1,425)* comprises interest on cash deposits with UK banks.

3. RESOURCES EXPENDED

	Unrestricted Funds 2024	Restricted Funds 2024	Total Funds 2024	Total Funds 2023
Shops	£	£	£	£
Travel Expenses	-	-	-	295
Telephone	358	-	358	758
Utilities	6,048	-	6,048	5,998
Waste collection	1,236	-	1,236	1,642
Shop Manager	27,041	-	27,041	24,700
Rent and Rates	7,054	-	7,054	7,380
Other	372	-	372	427
Insurance & licenses	1,389	-	1,389	1,550
	43,498	-	43,498	42,750

3. RESOURCES EXPENDED (CONTINUED)

Support Costs	Unrestricted Funds 2024	Restricted Funds 2024	Total Funds 2024	Total Funds 2023
	£	£	£	£
Travel Expenses	5,059	-	5,059	2,975
Depreciation	2,395	-	2,395	2,501
Emergency Phone	2,895	-	2,895	2,918
Utilities	15,048	-	15,048	14,408
Property Repairs	12,909	-	12,909	4,540
Office Costs	658	-	658	1,288
Insurance	2,059	-	2,059	-
Office Payroll	2,219	-	2,219	1,977
Other	1,269	-	1,269	206
Professional Fees	1,140	-	1,140	2,520
Outreach / volunteer costs	1,924	-	1,924	2,236
Bank charges	269	-	269	266
Waste collection	584	-	584	556
Samaritans' New Branch Contribution	(1,879)	-	(1,879)	4,500
	46,549	-	46,549	40,891

4. ANALYSIS OF GOVERNANCE AND SUPPORT COSTS

The charity initially identifies the costs of its support functions. It then identifies those costs which relate to the governance function. Refer to the table below for the basis for apportionment and the analysis of support and governance costs.

Analysis of support and governance costs

	General Support	Governance Function	Total	Basis of Apportionment
	£	£	£	
Staff Costs	2,219	-	2,219	General Support
Accountancy Services and Independent Examination	-	1,140	1,140	Governance
Other	43,190	-	43,190	General Support
	45,409	1,140	46,549	

5. NET RESOURCES EXPENDED FOR THE YEAR

The net resources expended are stated after charging:	2024	2023
	£	£
Depreciation	2,395	2,501

6. STAFF COSTS AND NUMBERS

	2024	2023
	£	£
Salaries and Wages	29,260	26,677

No employee received emoluments of more than £60,000.
Key Management Personnel Remuneration during the year was £Nil *(2023: £Nil)*.
The average monthly headcount *(including part time staff)* was 3 staff *(2023: 3 staff)*.

7. TRUSTEES EXPENSES

During the year travel expenses of £2,842 were reimbursed to the Trustees. These amounts were subsequently donated to the charity by the Trustees. *(2023: £Nil).*

8. TANGIBLE FIXED ASSETS

	Freehold Property	Office Equipment	Computer Equipment	Leasehold Improvements	Motor Vehicles	Total
Cost or Deemed Cost						
	£	£	£	£	£	£
At 1st April 2023	126,000	33,510	10,077	4,997	550	175,134
Additions	-	304	-	-	-	304
At 31st March 2024	126,000	33,814	10,077	4,997	550	175,438
Depreciation						
At 1st April 2023	-	27,785	7,341	4,997	412	40,535
Charge in the year	-	905	1,352	-	138	2,395
At 31st March 2024	-	28,690	8,693	4,997	550	42,930
Net Book Values						
At 31st March 2024	126,000	5,124	1,384	-	-	132,508
At 31st March 2023	126,000	5,725	2,736	-	138	134,599

At transition to FRS102 the carrying value of Freehold Land and Buildings was based on Deemed Cost.

No depreciation is provided on freehold land and buildings. It is the charity's policy to fully maintain its property and the cost of this maintenance is charged in full against revenue each year. The trustees consider that any provision for depreciation would be immaterial.

9. DEBTORS

	2024	2023
	£	£
Due within one year		
Trade Debtors	482	-
Other Debtors	1,780	2,134
	2,262	2,134

10. CREDITORS: Amounts Falling Due Within One Year

	2024	2023
	£	£
Trade Creditors	-	1,186
Accruals	3,140	7,020
	3,140	8,206

11. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	General Funds	Restricted Funds	Total Funds
	£	£	£
Tangible Fixed Assets	132,508	-	132,508
Current Assets	105,040	-	105,040
Current Liabilities	(3,140)	-	(3,140)
	234,408	-	234,408

12. MOVEMENT IN FUNDS

	At 1st April 2023	Incoming Resources	Outgoing Resources	At 31st March 2024
	£	£	£	£
Restricted Funds	-	-	-	-
Unrestricted Funds				
General Funds	237,765	86,690	(90,047)	234,408
TOTAL UNRESTRICTED FUNDS	237,765	86,690	(90,047)	234,408
TOTAL FUNDS	237,765	86,690	(90,047)	234,408

SAMARITANS OF STOKE-ON-TRENT AND NEWCASTLE

England & Wales - Charity number 1173572

Accounts

SAMARITANS OF STOKE-ON-TRENT AND NEWCASTLE

REGISTERED CHARITY NUMBER 1173572

TRUSTEES' REPORT AND
UNAUDITED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31st MARCH 2023

SAMARITANS OF STOKE-ON-TRENT AND NEWCASTLE
REGISTERED CHARITY NUMBER 1173572
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31st MARCH 2023

The trustees are pleased to present their annual report together with the financial statements of the charity for the year ending 31st March 2023.

The financial statements comply with the Charities Act 2011 and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1st January 2015).

TRUSTEES

The trustees serving during the year and since the year end were as follows:

Key Management Personnel: Trustees

P. Rutter (*Appointed 21st March 2023*)

A. Nettleton (*Appointed 30th March 2023*)

S. Evans

B. Rouse *(Resigned 1st August 2022)*

U. Smith *(Resigned 18th July 2022)*

C. Hall

M. Clarke *(Appointed 18th July 2022)*

Key Management Personnel: Branch Director

Branch Director: Mrs. P. Rutter
The day to day management of the charity is delegated to the Branch Director, Mrs. P. Rutter.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

The charity is controlled by its Constitution, dated 26th June 2017 and is a Charitable Incorporated Organisation which was registered with the Charity Commission on 26th June 2017.

Recruitment and Appointment of New Trustees

The Trustees, other than the Branch Director, are appointed at the Annual General Meeting of the branch. The Trustees can co-opt extra members who serve on the committee. The Board of Trustees is chaired by the Branch Director who is appointed from amongst the Branch membership. In planning activities for the year, the Board of Trustees keeps in mind the Charity Commission guidance on public benefit.

Organisational Structure

Broadly speaking, the work of the branch is the responsibility of the Branch Director and Deputy Directors, whilst the administration of the Charity (such as the finances) is the responsibility of the Trustees. The volunteers who have served as Trustees during the year are listed above.
The Branch Director is Pam Rutter who succeeded Sarah Evans and Mike Clarke in March 2023. Normally the Branch Director's appointment is recommended by the Branch and approved by the Regional Director of Samaritans. The Branch Director would normally serve for a term of three years. The Branch Director chooses and appoints Deputy Directors. The Branch Director is also a Trustee.

Introduction and Training of New Trustees

New Trustees undergo an induction process to brief them on their legal obligations under Charity Law, the Charity's governing documents, the Board and decision-making processes, the business plan and recent financial performance of the Charity. During the induction process they meet other Trustees. Trustees are encouraged to attend appropriate external and internal training events, which will assist them in carrying out their role.

Indemnity Insurance

The Samaritans has centrally co-ordinated indemnity insurance to protect Branch Directors, Trustees and other volunteer members of all Samaritans' branches.

REVIEW OF ACTIVITIES, PLANS AND FUTURE COMMITMENTS

Objectives and Activities

The charity's main objectives and activities are;

- To enable persons in Stoke on Trent and Newcastle and the surrounding area as well as elsewhere who are experiencing feelings of distress and despair, including those who may be at risk of suicide, to receive confidential emotional support at any time of day or night in order to improve their emotional health and to reduce the incidence of suicide;
- To promote a better understanding in society of suicide, suicidal behaviours and the value of expressing feelings which may otherwise lead to suicide or impaired emotional health; and
- To collaborate with and support Samaritans Central Charity and its affiliated branches in fulfilling these objectives.

Volunteers

At 31st March 2023 there were 72 members of the Charity. 12 provide support to the activity of the charity through volunteering in our shops. 60 provide emotional support to people who contact the Charity by telephone, online chat and email.

The volunteers provided more than 7,000 "Person Hours" of availability.

Samaritans of Stoke on Trent and Newcastle

Our branch provides a service primarily intended for the benefit of people of Stoke on Trent and Newcastle and the surrounding area, but it also works with all Samaritan branches to provide 24-hour availability of the service across the UK. The branch currently provides emotional support by telephone, online chat and email.

Samaritans do not charge for the services. We accept reserve charge calls and ring callers back and offer a free phone number 116123.

We also work outside the branch in the local community, at Dovegate Prison with the Listener Scheme and in partnership with Network Rail at Stoke Station.

We are part of the Samaritans network of 201 branches in the UK and Republic of Ireland. The Samaritans vision is that fewer people die by suicide and we work to achieve this vision by making it our mission to alleviate distress and reduce the incidence of suicidal feelings and behaviours.

Samaritans are committed to the following values:

- Listening
- Confidentiality
- People making their own decisions
- Being non-judgemental

Activities

See details of the activities in the year within the Branch Director's report.

Future Plans

We continue to have three main objectives for the future. By continuously looking at recruitment and retention of volunteers we are increasing our volunteer numbers so that more hours can be offered into the national rota, to meet the 24 hour availability of a Samaritan listening volunteer to anyone phoning or emailing us. Plans to roll out online chat, another communication channel, are progressing well and have been tested in pilots. The second is to ensure the financial stability of the charity by seeking to find additional sources of funding and through the control of our costs. Our third objective is to engage and promote good emotional health within the community we serve and to work in partnership with other organisations which offer support to those in need.

RISK MANAGEMENT

The trustees have a risk management strategy which comprises:

- A review of the principal risks and uncertainties that the charity faces;
- The establishment of policies, systems and procedures to mitigate those risks identified in the review; and
- The implementation of procedures designed to minimise or manage any potential impact on the charity should those risks materialise.

Attention has been focussed on financial risks, operational risks and other risks arising from fire and health and safety. These risks are managed by ensuring accreditation is up to date, having robust policies and procedures in place, and regular awareness training for staff and volunteers.

PRIOR PERIOD ADJUSTMENT

The financial statements for the year ended 31st March 2022 did not include an accrual in relation to the Samaritans' New Branch Contribution for the year ended 31st March 2022. This was outstanding at 31st March 2022 and paid during the year ended 31st March 2023.

The amount of the payment during the year ended 31st March 2023 was £4,599 and the amounts included in these financial statements relating to the year ended 31st March 2022 have been adjusted to reflect the inclusion of an accrual for the Samaritans' New Branch Contribution, of £4,599, for the year ended and, as at, 31st March 2022.

RESERVES POLICY AND GOING CONCERN

Reserves are needed to bridge the gap between the spending and receiving of income and to cover unplanned emergency repairs and other expenditure and at the year end total funds totalled £237,765 (*2022 As restated: £263,120*) comprising unrestricted funds of £237,765 (*2022 As restated: £263,120*) and restricted funds of £Nil (*2022: £Nil)*. At the year end cash at bank and in hand totalled £109,238 (*2022: £128,507*). Of the total unrestricted funds of £237,765, £134,599 can only be realised by disposing of tangible fixed assets.

The trustees consider that the ideal level of reserves as at 31st March 2023 would be £300,000.

The Charity had no reserves with a negative balance at the year end.

Given the current levels of reserves and Net Current Assets, the trustees are of the view that the charity is a going concern.

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year. Under that law the trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charity and of its incoming resources and application of resources, the surplus or deficit of the charity for the period, its assets and liabilities at the end of the period and clearly distinguish any material special trust or other restricted fund of the charity. In preparing those financial statements the trustees are required to:-

- select suitable accounting policies and apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- state whether the policies adopted are in accordance with Statements of Recommended Practice and with applicable accounting standards, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on a going concern basis unless it is inappropriate to assume that the charity will continue in business.

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and therefore for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the financial and other information included on the charity's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

In determining how amounts are presented within items in the Statement of Financial Activities and Balance Sheet, the trustees must have regard to the substance of the reported transaction or arrangement, in accordance with generally accepted accounting principles or practice.

DELIVERY OF PUBLIC BENEFIT

The Trustees confirm they have complied with their duty under Section 4 of the Charities Act 2011 to have due regard to the Charity Commission's general guidance on public benefit.

FINANCIAL REVIEW

(Resources Expended)/Incoming Resources

During the year the charity had total net resources expended of £25,355 (*2022 As restated: net incoming resources £19,843*) from all its activities. Income during the year totalled £58,286 (*2022: £81,505*).

The main source of incoming resources were from Shop Income and Fundraising which totalled £51,850 (*2022: £49,778*). Outgoing resources related to the Cost of Generating Funds which totalled £42,750 (*2022: £36,518*) and Support Costs which totalled £40,891 (*2022 As restated: £25,144*). Within the Cost of Generating Funds the main items of cost were Shop Manager Costs of £24,700 (*2022: £23,292*), Rent and Rates of £9,125 (*2022: £7,763*) and Utilities of £5,404 (2022: £3,931). Cost of Generating Funds also included receipts under the Government Furlough Scheme totalling £Nil (*2022: £2,010*).

Support Costs included Travel Expenses of £2,975 (*2022: £2,124*), Utilities of £13,546 (2022: £1,092) Property Repairs of £4,540 (*2022: £7,411*), Samaritans New Branch Contribution of £4,500 *(2022 As restated: £4,599)* and Professional Fees of £2,520 *(2022: £2,400)*.

Fixed Assets

The net book value of fixed assets of the charity is £134,599 (*2022: £136,714*) being £126,000 (*2022: £126,000*) for freehold land and buildings, £Nil (*2022: £Nil)* for Leasehold Improvements, £8,461(*2022: £10,439*) for Office and Computer Equipment and £138 (*2022: £275*) for Motor Vehicles.

Fixed assets additions during the year ended 31st March 2023 totalled £386 (*2022: £10,046)*.

Details of fixed assets are shown at note 9.

SAMARITANS OF STOKE-ON-TRENT AND NEWCASTLE

REGISTERED CHARITY NUMBER 1173572

REPORT OF THE TRUSTEES

FOR THE YEAR ENDED 31st MARCH 2023 *(CONTINUED)*

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Office	15 Chapel Lane, Burslem, Stoke-on-Trent. ST6 2AB
Bankers	HSBC, Crown Bank, Hanley, Stoke-on-Trent, Staffordshire. ST1 1DA
Accountants	Hardwickes, Etruria Old Road, Stoke-on-Trent, Staffordshire. ST1 5PE

By order of the Board of Trustees

P. Rutter
……….................................. **Trustee**

C. Hall
……….................................. **Trustee**

29th August, 2023

SAMARITANS OF STOKE-ON-TRENT AND NEWCASTLE
REGISTERED CHARITY NUMBER 1173572
BRANCH DIRECTOR'S REPORT
FOR THE YEAR ENDED 31st MARCH 2023

Samaritans of Stoke on Trent & Newcastle remains an affiliate branch of the Samaritans Central Charity, managed by a single branch leadership team consisting of key persons such as the Branch Director, Trustees, Deputy Directors and Officers.

For the first time, our Branch had two Co-Directors in the role of Joint Branch Directors. Following the decision from Brian Rouse to step down as Director, two Joint Branch Directors were appointed from 1st August 2022, Mike Clarke and Sarah Evans.

During the early stages of their time as Joint Branch Directors they put in place a plan of priorities to work through. These priorities included repair work to the building, increasing the Leadership Team, increasing volunteer numbers, developing the rota and increasing the charity's footprint in the local community.

At the end of the financial year many of these aims had been achieved and progress has been made towards others.

We now have a strengthened leadership team of ten Deputy Directors, and teams of volunteers supporting them in key roles within the branch. Our training programme continues to be fully subscribed and run regularly throughout the year.

Our rota coverage continues to improve with the numbers of shifts covering our priority hours increasing. We have faced several challenges with our rota, ensuring it maximises the volunteer hours available to us and will remain a 'work in progress'.

Our outreach team has gone from strength to strength and now has a strong team of volunteers who attend key events all over Stoke on Trent. The team have attended Pride, Keele University and many local schools to increase awareness of Samaritans and our work. We have plans to further work with the Railways and Food Banks locally.

Both our shops have had a challenging year, trying to recover their income to pre-covid levels and this work is ongoing. Both shops have done remarkably well to survive and continue to generate income through a difficult couple of years.

We continue to work with Dovegate prison and we have recently run training sessions for new listeners at the prison. Following the sad passing of one of our longest serving volunteers, Simon 3, Martin 5 has taken over the role of DD for prisons. Simon was a huge part of our branch and is already missed enormously.

Towards the end of the financial year the Joint Branch Directors took the difficult step to stand down. This decision was not an easy one and was made purely based on personal circumstances, being that the Joint Branch Directors felt that they did not have the time to devote to the role that the branch and our volunteers deserved. Sarah and Mike continue to give stalwart support to the Branch as Deputy Directors and Trustees; we are very grateful to them. I have taken on the role of Interim Branch Director while a new process of nominating a Branch Director takes place. Progress has been made towards some of the outstanding priorities in branch and it is felt that things are positive going into the new financial year.

As we move forward, our priorities remain:

- To remove the barriers which prevent volunteers signing up for shifts;
- To retain our current members;
- To recruit new members;
- To carry out essential repair work to the building;
- To continue to increase our outreach into the community.

P. Rutter
………................................ **Interim Branch Director**

29th August, 2023

SAMARITANS OF STOKE-ON-TRENT AND NEWCASTLE

REGISTERED CHARITY NUMBER 1173572

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF

SAMARITANS OF STOKE-ON-TRENT AND NEWCASTLE

I report on my examination on the attached accounts of the charity for the year ended 31st March 2023.

RESPONSIBILITIES AND BASIS OF REPORT

As the charity trustees 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 Trustees' accounts carried out under s. 145 of the 2011 Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under s. 145 (5)(b) of the 2011 Act.

INDEPENDENT EXAMINER'S STATEMENT

I have completed my examination. I can confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the charity as required by s. 130 of the Act;
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention be drawn in this report in order to enable a proper understanding of the accounts to be reached.

USE OF THIS REPORT

This report is made solely to the Trustees of Samaritans of Stoke-on-Trent and Newcastle as a body in accordance with the terms of the engagement letter dated 2nd September, 2019. The Independent Examination work has been undertaken so that I might state to the Charity's Trustees those matters I am required to state to them in an Independent Examiner's report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the charity and the charity's Trustees as a body, for the Independent Examination work, for this report, or for the opinions I have formed.

D.R. Shaw Bsc., F.C.A

Hardwickes,
Etruria Old Road,
Stoke-on-Trent,
Staffordshire.
ST1 5PE

29th August, 2023

SAMARITANS OF STOKE-ON-TRENT AND NEWCASTLE

STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING THE INCOME AND EXPENDITURE ACCOUNT)

FOR THE YEAR ENDED 31st MARCH 2023

	Notes	Unrestricted Funds 2023	Restricted Funds 2023	Total Funds 2023	Total Funds 2022 (As Restated)
INCOMING RESOURCES		£	£	£	£
Incoming Resources from Generated Funds:-					
Voluntary Income:-					
Donations and Legacies		4,011	-	4,011	2,835
Activities for Generating Funds:-					
Shop Income and Fund Raising		51,850	-	51,850	49,778
Investment Income and Interest	3	1,425	-	1,425	674
Incoming Resources from Charitable Activities:-					
Grants		1,000	-	1,000	28,218
TOTAL INCOMING RESOURCES		58,286	-	58,286	81,505
RESOURCES EXPENDED					
Cost of Generating Funds:-					
Shops	4	42,750	-	42,750	36,518
Support Costs	4	40,891	-	40,891	25,144
TOTAL RESOURCES EXPENDED		83,641	-	83,641	61,662
(NET RESOURCES EXPENDED)/NET INCOMING RESOURCES BEING NET MOVEMENT IN FUNDS	6	(25,355)	-	(25,355)	19,843
Reconciliation of Funds					
Total Funds at 1st April 2022/2021		263,120	-	263,120	243,277
TOTAL FUNDS AT 31st MARCH 2023/2022	13	237,765	-	237,765	263,120

The statement of financial activities includes all gains and losses in the year. All incoming resources and resources expended derive from continuing activities.

SAMARITANS OF STOKE-ON-TRENT AND NEWCASTLE

Charity Number 1173572

BALANCE SHEET AS AT 31st MARCH 2023

	Notes	2023		2022 (As Restated)	
		£	£	£	£
FIXED ASSETS					
Tangible Fixed Assets	9		134,599		136,714
CURRENT ASSETS					
Debtors	10	2,134		5,938	
Cash at Bank and in Hand		109,238		128,507	
		111,372		134,445	
CREDITORS: Amounts Falling Due Within One Year	11	(8,206)		(8,039)	
NET CURRENT ASSETS			103,166		126,406
NET ASSETS	12		237,765		263,120
UNRESTRICTED FUNDS	13		237,765		263,120
RESTRICTED FUNDS	13		-		-
TOTAL FUNDS	13		237,765		263,120

The trustees have prepared accounts in accordance with section 138 of the Charities Act 2011.

Approved by the Board of Trustees on 29th August, 2023 and signed on its behalf by

P. RUTTER)
)
) **Trustees**
)
C. HALL)

The attached notes form part of these accounts.

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31st MARCH 2023

1. **ACCOUNTING POLICIES**

The principal accounting policies adopted in the preparation of the financial statements are as follows:

a) **Basis of Preparation**

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2015) – (Charities SORP (FRS102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

Samaritans of Stoke-on-Trent and Newcastle meets the definition of a public benefit entity under FRS102. Assets and liabilities are initially recognised at historical cost or transition value unless otherwise stated in the relevant accounting policy note.

The financial statements are presented in Sterling (£) and have been rounded to the nearest pound.

b) **Preparation of the accounts on a Going Concern Basis**

Given the current levels of reserves and Net Current Assets, the trustees are of the view that the charity is a going concern.

c) **Income**

Voluntary income including donations, gifts, legacies and grants that provide core funding or are of a general nature is recognised when the charity has entitlement to the funds, any performance conditions attached to the item(s) of income have been met, it is probable that the income will be received and the amount can be measured reliably.

Donations and revenue grants are credited to the Statement of Financial Activities on a receivable basis. Capital grants are shown as deferred income and credited to the Statement of Financial Activities over the same depreciation periods as the assets to which they relate.

d) **Interest Receivable**

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the Bank.

e) **Fund Accounting**

Unrestricted funds are donations and other incoming resources receivable or generated for the objects of the charity without further specified purpose and are available as general funds.

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund, and where appropriate, a fair allocation of the depreciation charge.

f) **Expenditure**

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

- Costs of generating funds comprise the costs of shop trading
- Support Costs are detailed at Note 4.

g) **Allocation of Support Costs**

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include back office costs, finance, personnel, payroll and governance costs which support the charity's activities. The bases on which support costs have been allocated are set out in note 5.

h) **Operating Leases**

Rentals under operating leases are charged to the Statement of Financial Activities as they fall due.

i) **Fixed Assets and Depreciation**

Expenditure is capitalised as Fixed Assets in accordance with current accounting principles. Tangible fixed assets are depreciated at rates calculated to write off the cost, less estimated residual value, of each asset evenly over its expected useful life at the following annual rates:-

Freehold Land and Buildings	-	No depreciation.
Office Equipment	-	15% reducing balance.
Computer Equipment	-	25% straight line.
Leasehold Improvements	-	33% straight line.
Motor Vehicles	-	25% reducing balance.

j) **Debtors**

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

k) **Cash at Bank and in Hand**

Cash at bank and cash in hand includes cash and balances in bank current accounts and bank deposit accounts.

l) **Creditors and provisions**

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

m) **Financial instruments**

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

n) **Related Party Transactions**

No related party transactions have occurred during the year.

2. PRIOR PERIOD ADJUSTMENT

The financial statements for the year ended 31st March 2022 did not include an accrual in relation to the Samaritans' New Branch Contribution for the year ended 31st March 2022. This was outstanding at 31st March 2022 and paid during the year ended 31st March 2023.

The amount of the payment during the year ended 31st March 2023 was £4,599 and the amounts included in these financial statements relating to the year ended 31st March 2022 have been adjusted to reflect the inclusion of an accrual for the Samaritans' New Branch Contribution, of £4,599, for the year ended and, as at, 31st March 2022.

3. INVESTMENT INCOME AND INTEREST

Investment income of £1,425 (*2022: £674)* comprises interest on cash deposits with UK banks.

4. RESOURCES EXPENDED

	Unrestricted Funds 2023	Restricted Funds 2023	Total Funds 2023	Total Funds 2022
Shops				
	£	£	£	£
Travel Expenses	295	-	295	27
Telephone	758	-	758	805
Utilities	5,404	-	5,404	3,931
Property Repairs	914	-	914	436
Shop Manager	24,700	-	24,700	23,292
Rent and Rates	9,125	-	9,125	7,763
Other	4	-	4	74
Depreciation	-	-	-	562
Insurance	1,550	-	1,550	1,638
Furlough Refund	-	-	-	(2,010)
	42,750	-	42,750	36,518

4. **RESOURCES EXPENDED (CONTINUED)**

Support Costs	Unrestricted Funds 2023	Restricted Funds 2023	Total Funds 2023	Total Funds 2022 (As Restated)
	£	£	£	£
Travel Expenses	2,975	-	2,975	2,124
Rent and Rates	1,144	-	1,144	497
Depreciation	2,501	-	2,501	2,603
Emergency Phone	2,918	-	2,918	2,385
Utilities	13,546	-	13,546	1,092
Property Repairs	4,540	-	4,540	7,411
Office Costs	1,288	-	1,288	117
Insurance	-	-	-	(429)
Office Payroll	1,977	-	1,977	1,998
Other	2,982	-	2,982	347
Professional Fees	2,520	-	2,520	2,400
Samaritans' New Branch Contribution	4,500	-	4,500	4,599
	40,891	-	40,891	25,144

5. **ANALYSIS OF GOVERNANCE AND SUPPORT COSTS**

The charity initially identifies the costs of its support functions. It then identifies those costs which relate to the governance function. Refer to the table below for the basis for apportionment and the analysis of support and governance costs.

Analysis of support and governance costs

	General Support	Governance Function	Total	Basis of Apportionment
	£	£	£	
Staff Costs	1,977	-	1,977	General Support
Accountancy Services and Independent Examination	-	2,520	2,520	Governance
Other	36,493	-	36,493	General Support
	38,470	2,520	40,990	

6. (**NET RESOURCES EXPENDED)/ NET INCOMING RESOURCES FOR THE YEAR**

	2023	2022
The (net resources expended)/ net incoming resources are stated after charging:		
	£	£
Depreciation	2,501	3,165

7. **STAFF COSTS AND NUMBERS**

	2023	2022
	£	£
Salaries and Wages	26,020	24,435
Social Security Costs	657	855
Furlough Refund	-	(2,010)
	26,677	23,280

No employee received emoluments of more than £60,000.
Key Management Personnel Remuneration during the year was £Nil *(2022: £Nil)*.
The average monthly headcount *(including part time staff)* was 5 staff *(2022: 5 staff)*.

8. **TRUSTEES EXPENSES**

During the current year and the previous year there were no expenses reimbursed to the Trustees.

9. TANGIBLE FIXED ASSETS

	Freehold Property	Office Equipment	Computer Equipment	Leasehold Improvements	Motor Vehicles	Total
Cost or Deemed Cost						
	£	£	£	£	£	£
At 1st April 2022	126,000	33,244	9,957	4,997	550	174,748
Additions	-	266	120	-	-	386
At 31st March 2023	126,000	33,510	10,077	4,997	550	175,134
Depreciation						
At 1st April 2022	-	26,775	5,987	4,997	275	38,034
Charge in the year	-	1,010	1,354	-	137	2,501
At 31st March 2023	-	27,785	7,341	4,997	412	40,535
Net Book Values						
At 31st March 2023	126,000	5,725	2,736	-	138	134,599
At 31st March 2022	126,000	6,469	3,970	-	275	136,714

At transition to FRS102 the carrying value of Freehold Land and Buildings was based on Deemed Cost.

No depreciation is provided on freehold land and buildings. It is the charity's policy to fully maintain its property and the cost of this maintenance is charged in full against revenue each year. The trustees consider that any provision for depreciation would be immaterial.

10. DEBTORS

	2023	2022
	£	£
Due within one year		
Trade Debtors	-	-
Other Debtors	2,134	5,938
	2,134	5,938

11. CREDITORS: Amounts Falling Due Within One Year

	2023	2022
	£	£
Trade Creditors	1,186	1,040
Accruals	7,020	6,999
	8,206	8,039

12. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	General Funds	Restricted Funds	Total Funds
	£	£	£
Tangible Fixed Assets	134,599	-	134,599
Current Assets	111,372	-	111,372
Current Liabilities	(8,206)	-	(8,206)
	237,765	-	237,765

13. MOVEMENT IN FUNDS

	At 1st April 2022	Prior period Adjustment	At 1st April 2022 (As restated)	Incoming Resources	Outgoing Resources	At 31st March 2023
	£	£	£	£	£	£
Restricted Funds						
Covid 19 Grants	-	-	-	-	-	-
TOTAL RESTRICTED FUNDS	-	-	-	-	-	-
Unrestricted Funds						
General Funds	267,719	(4,599)	263,120	58,286	(83,641)	237,765
TOTAL UNRESTRICTED FUNDS	267,719	(4,599)	263,120	58,286	(83,641)	237,765
TOTAL FUNDS	267,719	(4,599)	263,120	58,286	(83,641)	237,765

14. FUTURE FINANCIAL COMMITMENTS

Operating Leases

The total future minimum lease payments under non-cancellable operating leases are as follows:-

	2023	2022
	£	£
Not later than one year	1,000	1,000
Later than one year and not later than five years	1,000	1,000

Accounts

SAMARITANS OF STOKE-ON-TRENT AND NEWCASTLE

REGISTERED CHARITY NUMBER 1173572

TRUSTEES' REPORT AND
UNAUDITED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31st MARCH 2022

SAMARITANS OF STOKE-ON-TRENT AND NEWCASTLE
REGISTERED CHARITY NUMBER 1173572
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31st MARCH 2022

The trustees are pleased to present their annual report together with the financial statements of the charity for the year ending 31st March 2022.

The financial statements comply with the Charities Act 2011 and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1st January 2015).

TRUSTEES

The trustees serving during the year and since the year end were as follows:

Key Management Personnel: Trustees

U. Smith (Resigned 18th July 2022)

B. Rouse (Resigned 1st August 2022)

S. Evans

S. Dunn (Resigned 16th March 2022)

C. Hall

M. Clarke (Appointed 18th July 2022)

Key Management Personnel: Joint Branch Directors

Joint Branch Director: Mrs. S. Evans
Joint Branch Director: Mr. M. Clarke
The day to day management of the charity is delegated to the Joint Branch Directors, Mrs. S. Evans and Mr. M. Clarke.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

The charity is controlled by its Constitution, dated 26th June 2017 and is a Charitable Incorporated Organisation which was registered with the Charity Commission on 26th June 2017.

Recruitment and Appointment of New Trustees

The Trustees, other than the Joint Branch Directors, are appointed at the Annual General Meeting of the branch. The Trustees can co-opt extra members who serve on the committee but have no vote. The Board of Trustees is chaired by the Joint Branch Directors who are appointed from amongst the Branch membership. In planning activities for the year, the Board of Trustees keeps in mind the Charity Commission guidance on public benefit.

Organisational Structure

Broadly speaking, the work of the branch is the responsibility of the Joint Branch Directors and Deputy Directors, whilst the administration of the Charity (such as the finances) is the responsibility of the Trustees. The volunteers who have served as Trustees during the year are listed above.
The Joint Branch Directors are Sarah Evans and Mike Clarke who succeeded Brian Rouse in August 2022. Normally the Branch Director's appointment is recommended by the Branch and approved by the national Council of Samaritans. The Branch Director would normally serve for a term of three years. The Branch Director chooses and appoints Deputy Directors. The Joint Branch Directors are also Trustees.

Introduction and Training of New Trustees

New Trustees undergo an induction process to brief them on their legal obligations under Charity Law, the Charity's governing documents, the Board and decision-making processes, the business plan and recent financial performance of the Charity. During the induction process they meet other Trustees. Trustees are encouraged to attend appropriate external and internal training events, which will assist them in carrying out their role.

Indemnity Insurance

The Samaritans has centrally co-ordinated indemnity insurance to protect Branch Directors, Trustees and other volunteer members of all Samaritans' branches.

SAMARITANS OF STOKE-ON-TRENT AND NEWCASTLE

REGISTERED CHARITY NUMBER 1173572

REPORT OF THE TRUSTEES

FOR THE YEAR ENDED 31st MARCH 2022 *(CONTINUED)*

REVIEW OF ACTIVITIES, PLANS AND FUTURE COMMITMENTS

Objectives and Activities

The charity's main objectives and activities are;

- To enable persons in Stoke on Trent and Newcastle and the surrounding area as well as elsewhere who are experiencing feelings of distress and despair, including those who may be at risk of suicide, to receive confidential emotional support at any time of day or night in order to improve their emotional health and to reduce the incidence of suicide;
- To promote a better understanding in society of suicide, suicidal behaviours and the value of expressing feelings which may otherwise lead to suicide or impaired emotional health; and
- To collaborate with and support Samaritans Central Charity and its affiliated branches in fulfilling these objectives.

Volunteers

At 31st March 2022 there were 96 members of the Charity. 17 provide support to the activity of the charity through volunteering in our shops. 79 provide emotional support to people who contact the Charity by phone, through email and text messaging, and by visiting the branch in Chapel Lane.

The volunteers provided more than 4,108 "Person Hours" of availability.

Samaritans of Stoke on Trent and Newcastle

Our branch provides a service primarily intended for the benefit of people of Stoke on Trent and Newcastle and the surrounding area, but it also works with all Samaritan branches to provide 24-hour availability of the service across the UK. The branch currently provides emotional support by telephone, face to face and email.

Samaritans do not charge for the services. We accept reserve charge calls and ring callers back and offer a free phone number 116123.

We also work outside the branch in the local community, at Dovegate Prison with the Listener Scheme and in partnership with Network Rail at Stoke Station.

We are part of the Samaritans network of 201 branches in the UK and Republic of Ireland. The Samaritans vision is that fewer people die by suicide and we work to achieve this vision by making it our mission to alleviate distress and reduce the incidence of suicidal feelings and behaviours.

Samaritans are committed to the following values:

- Listening
- Confidentiality
- People making their own decisions
- Being non-judgemental
- Human Contact

Activities

See details of the activities in the year within the Branch Director's report.

Future Plans

We have three main objectives for the future. The first is to increase our volunteer numbers so that more hours can be offered into what is now a national rota, to meet the 24 hour availability of a Samaritan listening volunteer to anyone phoning or emailing us. Plans to roll out instant messaging, another communication channel, are progressing well and have been tested in pilots. The second is to ensure the financial stability of the charity by seeking to find additional sources of funding and through the control of our costs. Our third objective is to engage and promote good emotional health within the community we serve and to work in partnership with other organisations which offer support to those in need.

RISK MANAGEMENT

The trustees have a risk management strategy which comprises:

- A review of the principal risks and uncertainties that the charity faces;
- The establishment of policies, systems and procedures to mitigate those risks identified in the review; and
- The implementation of procedures designed to minimise or manage any potential impact on the charity should those risks materialise.

Attention has been focussed on financial risks, operational risks and other risks arising from fire and health and safety. These risks are managed by ensuring accreditation is up to date, having robust policies and procedures in place, and regular awareness training for staff and volunteers.

RESERVES POLICY AND GOING CONCERN

Reserves are needed to bridge the gap between the spending and receiving of income and to cover unplanned emergency repairs and other expenditure and at the year end total funds totalled £267,719 (*2021: £243,277*) comprising unrestricted funds of £267,719 (*2021: £231,277*) and restricted funds of £Nil (*2021: £12,000)*. At the year end cash at bank and in hand totalled £128,507 (*2021: £124,154*). Of the total unrestricted funds of £267,719, £136,714 can only be realised by disposing of tangible fixed assets.

The trustees consider that the ideal level of reserves as at 31st March 2022 would be £300,000.

The Charity had no reserves with a negative balance at the year end.

Given the current levels of reserves and Net Current Assets, the trustees are of the view that the charity is a going concern.

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year. Under that law the trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charity and of its incoming resources and application of resources, the surplus or deficit of the charity for the period, its assets and liabilities at the end of the period and clearly distinguish any material special trust or other restricted fund of the charity. In preparing those financial statements the trustees are required to:-

- select suitable accounting policies and apply them consistently;

- make judgements and estimates that are reasonable and prudent;

- state whether the policies adopted are in accordance with Statements of Recommended Practice and with applicable accounting standards, subject to any material departures disclosed and explained in the financial statements; and

- prepare the financial statements on a going concern basis unless it is inappropriate to assume that the charity will continue in business.

STATEMENT OF TRUSTEES' RESPONSIBILITIES *(CONTINUED)*

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and therefore for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the financial and other information included on the charity's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

In determining how amounts are presented within items in the Statement of Financial Activities and Balance Sheet, the trustees must have regard to the substance of the reported transaction or arrangement, in accordance with generally accepted accounting principles or practice.

DELIVERY OF PUBLIC BENEFIT

The Trustees confirm they have complied with their duty under Section 4 of the Charities Act 2011 to have due regard to the Charity Commission's general guidance on public benefit.

FINANCIAL REVIEW

Net Incoming/Outgoing Resources

During the year the charity had total net incoming resources of £24,442 (*2021: £27,722*) from all its activities. Income during the year totalled £81,505 (*2021: £90,415*).

The main sources of incoming resources were from Shop Income and Fundraising which totalled £49,778 (*2021: £31,907*) and Government Grants in connection with Covid 19 totalling £Nil (*2021: £30,000*). Outgoing resources related to the Cost of Generating Funds which totalled £38,918 (*2021: £30,815*) and Support Costs totalled £18,145 (*2021: £31,878*). Within the Cost of Generating Funds the main items of cost were Shop Manager Costs of £23,292 (*2021: £26,934*) and Rent and Rates of £7,763 (*2021: £6,107*). Cost of Generating Funds also included receipts under the Government Furlough Scheme totalling £2,010 (*2021: £11,314*).

Support Costs included Travel Expenses of £2,124 (*2021: £7,597*) and Property Repairs of £7,411 (*2021: £6,285*).

Fixed Assets

The net book value of fixed assets of the charity is £136,714 (*2021: £129,833*) being £126,000 (*2021: £126,000*) for freehold land and buildings, £Nil (*2021: £562*) for Leasehold Improvements, £10,439 (*2021: £2,858*) for Office and Computer Equipment and £275 (*2021: £413*) for Motor Vehicles.

Fixed assets additions during the year ended 31st March 2022 totalled £10,046 (*2021: £550).*

Details of fixed assets are shown at note 9.

SAMARITANS OF STOKE-ON-TRENT AND NEWCASTLE

REGISTERED CHARITY NUMBER 1173572

REPORT OF THE TRUSTEES

FOR THE YEAR ENDED 31st MARCH 2022 *(CONTINUED)*

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Office	15 Chapel Lane, Burslem, Stoke-on-Trent. ST6 2AB
Bankers	HSBC, Crown Bank, Hanley, Stoke-on-Trent, Staffordshire. ST1 1DA
Accountants	Hardwickes, Etruria Old Road, Stoke-on-Trent, Staffordshire. ST1 5PE

By order of the Board of Trustees

S. Evans
……….................................. **Trustee**

M. Clarke
……….................................. **Trustee**

C. Hall
……….................................. **Trustee**

29th November, 2022

SAMARITANS OF STOKE-ON-TRENT AND NEWCASTLE

REGISTERED CHARITY NUMBER 1173572

BRANCH DIRECTOR'S REPORT

FOR THE YEAR ENDED 31st MARCH 2022

As part of the Samaritans national caller network our branch answers up to 1,000 phone calls each month from callers needing emotional support. We currently have 67 listening volunteers of which around 50 take calls each month. The branch is supported by two shops which are run by full time salaried managers assisted by support volunteers.

The life blood of our branch is recruitment and training and we have incredible strong teams leading this. It is fantastic that we are able to train 30 New Samaritans a year. Although not all trainees make it through to becoming a full Samaritan, we do have a constant flow of very committed volunteers joining our ranks. This is shown by the number of "newbies" who have taken on responsibilities in the branch leadership. We mustn't forget though that we also have a core of long-standing volunteers, such as one who has completed nearly 1,000 shifts since Three Rings started recording shifts in 2016 and another who seems to have held most roles within the branch.

Outreach is also growing and getting our message out there – it is always surprising when you hear that people don't know about Samaritans. We have held events at local schools and colleges, Staffordshire University, Morrisons and of course the recent successful stand at Stoke Pride. Our prison work also continues with new volunteers getting involved.

The welcome and camaraderie is still in the branch, a probationer commented on how welcome she has been made to feel. However, the Covid restrictions have made things difficult for us. Training on Teams has worked well, but doesn't allow the sort of relationship to build within the cohort that used to exist; it's good that core and embedding training are now back in branch and this will help with cohesion. We had a good social gathering in the branch (once gatherings were allowed) and it would be good to repeat this or hold a similar. The curry nights are always well attended.

The building on Chapel Lane continues to provide an excellent base for our activities and a venue for regional activities but also requires continual maintenance. A survey commissioned by the branch estimates that £120,000 over the next ten years needs to be spent to ensure the building remains in a usable condition. Two new boilers have recently been installed. Repairs to the roof and external walls are planned before the start of winter.

Finally, I feel that that the branch is in a strong position moving forward and will continue to do what is important and that is provide a first-class listening service to our callers.

S. Evans
………................................ **Joint Branch Director**

M. Clarke
………................................ **Joint Branch Director**

29th November, 2022

SAMARITANS OF STOKE-ON-TRENT AND NEWCASTLE

REGISTERED CHARITY NUMBER 1173572

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF

SAMARITANS OF STOKE-ON-TRENT AND NEWCASTLE

I report on my examination on the attached accounts of the charity for the year ended 31st March 2022.

RESPONSIBILITIES AND BASIS OF REPORT

As the charity trustees 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 Trustees' accounts carried out under s. 145 of the 2011 Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under s. 145 (5)(b) of the 2011 Act.

INDEPENDENT EXAMINER'S STATEMENT

I have completed my examination. I can confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the charity as required by s. 130 of the Act;
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention be drawn in this report in order to enable a proper understanding of the accounts to be reached.

USE OF THIS REPORT

This report is made solely to the Trustees of Samaritans of Stoke-on-Trent and Newcastle as a body in accordance with the terms of the engagement letter dated 2nd September, 2019. The Independent Examination work has been undertaken so that I might state to the Charity's Trustees those matters I am required to state to them in an Independent Examiner's report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the charity and the charity's Trustees as a body, for the Independent Examination work, for this report, or for the opinions I have formed.

D.R. Shaw Bsc., F.C.A

Hardwickes,
Etruria Old Road,
Stoke-on-Trent,
Staffordshire.
ST1 5PE

29th November, 2022

SAMARITANS OF STOKE-ON-TRENT AND NEWCASTLE

STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING THE INCOME AND EXPENDITURE ACCOUNT)

FOR THE YEAR ENDED 31st MARCH 2022

	Notes	Unrestricted Funds 2022	Restricted Funds 2022	Total Funds 2022	Total Funds 2021
INCOMING RESOURCES		£	£	£	£
Incoming Resources from Generated Funds:-					
Voluntary Income:-					
Donations and Legacies		2,835	-	2,835	11,377
Government Grants	2	-	-	-	30,000
Activities for Generating Funds:-					
Shop Income and Fund Raising		49,778	-	49,778	31,907
Investment Income and Interest	3	674	-	674	829
Incoming Resources from Charitable Activities:-					
Grants		28,218	-	28,218	16,302
TOTAL INCOMING RESOURCES		81,505	-	81,505	90,415
RESOURCES EXPENDED					
Cost of Generating Funds:-					
Shops	4	30,518	6,000	36,518	30,815
Support Costs	4	14,545	6,000	20,545	31,878
TOTAL RESOURCES EXPENDED		45,063	12,000	57,063	62,693
NET INCOMING RESOURCES/(NET RESOURCES EXPENDED) BEING NET MOVEMENT IN FUNDS	6	36,442	(12,000)	24,442	27,722
Reconciliation of Funds					
Total Funds at 1st April 2022/2021		231,277	12,000	243,277	215,555
TOTAL FUNDS AT 31st MARCH 2022/2021	13	267,719	-	267,719	243,277

The statement of financial activities includes all gains and losses in the year. All incoming resources and resources expended derive from continuing activities.

The attached notes form part of these accounts.

SAMARITANS OF STOKE-ON-TRENT AND NEWCASTLE

Charity Number 1173572

BALANCE SHEET AS AT 31st MARCH 2022

	Notes	2022		2021	
		£	£	£	£
FIXED ASSETS					
Tangible Fixed Assets	9		136,714		129,833
CURRENT ASSETS					
Debtors	10	5,938		1,119	
Cash at Bank and in Hand		128,507		124,154	
		134,445		125,273	
CREDITORS: Amounts Falling Due Within One Year	11	(3,440)		(11,829)	
NET CURRENT ASSETS			131,005		113,444
NET ASSETS	12		267,719		243,277
UNRESTRICTED FUNDS	13		267,719		231,277
RESTRICTED FUNDS	13		-		12,000
TOTAL FUNDS	13		267,719		243,277

The trustees have prepared accounts in accordance with section 138 of the Charities Act 2011.

Approved by the Board of Trustees on 29th November, 2022 and signed on its behalf by

S. EVANS)
)
M. CLARKE) **Trustees**
)
C. HALL)

The attached notes form part of these accounts.

SAMARITANS OF STOKE-ON-TRENT AND NEWCASTLE

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31st MARCH 2022

1. ACCOUNTING POLICIES

The principal accounting policies adopted in the preparation of the financial statements are as follows:

a) Basis of Preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2015) – (Charities SORP (FRS102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

Samaritans of Stoke-on-Trent and Newcastle meets the definition of a public benefit entity under FRS102. Assets and liabilities are initially recognised at historical cost or transition value unless otherwise stated in the relevant accounting policy note.

The financial statements are presented in Sterling (£) and have been rounded to the nearest pound.

b) Preparation of the accounts on a Going Concern Basis

Given the current levels of reserves and Net Current Assets, the trustees are of the view that the charity is a going concern.

c) Income

Voluntary income including donations, gifts, legacies and grants that provide core funding or are of a general nature is recognised when the charity has entitlement to the funds, any performance conditions attached to the item(s) of income have been met, it is probable that the income will be received and the amount can be measured reliably.

Donations and revenue grants are credited to the Statement of Financial Activities on a receivable basis. Capital grants are shown as deferred income and credited to the Statement of Financial Activities over the same depreciation periods as the assets to which they relate.

d) Interest Receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the Bank.

e) Fund Accounting

Unrestricted funds are donations and other incoming resources receivable or generated for the objects of the charity without further specified purpose and are available as general funds.

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund, and where appropriate, a fair allocation of the depreciation charge.

f) **Expenditure**

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

- Costs of generating funds comprise the costs of shop trading
- Support Costs are detailed at Note 4.

g) **Allocation of Support Costs**

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include back office costs, finance, personnel, payroll and governance costs which support the charity's activities. The bases on which support costs have been allocated are set out in note 5.

h) **Operating Leases**

Rentals under operating leases are charged to the Statement of Financial Activities as they fall due.

i) **Fixed Assets and Depreciation**

Expenditure is capitalised as Fixed Assets in accordance with current accounting principles. Tangible fixed assets are depreciated at rates calculated to write off the cost, less estimated residual value, of each asset evenly over its expected useful life at the following annual rates:-

Freehold Land and Buildings	-	No depreciation.
Office Equipment	-	15% reducing balance.
Computer Equipment	-	25% straight line.
Leasehold Improvements	-	33% straight line.
Motor Vehicles	-	25% reducing balance.

j) **Debtors**

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

k) **Cash at Bank and in Hand**

Cash at bank and cash in hand includes cash and balances in bank current accounts and bank deposit accounts.

l) **Creditors and provisions**

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

m) **Financial instruments**

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

n) **Related Party Transactions**

No related party transactions have occurred during the year.

2. GOVERNMENT GRANTS

	Unrestricted Funds 2022	Restricted Funds 2022	Total Funds 2022	Total Funds 2021
	£	£	£	£
Government Grants – Covid 19	-	-	-	30,000

3. INVESTMENT INCOME AND INTEREST

Investment income of £674 *(2021: £829)* comprises interest on cash deposits with UK banks.

4. RESOURCES EXPENDED

	Unrestricted Funds 2022	Restricted Funds 2022	Total Funds 2022	Total Funds 2021
Shops	£	£	£	£
Professional Fees	-	-	-	180
Travel Expenses	27	-	27	759
Telephone	805	-	805	890
Utilities	3,931	-	3,931	2,423
Property Repairs	436	-	436	1,450
Shop Manager	23,292	-	23,292	26,934
Rent and Rates	1,763	6,000	7,763	6,107
Other	74	-	74	1,221
Depreciation	562	-	562	562
Insurance	1,638	-	1,638	1,600
Furlough Refund	(2,010)	-	(2,010)	(11,314)
Office Costs	-	-	-	3
	30,518	6,000	36,518	30,815

4. **RESOURCES EXPENDED (CONTINUED)**

Support Costs	Unrestricted Funds 2022	Restricted Funds 2022	Total Funds 2022	Total Funds 2021
	£	£	£	£
Travel Expenses	2,124	-	2,124	7,597
Rent and Rates	497	-	497	1,452
Depreciation	2,603	-	2,603	1,943
Emergency Phone	2,385	-	2,385	1,886
Utilities	1,092	-	1,092	2,840
Property Repairs	1,411	6,000	7,411	6,285
Office Costs	117	-	117	253
Insurance	(429)	-	(429)	2,982
Office Payroll	1,998	-	1,998	4,067
Other	347	-	347	77
Professional Fees	2,400	-	2,400	2,496
	14,545	6,000	20,545	31,878

5. **ANALYSIS OF GOVERNANCE AND SUPPORT COSTS**

The charity initially identifies the costs of its support functions. It then identifies those costs which relate to the governance function. Refer to the table below for the basis for apportionment and the analysis of support and governance costs.

Analysis of support and governance costs

	General Support	Governance Function	Total	Basis of Apportionment
	£	£	£	
Staff Costs	1,998	-	1,998	General Support
Accountancy Services and Independent Examination	-	2,400	2,400	Governance
Other	16,147	-	16,147	General Support
	18,145	2,400	20,545	

6. **NET INCOMING RESOURCES FOR THE YEAR**

The net incoming resources are stated after charging:	2022	2021
	£	£
Depreciation	3,165	2,505

7. **STAFF COSTS AND NUMBERS**

	2022	2021
	£	£
Salaries and Wages	24,435	30,209
Social Security Costs	855	792
Furlough Refund	(2,010)	(11,314)
	23,280	19,687

No employee received emoluments of more than £60,000.
Key Management Personnel Remuneration during the year was £Nil *(2021: £Nil)*.
The average monthly headcount *(including part time staff)* was 5 staff *(2021: 5 staff)*.

8. **TRUSTEES EXPENSES**

During the current year and the previous year there were no expenses reimbursed to the Trustees.

9. TANGIBLE FIXED ASSETS

	Freehold Property	Office Equipment	Computer Equipment	Leasehold Improvements	Motor Vehicles	Total
Cost or Deemed Cost						
	£	£	£	£	£	£
At 1st April 2021	126,000	28,492	4,663	4,997	550	164,702
Additions	-	4,752	5,294	-	-	10,046
At 31st March 2022	126,000	33,244	9,957	4,997	550	174,748
Depreciation						
At 1st April 2021	-	25,634	4,663	4,435	137	34,869
Charge in the year	-	1,141	1,324	562	138	3,165
At 31st March 2022	-	26,775	5,987	4,997	275	38,034
Net Book Values						
At 31st March 2022	126,000	6,469	3,970	-	275	136,714
At 31st March 2021	126,000	2,858	-	562	413	129,833

At transition to FRS102 the carrying value of Freehold Land and Buildings was based on Deemed Cost.

No depreciation is provided on freehold land and buildings. It is the charity's policy to fully maintain its property and the cost of this maintenance is charged in full against revenue each year. The trustees consider that any provision for depreciation would be immaterial.

10. DEBTORS

	2022	2021
	£	£
Due within one year		
Trade Debtors	-	-
Other Debtors	5,938	1,119
	5,938	1,119

11. CREDITORS: Amounts Falling Due Within One Year

	2022	2021
	£	£
Trade Creditors	1,040	3,249
Accruals	2,400	8,580
	3,440	11,829

12. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	General Funds	Restricted Funds	Total Funds
	£	£	£
Tangible Fixed Assets	136,714	-	136,714
Current Assets	134,445	-	134,445
Current Liabilities	(3,440)	-	(3,440)
	267,719	-	267,719

13. MOVEMENT IN FUNDS

	At 1st April 2021	Incoming Resources	Outgoing Resources	At 31st March 2022
	£	£	£	£
Restricted Funds				
Covid 19 Grants	12,000	-	(12,000)	-
TOTAL RESTRICTED FUNDS	12,000	-	(12,000)	-
Unrestricted Funds				
General Funds	231,277	81,505	(45,063)	267,719
TOTAL UNRESTRICTED FUNDS	231,277	81,505	(45,063)	267,719
TOTAL FUNDS	243,277	81,505	(57,063)	267,719

14. FUTURE FINANCIAL COMMITMENTS

Operating Leases

The total future minimum lease payments under non-cancellable operating leases are as follows:-

	2022	2021
	£	£
Not later than one year	1,000	1,000
Later than one year and not later than five years	1,000	1,000

Accounts

SAMARITANS OF STOKE-ON-TRENT AND NEWCASTLE

REGISTERED CHARITY NUMBER 1173572

TRUSTEES' REPORT AND
UNAUDITED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31st MARCH 2021

SAMARITANS OF STOKE-ON-TRENT AND NEWCASTLE
REGISTERED CHARITY NUMBER 1173572
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31st MARCH 2021

The trustees are pleased to present their annual report together with the financial statements of the charity for the year ending 31st March 2021.

The financial statements comply with the Charities Act 2011 and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1st January 2015).

TRUSTEES

The trustees serving during the year and since the year end were as follows:

Key Management Personnel: Trustees

A. Jones (Resigned 4th August 2021)

C. Grant (Resigned 1st July 2021)

N. Ross (Resigned 9th October 2020)

B. Rouse (Branch Director) (Appointed 1st July 2021)

S. Evans (Appointed 4th August 2021)

L. Brown (Resigned 9th October 2020)

G. Gardner (Resigned 24th November 2021)

U. Smith (Appointed 9th October 2020)

C. Hall (Appointed 4th August 2021)

S. Dunn (Appointed 19th December 2021)

Key Management Personnel: Branch Director

Branch Director : Mr. B. Rouse
The day to day management of the charity is delegated to Mr. B. Rouse.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

The charity is controlled by its Constitution, dated 26th June 2017 and is a Charitable Incorporated Organisation which was registered with the Charity Commission on 26th June 2017.

Recruitment and Appointment of New Trustees

The Trustees, other than the Branch Director, are appointed at the Annual General Meeting of the branch. The Trustees can co-opt extra members who serve on the committee but have no vote. The Board of Trustees is chaired by the Branch Director who is appointed from amongst the Branch membership. In planning activities for the year, the Board of Trustees keeps in mind the Charity Commission guidance on public benefit.

Organisational Structure

Broadly speaking, the work of the branch is the responsibility of the Branch Director and Deputy Directors, whilst the administration of the Charity (such as the finances) is the responsibility of the Trustees. The volunteers who have served as Trustees during the year are listed above.
The Branch Director is Brian Rouse who succeeded Carol Grant in July 2021. Normally the Branch Director's appointment is recommended by the Branch and approved by the national Council of Samaritans. The Branch Director would normally serve for a term of three years. The Branch Director chooses and appoints Deputy Directors. The Branch Director is also a Trustee.

Introduction and Training of New Trustees

New Trustees undergo an induction process to brief them on their legal obligations under Charity Law, the Charity's governing documents, the Board and decision-making processes, the business plan and recent financial performance of the Charity. During the induction process they meet other Trustees. Trustees are encouraged to attend appropriate external and internal training events, which will assist them in carrying out their role.

Indemnity Insurance

The Samaritans has centrally co-ordinated indemnity insurance to protect Branch Directors, Trustees and other volunteer members of all Samaritans' branches.

REVIEW OF ACTIVITIES, PLANS AND FUTURE COMMITMENTS

Objectives and Activities

The charity's main objectives and activities are;

- To enable persons in Stoke on Trent and Newcastle and the surrounding area as well as elsewhere who are experiencing feelings of distress and despair, including those who may be at risk of suicide, to receive confidential emotional support at any time of day or night in order to improve their emotional health and to reduce the incidence of suicide;
- To promote a better understanding in society of suicide, suicidal behaviours and the value of expressing feelings which may otherwise lead to suicide or impaired emotional health; and
- To collaborate with and support Samaritans Central Charity and its affiliated branches in fulfilling these objectives.

Volunteers

At 31st March 2021 there were 72 members of the Charity. 14 provide support to the activity of the charity through volunteering in our shops. 58 provide emotional support to people who contact the Charity by phone, through email and text messaging, and by visiting the branch in Chapel Lane.

The volunteers provided more than 3,061 "Person Hours" of availability.

Samaritans of Stoke on Trent and Newcastle

Our branch provides a service primarily intended for the benefit of people of Stoke on Trent and Newcastle and the surrounding area, but it also works with all Samaritan branches to provide 24-hour availability of the service across the UK. The branch currently provides emotional support by telephone, face to face and email.

Samaritans do not charge for the services. We accept reserve charge calls and ring callers back and offer a free phone number 116123.

We also work outside the branch in the local community, at Dovegate Prison with the Listener Scheme and in partnership with Network Rail at Stoke Station.

We are part of the Samaritans network of 201 branches in the UK and Republic of Ireland. The Samaritans vision is that fewer people die by suicide and we work to achieve this vision by making it our mission to alleviate distress and reduce the incidence of suicidal feelings and behaviours.

Samaritans are committed to the following values:

- Listening
- Confidentiality
- People making their own decisions
- Being non-judgemental
- Human Contact

Activities

See details of the activities in the year within the Branch Director's report.

Future Plans

We have three main objectives for the future. The first is to increase our volunteer numbers so that more hours can be offered into what is now a national rota, to meet the 24 hour availability of a Samaritan listening volunteer to anyone phoning or emailing us. Plans to roll out instant messaging, another communication channel, are progressing well and have been tested in pilots. The second is to ensure the financial stability of the charity by seeking to find additional sources of funding and through the control of our costs. Our third objective is to engage and promote good emotional health within the community we serve and to work in partnership with other organisations which offer support to those in need.

RISK MANAGEMENT

The trustees have a risk management strategy which comprises:

- A review of the principal risks and uncertainties that the charity faces;
- The establishment of policies, systems and procedures to mitigate those risks identified in the review; and
- The implementation of procedures designed to minimise or manage any potential impact on the charity should those risks materialise.

Attention has been focussed on financial risks, operational risks and other risks arising from fire and health and safety. These risks are managed by ensuring accreditation is up to date, having robust policies and procedures in place, and regular awareness training for staff and volunteers.

RESERVES POLICY AND GOING CONCERN

Reserves are needed to bridge the gap between the spending and receiving of income and to cover unplanned emergency repairs and other expenditure and at the year end total funds totalled £243,277 (*2020: £215,555*) comprising unrestricted funds of £231,277 (*2020: £215,555*) and restricted funds of £12,000 (*2020: £Nil*). At the year end cash at bank and in hand totalled £124,154 (*2020: £87,838*). Of the total unrestricted funds of £231,277, £129,833 can only be realised by disposing of tangible fixed assets.

The trustees consider that the ideal level of reserves as at 31st March 2021 would be £200,000.

The Charity had no reserves with a negative balance at the year end.

Given the current levels of reserves and Net Current Assets, the trustees are of the view that the charity is a going concern.

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year. Under that law the trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charity and of its incoming resources and application of resources, the surplus or deficit of the charity for the period, its assets and liabilities at the end of the period and clearly distinguish any material special trust or other restricted fund of the charity. In preparing those financial statements the trustees are required to:-

- select suitable accounting policies and apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- state whether the policies adopted are in accordance with Statements of Recommended Practice and with applicable accounting standards, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on a going concern basis unless it is inappropriate to assume that the charity will continue in business.

STATEMENT OF TRUSTEES' RESPONSIBILITIES *(CONTINUED)*

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and therefore for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the financial and other information included on the charity's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

In determining how amounts are presented within items in the Statement of Financial Activities and Balance Sheet, the trustees must have regard to the substance of the reported transaction or arrangement, in accordance with generally accepted accounting principles or practice.

DELIVERY OF PUBLIC BENEFIT

The Trustees confirm they have complied with their duty under Section 4 of the Charities Act 2011 to have due regard to the Charity Commission's general guidance on public benefit.

FINANCIAL REVIEW

Net Incoming/Outgoing Resources

During the year the charity had total net incoming resources of £27,722 (*2020: £4,548*) from all its activities. Income during the year totalled £90,415 (*2020: £85,979*).

The main sources of incoming resources were from Shop Income and Fundraising which totalled £31,907 (*2020: £76,012*) and Government Grants in connection with Covid 19 totalling £30,000 (*2020: £Nil*). Outgoing resources related to the Cost of Generating Funds which totalled £30,815 (*2020: £58,707*) and Support Costs totalled £31,878 (*2020: £22,724*). Within the Cost of Generating Funds the main items of cost were Shop Manager Costs of £26,934 (*2020: £33,310*) and Rent and Rates of £6,107 (*2020: £14,288*). Cost of Generating Funds also included receipts under the Government Furlough Scheme totalling £11,314 (*2020: £Nil*).

Support Costs included Travel Expenses of £7,597 (*2020: £600 credit*) and Property Repairs of £6,285 (*2020: £4,969*).

Fixed Assets

The net book value of fixed assets of the charity is £129,833 (*2020: £131,788*) being £126,000 (*2020: £126,000*) for freehold land and buildings, £562 (*2020: £1,124*) for Leasehold Improvements, £2,858 (*2020: £4,664*) for Office and Computer Equipment and £413 (*2020: £Nil*) for Motor Vehicles.

Fixed assets additions during the year ended 31st March 2021 totalled £550 (*2020: £Nil).*

Details of fixed assets are shown at note 9.

SAMARITANS OF STOKE-ON-TRENT AND NEWCASTLE

REGISTERED CHARITY NUMBER 1173572

REPORT OF THE TRUSTEES

FOR THE YEAR ENDED 31st MARCH 2021 *(CONTINUED)*

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Office	15 Chapel Lane, Burslem, Stoke-on-Trent. ST6 2AB
Bankers	HSBC, Crown Bank, Hanley, Stoke-on-Trent, Staffordshire. ST1 1DA
Accountants	Hardwickes, Etruria Old Road, Stoke-on-Trent, Staffordshire. ST1 5PE

By order of the Board of Trustees

B. Rouse
………................................ **Trustee**

20th January, 2022

SAMARITANS OF STOKE-ON-TRENT AND NEWCASTLE

REGISTERED CHARITY NUMBER 1173572

BRANCH DIRECTOR'S REPORT

FOR THE YEAR ENDED 31st MARCH 2021

Samaritans of Stoke on Trent & Newcastle remains an affiliate branch of the Samaritans Central Charity, managed by a single branch leadership team consisting of key persons such as the Branch Director, Trustees, Deputy Directors and Officers.

It seems a lot longer than six months ago that I got the call from Peter Hammond, Regional Director, asking if I would consider becoming Branch Director. Although initially apprehensive, I am extremely glad that I accepted the role and already feel settled into it. This is due to the tremendous support of the deputy directors and the support and incredible work of everyone in the branch. So, thank you everybody.

Before I go any further, I must also thank my predecessors Carol and Mark for all the hard work they put in as Branch Directors. Carol did a wonderful job, moving the branch forward, increasing volunteer numbers, then guiding us through Covid 19 restrictions, making sure the branch remained operational but safe for all the volunteers and then seeing us through a difficult financial position with all three shops closed. She also ensured that the shops were safe to open as restrictions lifted.

Mark continued the good work, including moving the operations room due to a flood. He also had to work hard to hold the branch together as it went through a difficult section nine inspection.

The section nine inspection resulted in an improvement plan to address the issues, which has now been completed, and the quality review. As all the issues have now been resolved, we are no longer subject to Section Nine review, and of our five Trustees, four are recent appointments. The actual details of the investigation must remain confidential.

I find it amazing how Mark managed to lead the Branch Leadership Team during this very difficult period, ensuring the branch kept moving forward despite the restrictions brought in by the pandemic and at the same time ensuring the Section 9 investigation did not have a negative effect on the branch.

One positive of the investigation was the outcome of the quality review which confirmed the healthy state of the branch. In its conclusions it stated that:

"The Branch has faced difficult issues in the past few months"

"Despite these, it has continued to function well and develop new ways of working".

"The resilience of the Branch is testament to its strong leadership and to the commitment of its volunteers. The Branch Leadership Team, headed by the Interim Director has provided united and clear direction and support for the Branch. The volunteers are committed, work together exceptionally well, respond in an emergency and support each other at every level".

This has given me a strong platform from which to move the branch forward. We currently have 82 active members of the branch of which 72 are listening volunteers. We have given in total an average of 100 hours of volunteer time each week. By looking at ways to increase the number of shifts completed by our current listeners and by increasing the number of volunteers that we train each year, we want to increase the number of hours that the branch provides.

As well as working with Covid, we have also had to deal with a flood which resulted in the operations room being moved upstairs to the space usually used for training. After some initial hiccups with moving phone lines, the move was seen as positive due the training room being bigger, lighter and airier than the old room. However, as this is an excellent space both for our and regional training, we will be moving back downstairs but into the old meeting room.

The pandemic restrictions have led to the use technology in a variety of ways and thanks to Chris 3 we are all now experts in Teams and Zoom. As well as meetings going on-line, we have had a virtual induction evening, new Samaritans interviews via Teams and virtual training; this actually made the practice calls much more convenient for our trainers. When we get back to normal, I am sure some of these activities will remain on-line.

SAMARITANS OF STOKE-ON-TRENT AND NEWCASTLE

REGISTERED CHARITY NUMBER 1173572

BRANCH DIRECTOR'S REPORT

FOR THE YEAR ENDED 31st MARCH 2021 (CONTINUED)

The Burslem shop was shut earlier in the year due to financial pressure but both the Stoke and Cheadle shops continue to bring in a useful income. The Cheadle shop had some particular problems opening with Covid restrictions due to its size, but by being very innovative, Vikki moved the shop outside into the outdoor market so that she could continue trading.

Earlier in the year Dovegate prison eventually opened its doors to allow our volunteers to support the prison listeners and Simon commenced fortnightly visits accompanied by volunteers from our branch and from Leek. He also managed to train nine new listening volunteers.

The branch has had to also manage a raft of initiatives and updates from central office. They have included changes in software and hardware, such as the move to Link and the use of Chrome Boxes, to new guidelines and procedures for child protection and the moving of emails and caller support to national hubs. Whilst integrating these changes into our practice, we have ensured that the branch continues to provide an excellent service for our callers and I thank everybody for this.

As we move forward, our priorities are:

- To remove the barriers which prevent volunteers signing up for shifts;
- To retain our current members;
- To recruit new members;
- To utilise the building to its full potential;
- To continue to increase our outreach into the community.

B. Rouse

………................................ **Branch Director**

20th January, 2022

SAMARITANS OF STOKE-ON-TRENT AND NEWCASTLE

REGISTERED CHARITY NUMBER 1173572

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF

SAMARITANS OF STOKE-ON-TRENT AND NEWCASTLE

I report on my examination on the attached accounts of the charity for the year ended 31st March 2021.

RESPONSIBILITIES AND BASIS OF REPORT

As the charity trustees 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 Trustees' accounts carried out under s. 145 of the 2011 Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under s. 145 (5)(b) of the 2011 Act.

INDEPENDENT EXAMINER'S STATEMENT

I have completed my examination. I can confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the charity as required by s. 130 of the Act;
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention be drawn in this report in order to enable a proper understanding of the accounts to be reached.

USE OF THIS REPORT

This report is made solely to the Trustees of Samaritans of Stoke-on-Trent and Newcastle as a body in accordance with the terms of the engagement letter dated 2nd September, 2019. The Independent Examination work has been undertaken so that I might state to the Charity's Trustees those matters I am required to state to them in an Independent Examiner's report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the charity and the charity's Trustees as a body, for the Independent Examination work, for this report, or for the opinions I have formed.

D.R. Shaw Bsc., F.C.A

Hardwickes,
Etruria Old Road,
Stoke-on-Trent,
Staffordshire.
ST1 5PE

20th January, 2022

SAMARITANS OF STOKE-ON-TRENT AND NEWCASTLE

STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING THE INCOME AND EXPENDITURE ACCOUNT)

FOR THE YEAR ENDED 31st MARCH 2021

	Notes	Unrestricted Funds 2021	Restricted Funds 2021	Total Funds 2021	Total Funds 2020
INCOMING RESOURCES		£	£	£	£
Incoming Resources from Generated Funds:-					
Voluntary Income:-					
Donations and Legacies		11,377	-	11,377	8,823
Government Grants	2	30,000	-	30,000	-
Activities for Generating Funds:-					
Shop Income and Fund Raising		31,907	-	31,907	76,012
Investment Income and Interest	3	829	-	829	1,144
Incoming Resources from Charitable Activities:-					
Grants		-	16,302	16,302	-
TOTAL INCOMING RESOURCES		74,113	16,302	90,415	85,979
RESOURCES EXPENDED					
Cost of Generating Funds:-					
Shops	4	30,009	806	30,815	58,707
Support Costs	4	28,382	3,496	31,878	22,724
TOTAL RESOURCES EXPENDED		58,391	4,302	62,693	81,431
NET INCOMING RESOURCES BEING NET MOVEMENT IN FUNDS	6	15,722	12,000	27,722	4,548
Reconciliation of Funds					
Total Funds at 1st April 2020/2019		215,555	-	215,555	211,007
TOTAL FUNDS AT 31st MARCH 2021/2020	13	231,277	12,000	243,277	215,555

The statement of financial activities includes all gains and losses in the year. All incoming resources and resources expended derive from continuing activities.

SAMARITANS OF STOKE-ON-TRENT AND NEWCASTLE

Charity Number 1173572

BALANCE SHEET AS AT 31st MARCH 2021

	Notes	2021		2020	
		£	£	£	£
FIXED ASSETS					
Tangible Fixed Assets	9		129,833		131,788
CURRENT ASSETS					
Debtors	10	1,119		5,807	
Cash at Bank and in Hand		124,154		87,838	
		125,273		93,645	
CREDITORS: Amounts Falling Due Within One Year	11	(11,829)		(9,878)	
NET CURRENT ASSETS			113,444		83,767
NET ASSETS	12		243,277		215,555
UNRESTRICTED FUNDS	13		231,277		215,555
RESTRICTED FUNDS	13		12,000		-
TOTAL FUNDS	13		243,277		215,555

The trustees have prepared accounts in accordance with section 138 of the Charities Act 2011.

Approved by the Board of Trustees on 20th January, 2022 and signed on its behalf by

C. HALL)
) **Trustees**
B. ROUSE)

The attached notes form part of these accounts.

SAMARITANS OF STOKE-ON-TRENT AND NEWCASTLE

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31st MARCH 2021

1. **ACCOUNTING POLICIES**

The principal accounting policies adopted in the preparation of the financial statements are as follows:

a) **Basis of Preparation**

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2015) – (Charities SORP (FRS102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

Samaritans of Stoke-on-Trent and Newcastle meets the definition of a public benefit entity under FRS102. Assets and liabilities are initially recognised at historical cost or transition value unless otherwise stated in the relevant accounting policy note.

The financial statements are presented in Sterling (£) and have been rounded to the nearest pound.

b) **Preparation of the accounts on a Going Concern Basis**

Given the current levels of reserves and Net Current Assets, the trustees are of the view that the charity is a going concern.

c) **Income**

Voluntary income including donations, gifts, legacies and grants that provide core funding or are of a general nature is recognised when the charity has entitlement to the funds, any performance conditions attached to the item(s) of income have been met, it is probable that the income will be received and the amount can be measured reliably.

Donations and revenue grants are credited to the Statement of Financial Activities on a receivable basis. Capital grants are shown as deferred income and credited to the Statement of Financial Activities over the same depreciation periods as the assets to which they relate.

d) **Interest Receivable**

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the Bank.

e) **Fund Accounting**

Unrestricted funds are donations and other incoming resources receivable or generated for the objects of the charity without further specified purpose and are available as general funds.

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund, and where appropriate, a fair allocation of the depreciation charge.

f) **Expenditure**

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

- Costs of generating funds comprise the costs of shop trading
- Support Costs are detailed at Note 4.

g) **Allocation of Support Costs**

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include back office costs, finance, personnel, payroll and governance costs which support the charity's activities. The bases on which support costs have been allocated are set out in note 5.

h) **Operating Leases**

Rentals under operating leases are charged to the Statement of Financial Activities as they fall due.

i) **Fixed Assets and Depreciation**

Expenditure is capitalised as Fixed Assets in accordance with current accounting principles. Tangible fixed assets are depreciated at rates calculated to write off the cost, less estimated residual value, of each asset evenly over its expected useful life at the following annual rates:-

Freehold Land and Buildings	-	No depreciation.
Office Equipment	-	15% reducing balance.
Computer Equipment	-	25% straight line.
Leasehold Improvements	-	33% straight line.
Motor Vehicles	-	25% reducing balance.

j) **Debtors**

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

k) **Cash at Bank and in Hand**

Cash at bank and cash in hand includes cash and balances in bank current accounts and bank deposit accounts.

l) **Creditors and provisions**

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

SAMARITANS OF STOKE-ON-TRENT AND NEWCASTLE

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31st MARCH 2021 (CONTINUED)

m) **Financial instruments**

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

n) **Related Party Transaction**

No related party transactions have occurred during the year.

2. GOVERNMENT GRANTS

	Unrestricted Funds 2021	Restricted Funds 2021	Total Funds 2021	Total Funds 2020
	£	£	£	£
Government Grants – Covid 19	30,000	-	30,000	-

3. INVESTMENT INCOME AND INTEREST

Investment income of £829 *(2020: £1,144)* comprises interest on cash deposits with UK banks.

4. RESOURCES EXPENDED

Shops	Unrestricted Funds 2021	Restricted Funds 2021	Total Funds 2021	Total Funds 2020
	£	£	£	£
Professional Fees	180	-	180	1,190
Travel Expenses	759	-	759	-
Telephone	890	-	890	1,862
Utilities	2,423	-	2,423	4,022
Property Repairs	644	806	1,450	2,453
Shop Manager	26,934	-	26,934	33,310
Rent and Rates	6,107	-	6,107	14,288
Other	1,221	-	1,221	1,020
Depreciation	562	-	562	562
Insurance	1,600	-	1,600	-
Furlough Refund	(11,314)	-	(11,314)	-
Office Costs	3	-	3	-
	30,009	806	30,815	58,707

4. **RESOURCES EXPENDED (CONTINUED)**

Support Costs	Unrestricted Funds 2021	Restricted Funds 2021	Total Funds 2021	Total Funds 2020
	£	£	£	£
Travel Expenses	7,597	-	7,597	(600)
Rent and Rates	1,452	-	1,452	917
Depreciation	1,943	-	1,943	1,760
Recruiting	-	-	-	406
Emergency Phone	1,886	-	1,886	1,732
Utilities	2,840	-	2,840	5,477
Property Repairs	2,789	3,496	6,285	4,969
Office Costs	253	-	253	268
Insurance	2,982	-	2,982	224
Office Payroll	4,067	-	4,067	6,073
General Office Levy	-	-	-	608
Other	77	-	77	890
Professional Fees	2,496	-	2,496	-
	28,382	3,496	31,878	22,724

5. **ANALYSIS OF GOVERNANCE AND SUPPORT COSTS**

The charity initially identifies the costs of its support functions. It then identifies those costs which relate to the governance function. Refer to the table below for the basis for apportionment and the analysis of support and governance costs.

Analysis of support and governance costs

	General Support	Governance Function	Total	Basis of Apportionment
	£	£	£	
Staff Costs	2,492	1,575	4,067	Allocation staff roles
Other	27,811	-	27,811	General support
	30,303	1,575	31,878	

6. **NET INCOMING RESOURCES FOR THE YEAR**

The net incoming resources are stated after charging:

	2021	2020
	£	£
Depreciation	2,505	2,322

7. **STAFF COSTS AND NUMBERS**

	2021	2020
	£	£
Salaries and Wages	30,209	38,482
Social Security Costs	792	901
Furlough Refund	(11,314)	-
	19,687	39,383

No employee received emoluments of more than £60,000.
Key Management Personnel Remuneration during the year was £Nil *(2020: £Nil)*.
The average monthly headcount *(including part time staff)* was 5 staff *(2020: 5 staff)*.

8. **TRUSTEES EXPENSES**

During the current year and the previous year there were no expenses reimbursed to the Trustees.

SAMARITANS OF STOKE-ON-TRENT AND NEWCASTLE

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31st MARCH 2021 *(CONTINUED)*

9. **TANGIBLE FIXED ASSETS**

	Freehold Property	Office Equipment	Computer Equipment	Leasehold Improvements	Motor Vehicles	Total
Cost or Deemed Cost	£	£	£	£	£	£
At 1st April 2020	126,000	28,492	4,663	4,997	-	164,152
Additions	-	-	-	-	550	550
At 31st March 2021	126,000	28,492	4,663	4,997	550	164,702
Depreciation						
At 1st April 2020	-	25,129	3,362	3,873	-	32,364
Charge in the year	-	505	1,301	562	137	2,505
At 31st March 2021	-	25,634	4,663	4,435	137	34,869
Net Book Values						
At 31st March 2021	126,000	2,858	-	562	413	129,833
At 31st March 2020	126,000	3,363	1,301	1,124	-	131,788

At transition to FRS102 the carrying value of Freehold Land and Buildings was based on Deemed Cost.

No depreciation is provided on freehold land and buildings. It is the charity's policy to fully maintain its property and the cost of this maintenance is charged in full against revenue each year. The trustees consider that any provision for depreciation would be immaterial.

10. **DEBTORS**

	2021	2020
	£	£
Due within one year		
Trade Debtors	-	4,807
Other Debtors	1,119	1,000
	1,119	5,807

11. **CREDITORS:** Amounts Falling Due Within One Year

	£	£
Trade Creditors	3,249	1,298
Accruals	8,580	8,580
	11,829	9,878

12. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	General Funds	Restricted Funds	Total Funds
	£	£	£
Tangible Fixed Assets	129,833	-	129,833
Current Assets	113,273	12,000	125,273
Current Liabilities	(11,829)	-	(11,829)
	231,277	12,000	243,277

13. MOVEMENT IN FUNDS

	At 1st April 2020	Incoming Resources	Outgoing Resources	At 31st March 2021
	£	£	£	£
Restricted Funds				
Covid 19 Grants	-	16,302	(4,302)	12,000
TOTAL RESTRICTED FUNDS	-	16,302	(4,302)	12,000
Unrestricted Funds				
General Funds	215,555	74,113	(58,391)	231,277
TOTAL UNRESTRICTED FUNDS	215,555	74,113	(58,391)	231,277
TOTAL FUNDS	215,555	90,415	(62,693)	243,277

14. FUTURE FINANCIAL COMMITMENTS

Operating Leases

The total future minimum lease payments under non-cancellable operating leases are as follows:-

	2021	2020
	£	£
Not later than one year	1,000	11,800
Later than one year and not later than five years	1,000	10,200