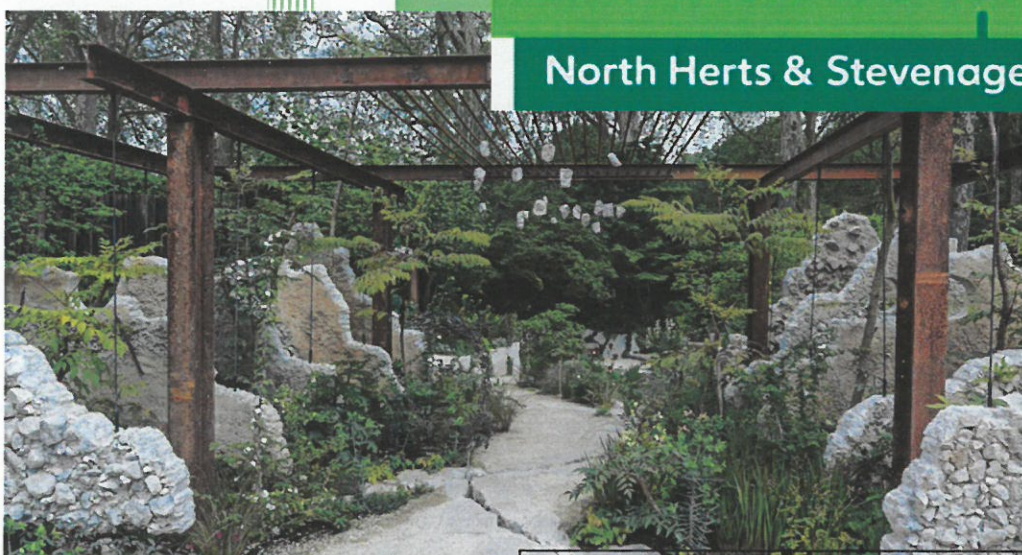


SAMARITANS

North Herts & Stevenage



Samaritans Listening Garden - Chelsea Flower show 2023

Annual Review 2023-24

2023–2024 Annual Review and Accounts

The logo for Samaritans North Herts & Stevenage. It features the word "SAMARITANS" in white, bold, uppercase letters on a green rectangular background. Below this, the words "North Herts & Stevenage" are written in white, bold, uppercase letters on a dark green rectangular background. The two rectangles are slightly offset, with the green one on top and to the left.

SAMARITANS

North Herts & Stevenage

Charity number 1173578

**2023–2024
Annual review
and accounts**

2023–2024 Annual Review and Accounts

Contents

Director's message	2
About Samaritans	3
Our vision	3
Our mission	3
Our values	3
Fundraising	4
Fundraising, collections and donations	4
Grants	5
Supporters	5
Donating	5
Caller support	6
External relations	6
Outreach and talks	6
Prisons	6
Recruitment, training and mentoring	7
Volunteer support	7
Financial review	8
Overall	8
Reserves	8
Risk management	8
Future plans	9
Structure, governance and management	9
Structure	9
Recruitment of trustees	9
Governance	9
Statement of trustees' responsibilities	10
Reference and administration – 1 April 2023 to 31 March 2024	10
Independent examiner's report	12
Respective responsibilities and basis of report	12
Independent examiner's statement	12
Financial accounts and notes for the year ended 31 March 2024	13
Balance sheet at 31 MARCH 2024	14
Notes to the accounts for the year ended 31 March 2024	15

Director's message

I am pleased to introduce this annual review on North Herts & Stevenage Samaritans for the period of April 2023 to March 2024.

At the beginning of January 2024, Ilsa 383 stepped down after 3 years as Branch Director and we would like to express our heartfelt thanks for her dedicated service to our charity. During her time, Ilsa worked tirelessly to expertly manage all the different aspects of running the service: from recruitment, to training, mentoring, volunteer support, rota management, continuous development, premises, IT, outreach and fundraising.

The process to replace Ilsa ran in the last quarter of 2023 and no single person was found to take on the role. As an interim measure, we (Clare 502, Dani 272 and Simon 542) agreed to step in as interim co-directors for 9 months (later extended to 12 months) until the recruitment process could be run again.

We have been supported by a dedicated and capable team of deputy directors, trustees, support volunteers and the fantastic army of listening volunteers who give up their time to be there for callers, night and day, and we thank them all.

Our branch is lucky enough to have just one paid administrator for 10 hours per week. All the other 130 or so volunteers give their time, effort and energy free of charge.

In the summer of 2023, our branch hosted the Samaritans National Walk, bringing together volunteers from across the UK and ROI, raising the profile of our charity and raising over £7,800.

A local artist, Sarah Graham, is a great supporter of our service and she ran the 'Samaritans' project in the summer, whereby artists, celebrities and others painted a template provided by Sarah, to be auctioned in September, which raised a fantastic £38,842 for our branch.

A part of this money was used to pay for a record number of 32 volunteers to attend the annual regional conference in February 2024, helping to improve knowledge and maintain morale and volunteer retention.

For many years, we have been looking for premises that better suit our needs, but this has proved exceptionally difficult and in the first quarter of 2024, a strategy was agreed to:

1. Establish exactly what we are aiming for in terms of numbers of volunteers and hours on the phone;
2. Decide whether our premises can be adapted to accommodate the new target.

This will be one of our main focuses for the remaining time of our tenure, as one of the key messages that came out of the director selection process last time, was that volunteers want certainty over this important issue, and this is what we are particularly keen to achieve.

As we write this there has already been progress on the building redevelopment plan and we have had a good start to the 2024/25 year with Samaritans being the official charity of the TCS London Marathon. This branch was particularly excited to have arranged for the Tower of London to be lit up in green for the weekend of the event. New Director selection is about to get underway as well and so we are optimistic about the strength and continuity of our branch in North Hertfordshire.

With the fantastic support of our volunteers, we are well equipped to continue and expand our service, and pursue our aim that fewer people die by suicide.



Simon 542

Co-branch Director and Chair of Trustees

North Herts & Stevenage Samaritans

About Samaritans

Samaritans provides non-judgemental emotional support, 24 hours a day, for people who are experiencing feelings of distress or despair, including those that could lead to suicide. We offer our service by telephone, email, letter and face to face, from our branches and at hospitals, schools, prisons, workplaces and festivals, through a network of over 200 branches in the UK and the Republic of Ireland.

From its base in Hitchin, North Herts & Stevenage Samaritans is a charity operating as a branch of Samaritans. Whilst supporting the residents of the surrounding area, it also supports the residents of the whole of the UK and ROI via the Samaritans central calls system.

Our vision

Our vision is that fewer people die by suicide.

To achieve this, we believe Samaritans has a crucial role to play in:

- Reducing the risk factors that make some people more likely to take their own lives;
- Ensuring that people who are at increased risk of suicide are supported;
- Making it less likely that people who do experience suicidal thoughts act on them; and
- Reducing the likelihood that people will develop suicidal thoughts.

Our mission

We're here every day and night of the year for anyone struggling to cope. We make sure people have somewhere to turn and support when they need it most. We work with communities to let people know we're here for them and we campaign to make suicide prevention a priority.

Our values

Our support services adapt to the changing environment, but the values at the core of our listening service remain constant:

- **Listening** – Exploring feelings alleviates distress and helps people to reach a better understanding of their situation and the options open to them.
- **Confidentiality** – If people feel safe, they are more likely to be open about their feelings.
- **Non-judgemental** – We want people to be able to talk to us without fear of prejudice or rejection.
- **People making their own decisions** – We believe that people have the right to find their own solutions and that telling people what to do takes responsibility away from them.
- **Human contact** – Giving people time, undivided attention and empathy meets a fundamental emotional need, and reduces distress and despair.

Fundraising

Fundraising, collections and donations

We were able to hold 7 collections during the year across the region: at Tesco stores (in Baldock, Stevenage and Royston), Hitchin railway station (Brew Monday), the Radcliffe Arms Hitchin (quiz night), a Sarah Millican gig at Stevenage and the Hitchin Historical Society Christmas raffle. We are hoping to grow the team of volunteers that help with collections to enable more to take place.

Several local businesses retain collecting cans for customers to donate to us and for the 2023/24 year they were: Biggleswade Station Book library, Brickyard, (Bancroft, Hitchin), Doghouse Grooming (Arlesey), Hair by Talents (Hitchin), Toni & Guy (Hitchin).

Two major fundraising events also took place in the year: the Samaritans 44th Annual National Walk and Samarivans, both of which are reported on below.

In general, we are seeing an increased use of charity platforms for donations and envisage this will continue to be an important way for us to raise money for the branch.

The value of local support cannot be expressed sufficiently, but we would like to acknowledge this on behalf of all our volunteers and the people that benefit from the service we provide. A few of the organisations that contributed are listed below.

- Arkley Fine Art, Hitchin
- Benevity-Tenable
- Brakes (Adam Collett)
- Branch Bookers Snack, Luton
- Drink Biggleswade
- Hitchin Girls School
- Gravenchurch Methodist Church
- John Laing Charitable Trust
- Lions Letchworth & Baldock
- New Vantage Consulting
- LALG History Group in memory of Barbara Hobbs
- Lions Letchworth & Baldock
- New Vantage Consulting
- NFU Mutual
- Norgans Pretty Decent Beer
- Pirton Thursday Ladies Group
- Phillips Digital Print, Letchworth
- Rotary Club of Hitchin
- Sainsbury, Hitchin
- Satchells Estate Agents, Hitchin
- Stories Matter
- Tilehouse Street Baptist Church in memory of Tony Bliss
- Toni & Guy, Hitchin
- Trinity Church Knebworth
- The Priory School year 13 students
- TPS Visual Communications, Letchworth Garden City
- Waitrose, Hitchin

Thanks also to those who are taking a few extra seconds when ordering shopping on the internet to enable the branch to receive a contribution from many retailers. To do this, you can use **Easyfundraising**, www.easyfundraising.org.uk.

Web users have also donated via searching online for North Herts & Stevenage Samaritans.

Thanks to everyone for your loyal support, which has enabled our branch to remain fully operational

National Walk

On Saturday July 1st 2023, Samaritans of North Herts & Stevenage hosted the 44th National Walk, also marking the 70th year of Samaritans. On the day we had 150 walkers from across the country completing one of 3 walks of 5, 13 or 20 miles. As clouds lifted, we were blessed with ideal conditions for the walk and the evening event which followed. This was also very well attended with nearly 100 people staying (or coming) for pizza from a pizza

2023–2024 Annual Review and Accounts

van, cakes, the raffle draw, live music and a rock choir.

Thanks to all those from the Branch and their families who helped with the planning, preparation, and on the day itself and with the tidy up after. It was a massive effort from all connected with the branch as well as many family members and friends.

Several local businesses also donated and supported us and are recognised above and the event raised £7,804.89 for the branch.

Samarivans

Local artist Sarah Graham encouraged a host of famous names, as well as people from the North Hertfordshire community and beyond, to design their own 'Samarivans' using camper van stencils she had designed.

Contributors included artists Tom Hovey (Great British Bake Off), Hayden Kays and Pete McKee, as well as celebrities Joe Lycett, Keith Lemon, Jodie Whittaker, Ricky Wilson, Timmy Mallett, Su Pollard, Eddie the Eagle and West End and Broadway star Kerry Ellis.

The finished products were displayed at Arkley Fine Art in Hitchin and an Ebay auction held.

Thank you to Sarah and her partner David for their fantastic efforts and to all the artists who contributed their work and the people who purchased them as well as those who made donations. After costs, over £38,800 was raised - a huge contribution to our branch income for the year. We cannot sufficiently express our gratitude for all Sarah and David did to support us. You can read what Sarah has to say about it [here](#).

Grants

We were very fortunate to continue to receive unrestricted grants from POhWER until August 2023, and we have subsequently received a new unrestricted grant from Hertfordshire County Council. Both of these will help enable us to continue to cover our operating costs and continue to offer vital services to those in need of them.

Supporters

We are very grateful to all the individuals and organisations that help us to carry out the work we do, whether it be through helping with collections, sponsorship and donations, or regular giving.

Donating

If you would like to help us, you can make a donation:

By bank transfer

Account name: North Herts & Stevenage Samaritans

Account number: 63678547

Sort code: 20-05-73

Please quote your name as reference.

By cheque

Please make your cheque payable to 'North Herts & Stevenage Samaritans' and send it to our branch address: 5 Nuns Close, Hitchin, SG5 1EP.

By text message

Text SAMSLocal 3 to 70460 to donate £3.

2023–2024 Annual Review and Accounts

Texts cost £3 plus one standard rate message and you'll be opting in to hear more about our work and fundraising via telephone and SMS. If you'd like to give £3 but do not wish to receive marketing communications, text SAMSLOCALNOINFO 3 to 70460.

Caller support

In the year to 31 March 2024, our dedicated volunteers have taken over 20,000 calls, spending around 6,000 hours on the phone as well as responding to online chat requests at a rate of over 65 a month.

As always, we are infinitely grateful to our listening volunteers, each of whom devotes at least four hours per week listening to our callers, including on overnight shifts, when the need is particularly acute.

External relations

Outreach and talks

As a branch we enjoyed being able to take the Samaritans message out into the community and this year we were able to visit various locations in our area. In August we attended the Royston Kite Festival, always a large family event, and we were pleased to be there for the first time. In September we had an information stall at the Older Peoples Activity and Learning Support (OPALS) day in Hitchin. We gave out key rings, cards and spoke with many of the attendees.

As part of Suicide Prevention, we had a stall at Stevenage during the "Festival of Hope Day" in September. Various professionals and representatives (including Samaritans Central Office) gave presentations in the morning. In the afternoon, local organisations set up stalls along the walkway between the Railway Station and the Town Centre providing an excellent opportunity to meet with other groups and the public.

On a busy match day in October, we were invited to Stevenage Football Club to support World Mental Health Day using the Real People Real Stories theme. A member of our Branch was interviewed at half time in front of 5,000 people: the largest audience that we have addressed as a branch. Before the match, 5 of our volunteers spoke to supporters and gave out Samaritans-branded "freebies" provided by Central Office.

In December we provided a Samaritans Tree in Hitchin for the Holy Saviour Christmas Tree Festival. In January 2024 we held a very successful Brew Monday event at Hitchin Railway station. We had 8 volunteers present from 06.45 to 10.30 engaging with many passengers and the event was well supported by Great Northern, BT Police and Network Rail staff.

Throughout the year we continued with our monthly awareness stall at the Lister Hospital in Stevenage.

Prisons

Prisoners are an extremely vulnerable group, and the incidence of suicide and self-harm in prisons generally is on the increase. Prisons can be lonely, stressful, intimidating and scary places for some inmates, who need emotional support to get through their time inside. Many callers from prisons suffer with poor mental health.

Samaritans work in conjunction with the safer custody teams in most prisons in the UK. Inmates can seek support from Samaritans, using the free-to-use Samaritans phones as well as a free, confidential correspondence service. Some prisons now provide phones in individual prisoner cells, but these can only access certain selected numbers like close family and Samaritans.

Understandably, some prisoners prefer to speak to others who they see are in the same situation as themselves, which is why we carefully select and train prisoners to be Listeners. They then provide emotional support to other prisoners without financial reward or benefits. What they do get is some satisfaction that they are supporting others who are going through mental turmoil. Listeners are dedicated in what they do and get called out any time of the day or night.

2023–2024 Annual Review and Accounts

Together with colleagues from the Samaritans Cambridge branch, some of our volunteers regularly visit Littlehey Prison in Cambridgeshire. We support the Listener team, helping them do their job as well as promoting the work we do jointly with them to both prisoners and prison staff.

Recruitment, training and mentoring

In the year of report, we continued to conduct information evenings and interviews in person. Recruitment in the year has maintained volunteer numbers, and applications via the central application system have been steady and not given any cause for concern.

During the 2023–24 financial year, 30 new volunteers progressed through our initial (CORE) training which ran four times in the year. This involves six weeks of intensive training and homework, including online modules, which make up our 'Core' training. After some weeks of mentored shifts, those new volunteers regroup to complete three weeks of 'Embedding' training, which includes discussions around calls they have taken and their experiences on initial shifts.

Each new volunteer spends a period of time with a dedicated mentor to complete their training. During 2023–2024 the mentor co-ordinator updated the material available to both mentors and mentees and strengthened the mentor team to 35 people (either as a primary or secondary mentor). Together the mentor group supported 24 trainees in the period June 2023 to March 2024, 12 of whom are now fully trained listening volunteers with 6 more due to become full volunteers shortly. This year we will be implementing further best practices from other branches to ensure volunteers are even better supported in the early months of listening, including the recruitment and training of new mentors, providing some guidelines on offloading on night shifts for mentors and mentees, and continuing support for mentees/freelancers after embedding. We will also increase the support available to mentors.

In the final quarter of the year significant changes were required to the CORE training team, with two of the lead trainers taking on the role of co-director and so having to step back from their training responsibilities. The lead for ongoing training has also now stepped down. Combined with other changes in volunteer availability this has necessitated the need to create a completely new team. The challenges continue into the 2024–25 year but several volunteers are being trained to support both CORE and ongoing training.

We anticipate increasing our recruitment capacity towards the end of the 2024–25 year with the goal of growing volunteer numbers to allow 3-person shifts.

Volunteer support

We continue to try to send as many volunteers as possible to the Samaritans Eastern Regional Conference. The feedback from those that attend is always overwhelmingly positive and provides the best networking opportunity to share best practice with our own branch of Samaritans and with other branches in the region. This year 32 volunteers attended.

Financial review

Overall

The charity's financial activities are shown on page 13 of this report.

The net income for the year was £41,334 (2023: £6,206 net expenditure) comprising total income of £87,408 (2023: £26,060) and total expenditure of £46,074 (2023: £32,266).

The increase in income was driven primarily by two substantial fundraising events during the year: the National Walk and Samarivans. These events raised significant funds and also brought substantial positive exposure to the charity which in turn resulted in an increase in donations from the general public.

The increase in expenditure was driven largely by the cost of generating funds of £10,826 (2023: £1,098) which enabled the fundraising events to take place, and also an increase in support costs from £6,712 in the prior year to £13,602 in the current year. Expenditure on charitable activities of £21,646 (2023: £24,456) includes the contribution to SCO support costs of £1,762 (2023: £7,550).

The statement of financial position shows the funds of the charity which primarily comprise fixed assets, fixed asset investments and cash at bank. Interest received from fixed asset investments of £2,811 (2023: £2,087) was in line with expectations and the gradual stabilisation of the bond market resulted in a marginal fair value loss of £952 (2023: £11,005).

The total fund balance as at 31 March 2024 was £126,380 (2023: £85,998), with £108,779 of this (2023: £68,397) representing general funds, made up of both designated and undesignated portions. In line with the reserves policy and in recognition of continued plans to refurbish the existing property held by the charity and which serves as the operational base for the branch, the trustees authorised a transfer of reserves from the undesignated fund to the designated fund of £25,000. The closing balance on the undesignated and designated funds are £79,058 (2023: £54,058) and £29,721 (2023: £14,339) respectively. The designated fund continues to be held for the purposes of property refurbishment.

The title to the current freehold premises is held by Samaritans as custodian trustee and the charity, subject to a trust deed in respect of its premises.

Reserves

The Trustees reviewed the Financial Reserves Policy in the year since the last review, and confirmed the continued policy of holding a minimum level of six months and a maximum of 18 months of undesignated reserves, to allow the Branch to continue operating without financial income for that period without releasing long-term reserves or requiring assistance from SCO. This has been monitored on a regular basis. The trustees will continue to review the reserves policy on an annual basis. In the period from March 2024, the Trustees have taken full account of the Charity Commission advice on the use of reserves. Cash flow projections indicate that North Herts & Stevenage Samaritans will end the financial year (2024-25) with unrestricted funds above the minimum reserves level.

Risk management

The trustees have a duty to identify and review the risks to which the charity is exposed. At their meetings, they carry out this duty and ensure appropriate controls are in place and any necessary action is taken to mitigate such risks. The risk register is reviewed regularly by trustees at, or outside of, their meetings.

We operate outreach activities under guidance provided by SCO and risk assessments are completed for all such activities.

Future plans

Cash flow estimates indicate that North Herts & Stevenage Samaritans will maintain the minimum reserves level throughout 2024-25 whilst meeting all financial commitments.

Our outreach activities and fundraising are still not fully resourced and is an area to focus on in the coming year.

The trustees and leadership team hope to be able to increase capacity within our existing building and are exploring this option.

Structure, governance and management

Structure

North Herts & Stevenage Samaritans became a charitable incorporated organisation (CIO), governed by constitution, on 22 June 2017. Trustees have a limit of six-year terms; except the Director, who serves a three-year term, which can be extended by up to 12 months by the approval of SCO's board of trustees.

The day-to-day operation of the activities of the Branch are controlled by the Director, with the support of Deputy Directors. The Director is appointed by the Branch Committee, under the recommendation of a consensus of the members of the Branch and with approval from SCO.

The Trustee Committee is responsible for fundraising, the approval of expenditure, and the maintenance of the Branch premises and equipment. Committee members/Trustees are either elected or ex officio and serve as Trustees for a period of no more than six years. Ex-officio committee members are appointed or stand down at the Annual General Meeting each year.

The Trustees meet at least six times a year. Trustee meetings in the year have used Zoom or been in-person, in accordance with constitutional and legal requirements.

Recruitment of trustees

Ilsa Hawtin was Branch Director and Chair of Trustees until 5 January 2024. A team of three Co-Directors was elected on an interim basis after that and remain in post until 31 December 2024. Only one, Simon Couzens, sits of the Board of Trustees. He was co-opted to the Board of Trustees in December 2023 to allow for a smooth handover of responsibility.

New Trustees are identified either through an open recruitment from the membership base, or by recommendation or selection for their skill and abilities. Appointments are subject to the approval of a quorum of members. On appointment, new Trustees are provided with the information recommended by the Charity Commission. They receive Samaritans-specific training, as well as access to general trustee training, as part of their induction.

An additional Trustee was appointed as Treasurer at an AGM in September 2023 to strengthen the skill set of the existing Board and allow the previous Treasurer to take on other responsibilities. Full handover was possible to ensure a smooth transition.

Governance

Over the 12 months of this review, the trustees carried out regular reviews of Samaritans standard policies, as required by SCO, and were able to advise to SCO that we are adhering to central guidance regarding governance, finance, data protection, safeguarding and health and safety. We developed a fundraising strategy and reviewed our data protection and finance policies.

North Herts & Stevenage Samaritans does not employ professional fundraisers in any capacity, and no complaints regarding fundraising were received for the period of this review.

2023–2024 Annual Review and Accounts

Statement of trustees' responsibilities

The Trustees are responsible for preparing the Trustees' Review and the accounts, in accordance with applicable law and United Kingdom accounting standards (United Kingdom Generally Accepted Accounting Practice). The law applicable to charities in England and Wales requires the trustees to prepare accounts for each financial year that give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the income and expenditure for that period. In preparing these accounts, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures that must be disclosed and explained in the accounts; and
- prepare the accounts on a going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the Charity to enable them, as a matter of good practice, to ensure that the accounts comply with the Charities Act 2011, the Statement of Recommended Practice (SORP 2019) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102). They are also responsible for safeguarding the assets of the Charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Reference and administration – 1 April 2023 to 31 March 2024

North Herts & Stevenage Samaritans – registered charity number 1173578

The committee members who served as Trustees in the year were as follows:

Ilsa Hawtin	Director	Appointed 1 January 2021, resigned 5 January 2024
Simon Couzens	Director	Co-opted 6 Dec 2023, appointed 5 January 2024
Graham Sutton		Appointed 31 January 2020, re-appointed 16 September 2023
Alan Chaney		Appointed 3 Sept 2019, re-appointed 16 September 2023
Kate Adams	Secretary	Appointed 14 April 2021, re-appointed 16 September 2023
Tim Coulson		Appointed 14 April 2021, re-appointed 16 September 2023
Karen Proctor		Appointed 28 November 2022, re-appointed 16 September 2023
Rachel Campbell		Appointed 28 November 2022, re-appointed 16 September 2023
Emily Bryan	Treasurer	Appointed 16 September 2023

2023–2024 Annual Review and Accounts

Charity bank account Barclays Bank, Leicester, LE87 2BB

Independent examiner Tara Aldwin ACA, FKCA Ltd, 260–270 Butterfield, Great Marlings, Luton, LU2
8DL
(Appointed 16 September 2022)


Charity registered address 5 Nuns Close, Hitchin, Herts, SG5 1EP

Contact telephone number 01462 654517

Website www.samaritans.org/branches/hitchin

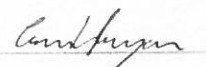
The Trustees declare that they have approved the Trustees' Review up to and including page 12.

Signed on behalf of the Charity's Trustees:

Signed: _____  _____ (signature of authorised person)

Date: 16 Sept 2024

Simon Couzens, chair of trustee board (name and position of authorised person)

Signed: _____  _____ (signature of authorised person)

Date: 16 Sept 2024

Emily Bryan, treasurer (name and position of authorised person)

Independent examiner's report

to the trustees of North Herts & Stevenage Samaritans

I report to the trustees on my examination of the accounts of North Herts and Stevenage Samaritans ('the charity') for the year ended 31 March 2024.

Respective responsibilities and basis of report

As the charity trustees of the Charity, 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 charity's accounts carried out under Section 145 of the 2011 Act; and in carrying out my examination I have followed the applicable directions given by the Charity Commissioners under Section 145 (5) (b) of the act.

Independent examiner's statement

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

- accounting records were not kept in respect of the Charity as required by section 130 of the Act; or
- the accounts did not accord with those; or
- the accounts do not comply with the applicable requirements concerning the form and content of the 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 should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



Tara Aldwin ACA
FKCA LIMITED
Chartered Accountants

260–270 Butterfield
Great Marlings
Luton
LU2 8DL

Date: 24 September 2024

Financial accounts and notes for the year ended 31 March 2024

		Fixed asset cover fund	Designated general fund	Unrestricted general fund	2023/24 Total funds	2022/23 Total funds
		£	£	£	£	£
Incoming resources from generated funds	Note					
Donations		-	-	16,152	16,152	8,635
Christmas cards		-	-	229	229	101
Interest income		-	-	2,811	2,811	2,087
Generated income, including from Friends of Samaritans		-	-	48,200	48,200	5,712
Grants income		-	-	18,416	18,416	9,297
Gift Aid		-	-	1,600	1,600	228
Total incoming resources from charitable activities		-	-	87,408	87,408	26,060
Costs of generating funds	2	-	-	10,826	10,826	1,098
Charitable activities	3	-	-	21,646	21,646	24,456
Support costs	4	-	-	13,602	13,602	6,712
Total resources expended		-	-	46,074	46,074	32,266
Net surplus/(deficit)		-	-	41,334	41,334	(6,206)
Loss on investment		-	-	(952)	(952)	(11,005)
Net movement in funds		-	-	40,382	40,382	(17,211)
Funds brought forward		17,601	54,058	14,339	85,998	103,209
Funds transfer	12	-	25,000	(25,000)	-	-
Funds carried forward		17,601	79,058	29,721	126,380	85,998

2023–2024 Annual Review and Accounts

Balance sheet at 31 MARCH 2024

	Note	31 Mar 2024 £	31 Mar 2023 £
FIXED ASSETS			
Tangible assets			
Building renovation – cost		14,808	14,808
Building renovation – accumulated depreciation		(14,808)	(14,808)
Freehold property – cost		17,601	17,601
Office equipment		19,193	19,193
Less accumulated depreciation on office equipment		(16,276)	(15,072)
Total tangible assets	6	20,518	21,722
Fixed asset investment	7	69,856	67,997
Total fixed assets		90,374	89,719
CURRENT ASSETS			
Cash at bank and in hand			
Barclays Community Account 63678547		46,615	5,459
Total cash at bank and in hand		46,615	5,459
Accounts receivable		-	1,700
Prepayments	8	2,965	1,608
Sundry debtors		-	-
Total current assets		49,580	8,767
CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR			
Accounts payable		5,560	-
Accruals		8,014	12,488
Total creditors: amounts falling due within one year	9	13,574	12,488
Net current assets/(liabilities)		36,006	(3,721)
Total assets less current liabilities		126,380	85,998
Net assets		126,380	85,998
CAPITAL AND RESERVES			
Designated funds		79,058	54,058
Fixed asset cover fund		17,601	17,601
General funds		29,721	14,339
Total capital and reserves		126,380	85,998

These financial statements were approved by the trustees on 15 Sept 2024 and signed on their behalf by:



(Simon Couzens, chair of trustees)



(Emily Bryan, treasurer)

Notes to the accounts for the year ended 31 March 2024

Accounting policies

- (a) These accounts have been prepared under the historical cost convention as modified by the revaluation of investments to market value and in accordance with applicable accounting standards and the Statement of Recommended Practice on Accounting by Charities ('Charities SORP'), (effective 1 January 2019).
- (b) Voluntary income received by way of donations and gifts is included in the statement of financial activities (SOFA) when received. Gifts in kind are valued and brought in as income.
- (c) Gross fund-raising income from events organised by the charity itself is included in the SOFA when received. Where deemed material, fund-raising proceeds not yet received by the charity at the year-end have also been taken to income at the trustees' estimate of likely receivable amount.
- (d) Covenant, gift aid and other income received by the charity in respect of which a claim for payment of tax has or will be made is grossed up for the tax recoverable and the gross amount recognised in the SOFA.
- (e) Income from legacies is included in the SOFA when received or when the trustees are satisfied the charity has a legally enforceable right of receipt of a conservatively measured sum.
- (f) Revenue grants for immediate financial support and assistance are recognised in the SOFA on receipt and on satisfaction of pre-conditions.
- (g) Net fund-raising income raised by Friends of North Herts & Stevenage Samaritans is recognised in the SOFA on receipt by the charity as part of the Friends overall contribution, and the associated fund-raising costs separately disclosed in a note.
- (h) Premises overheads are aggregated and allocated to the various functional activities of the charity on a percentage basis determined by the trustees and disclosed in a note.
- (i) Any costs which cannot be specifically identified to another functional activity of the charity are included in the management and administration function.
- (j) Depreciation is provided on all tangible fixed assets of material value held by the charity for its own use on a straight-line basis so as to write off their cost over their estimated useful lives as follows:

Freehold property	Nil
Building renovation costs	20% p.a.
Office equipment and furniture	20% p.a.
- (k) No provision for taxation is included in the accounts as the charity is entitled to the exemption from tax afforded by Section 505 of the Income and Corporation Taxes Act 1988.
- (l) Funds held by the charity are either:
 - Unrestricted general funds – these are funds that can be used in accordance with the charitable objects at the discretion of the trustees.
 - Designated funds – these are funds set aside by the trustees out of unrestricted general funds for specific future purposes or projects.
 - Restricted funds – these are funds than can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes

2023–2024 Annual review and accounts

	£	£	£	£
	2023/24 designated	2023/24 unrestricted	2023/24 total	2022/23 total
1. PREMISES OVERHEADS				
Rates and water rates	-	311	311	316
Power and heat	-	2,197	2,197	2,498
Repairs and renewals	-	1,906	1,906	1,238
Cleaning and housekeeping	-	3,427	3,427	2,713
Equipment repairs and replacements	-	532	532	444
IT Support	-	2,387	2,387	2,316
Office telephone and postage	-	285	285	351
Insurance and legal costs	-	991	991	997
Operating lease fees	-	100	100	100
Total for the year	-	12,136	12,136	10,973
Allocated to:				
Costs of generating funds	-	1,214	1,214	1,098
Charitable activities	-	9,708	9,708	8,777
Support costs	-	1,214	1,214	1,098
Total allocations for the year	-	12,136	12,136	10,973
2. COSTS OF GENERATING FUNDS				
Share of premises overheads (see detail 1)	-	1,214	1,214	1,098
Direct costs relating to fundraising activities	-	9,612	9,612	-
Total for the year	-	10,826	10,826	1,098
3. CHARITABLE ACTIVITIES				
Support line telephone	-	1,666	1,666	1,788
Volunteer travel expenses	-	434	434	307
Volunteer training	-	209	209	408
Outreach	-	594	594	136
Prison visit costs	-	2,049	2,049	836
Conference fees	-	5,224	5,224	4,654
Contribution to SCO support costs	-	1,762	1,762	7,550
Total activities	-	11,938	11,938	15,679
Share of premises overheads (see detail 1)	-	9,708	9,708	8,777
Total for the year	-	21,646	21,646	24,456

2023–2024 Annual review and accounts

	£	£	£	£
	2023/24 designated	2023/24 unrestricted	2023/24 total	2022/23 total
4. SUPPORT COSTS				
Governance costs - Independent examiner's fee	-	1,744	1,744	1,764
Printing, stationery & photocopying	-	6	6	83
Professional fees	-	1,900	1,900	-
Depreciation expense	-	1,204	1,204	1,204
Gifts and sundry expenses	-	156	156	-
Salaries	-	6,348	6,348	2,244
Payroll processing fees	-	180	180	110
Meeting costs	-	850	850	209
Total activities	-	12,388	12,388	5,614
Share of premises overheads (see note 2)	-	1,214	1,214	1,098
Total for the year	-	13,602	13,602	6,712

2023/24	2022/23
£	£

5. STAFF COSTS

Salaries	6,348	2,244
----------	-------	-------

No employee received emoluments in excess of £60,000.

6. TANGIBLE FIXED ASSETS

	Freehold property £	Building renovation £	Office equipment & furniture £	Total £
Cost				
At 1 April 2023	17,601	14,808	19,193	51,602
Additions	-	-	-	-
Disposals	-	-	-	-
At 31 March 2024	17,601	14,808	19,193	51,602
Depreciation				
At 1 April 2023	-	14,808	15,072	29,880
Charge for the period	-	-	1,204	1,204
Disposals	-	-	-	-
At 31 March 2024	-	14,808	16,276	31,084
Net book value				
31 March 2024	17,601	-	2,917	20,518
31 March 2023	17,601	-	4,121	21,722

7. LISTED INVESTMENT FUNDS	Cost	Market value
	£	£
At 1 April 2023	48,148	67,997
Investment income	-	2,811
Change in market value	-	(952)
At 31 March 2024	48,148	69,856

8. DEBTORS	2023/24	2022/23
	£	£
Trade debtors	-	1,700
Prepayments	2,965	1,608
Total debtors	2,965	3,308

9. CREDITORS	2023/24	2022/23
	£	£
Trade creditors	5,560	-
Accruals	8,014	12,488
Total creditors	13,574	12,488

10. TRUSTEES' REMUNERATION AND EXPENSES

The Trustees received no remuneration in respect of the financial year ended 31 March 2024 (2023- £Nil). During the year, one trustee was reimbursed travel cost £65 (2023 - £156), Postage and stationery £29 (2023 - £Nil) and Meeting costs £73 (2023 - £Nil). It is the policy of the charity to reimburse in full all expenses properly incurred by its volunteers in connection with its charitable activities.

11. INDEMNITY INSURANCE

Samaritans has centrally affected professional indemnity insurance to protect employees, trustees, members of the charity's management committee and other volunteer members of all Samaritans branches.

12. DESIGNATED FUNDS

Fixed asset cover fund – represents funds designated to cover the cost of the charity's freehold property.

Designated general funds – represents funds designated for projects and improvements beyond normal annual expenditure. On 6th March 2024, the Trustees authorised a transfer of reserves totalling £25,000 between the General Fund and the Designated Fund.

We're here to listen

Call free day or night on

116 123

Email

jo@samaritans.org

Web

samaritans.org/hitchin

Write to us

Freepost SAMARITANS LETTERS

SAMARITANS