



**Charity number 1173578**

**2024–2025  
Annual review  
and accounts**

## 2024–2025 Annual Review and Accounts

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## 2024–2025 Annual Review and Accounts

### Directors' message

We are delighted to share this review of North Herts and Stevenage Samaritans for the period 1 April 2024 to 31 March 2025.

At the beginning of January 2025, our three interim Co-Directors stepped down. We owe them sincere thanks for their dedication and commitment in guiding the branch so smoothly over the preceding year.

Our volunteer numbers have continued to grow. Every new Listening Volunteer completes the rigorous Samaritans Core Training, followed by a thorough mentoring period — and we are so grateful to all those involved who guide and support them throughout this journey.

The branch is also sustained by the tireless work of our Trustees, DDs, Support Volunteers, and, most importantly, our Listening Volunteers who give their time so generously to be there for our callers. Together, they form the foundation of our branch's strength. We are constantly reminded of the exceptional level of commitment shown by everyone in our branch. This is reflected in the dedication of our Listening Volunteers to their shifts, as well as our growing engagement with local communities through outreach, prisons, talks, awareness activities, and fundraising. In addition, the many extra tasks and duties carried out by both Listening and Support Volunteers ensure that our branch continues to thrive.

This year has also seen valuable outreach activity, with volunteers delivering talks in schools, community groups, and workplaces, raising awareness of Samaritans' work and how we can support those in need. Alongside this, fundraising has remained vital, and we are grateful to all who contributed, from local supporters to volunteers giving their time and creativity to raise essential funds.

A highlight of the year was the strong attendance at the Regional Branch Conference in February. Feedback from those who attended described the event as inspiring, thought-provoking, and an excellent opportunity to strengthen bonds across the branch.

We would also like to recognise the incredible contribution of Sarah Graham. After the success of her Samaritans fundraising, Sarah created a beautiful book of all the Samaritans paintings and sold copies to raise further funds for our branch. We are deeply grateful for her creativity and generosity.

As we look ahead, we do so with confidence, knowing that our branch is sustained by the compassion, commitment, and energy of our volunteers. Together, we will continue to be there for anyone who needs someone to listen.



**Jo Coxon and Wendy Roberts**

**Co-branch Directors and Chair of Trustee**

**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 8 collections during the year across the region: at Tesco Forum Stevenage, Hitchin railway station (Brew Monday), a series of Mostly Comedy events at Hitchin Theatre and at the Samarivans Book Launch at Osinsky's Bar in Hitchin. We are hoping to continue to grow the team of volunteers that help with collections to enable more to take place. In total, almost £2,600 was raised during the year through collections, an important contribution towards our annual operating costs.

Two local businesses retain collecting cans for customers to donate to us and for the 2024/25 year they were: Biggleswade Station and The Three Horseshoes in Willian.

Following on from artist Sarah Graham's fantastic Samarivans campaign in 2023, in early 2024 she proposed also creating a book showcasing all the 200 artwork designs from artists across the UK. After months of work, including a crowdfunding campaign, the Samarivans book was published in November 2024. Thanks to endless promotional work and a book launch in Hitchin, all organised by Sarah, the sales of the book raised a total of £4,110.00, with every penny of profit donated to North Herts & Stevenage Samaritans.

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.

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](http://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.**

### Grants

We were very fortunate to once again receive an unrestricted grant from Hertfordshire County Council which will help us to cover our operating costs and continue to perform and extend the outreach services the Branch offers. In addition, restricted grants out of the Locality Budgets were allocated by Keith Hoskins and Richard Thake, which will be made available for the proposed refurbishment of the Branch property.

## 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 donate:

#### 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.

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 2025, our dedicated volunteers have taken over 20,000 calls, spending around 5,500 hours on the phone as well as responding to 600 different chats over 85 online chat shifts.

In our branch we currently have approximately 120 listening volunteers and are always striving to recruit more. There are two listening volunteers on each shift, and we usually average around 40 shifts per week. The greatest demand from callers, in relation to volunteer availability, is the night shifts, therefore we have changed the night shift times to predominantly alternate between 23pm-2am, 3am-6am and 5am-8am. In addition, we have 2-3 Online Chat shifts per week.

As always, we are infinitely grateful to our listening volunteers, each of whom devotes at least three hours per week listening to our callers, which includes one night shift per month.

## External relations

### Outreach and talks

This year our outreach team has been actively engaging with the local community to raise awareness of Samaritans' support and ensure no one faces difficulties alone.

We have connected with commuters and staff at the local train stations. Post incident support at local stations has provided vital presence and care following challenging events, supporting both staff and the public.

In January we marked Brew Monday at Stevenage station, encouraging conversations and reminding people that we are always there.

Our monthly visits to Lister Hospital offer awareness and support to patients, visitors and staff.

We continued to offer talks and ran awareness activities at North Herts College and attended Stevenage Fire station.

At the start of the year we trained 17 new outreach volunteers, strengthening our team and increasing our capacity to reach more people. Through these activities we have connected with hundreds of local residents ensuring that Samaritans remains a trusted source of support when it is most needed.

### Prisons

People in prison are significantly more likely to die by suicide. For over 30 years, Samaritans has been working in partnership with the prison services to support this vulnerable group.

The Listener Scheme started in 1991 in Swansea and is a peer-support scheme for prisons. Listeners are prisoners who provide confidential emotional support to their peers who are struggling to cope or feeling suicidal. They are specially selected and trained for the role by our volunteers. Listeners save lives, reduce self-harm and help those in emotional distress by giving them a confidential, non-judgemental listening ear.

Together with colleagues from the Cambridge branch, some of our volunteers visit Littlehey Prison in Cambridgeshire on a weekly basis. We recruit, train and 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. We also work closely with the Safer Custody Team to address any issues and ensure the smooth running of the Listener Scheme and its sustainability for the future.

Over the past 12 months, we have recruited and trained 12 new Listeners into the team and have run several Continuous Development sessions. We have also organised a 'Family Day' where the families of our Listeners were invited in to meet the team and enjoy a performance from the prison choir.



## Recruitment, training and mentoring

This year, we introduced a structured yearly calendar to support and streamline our recruitment process. The calendar includes three information evenings annually, each followed by a recruitment and interview day, and then the start of core training. This approach allows existing volunteers to plan ahead for when their support might be needed, gives potential volunteers clear timelines for the process, and ensures everyone is aware of training commitments from the outset. We have successfully recruited between 8 and 12 new volunteers in each round, with most going on to complete core training and mentoring.

We are now updating the format of our recruitment day to better align with EDI (Equality, Diversity and Inclusion) principles, ensuring everyone has an equal opportunity to succeed. At the same time, we are keeping the most valued elements: particularly the opportunity for potential volunteers to meet and get to know one another, and to explore, in a practical way, the principles and expectations of being a Samaritans volunteer

During the 2024–25 financial year, 21 new volunteers progressed through our initial (CORE) training which ran three 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.

We currently have 46 mentors, with roles divided between Key Mentors and those undertaking one-off Support Mentoring shifts.

During the 2024–25 financial year, a total of 21 volunteers have either completed or are currently undertaking the mentoring process to become full Listening Volunteers. This has involved 21 Key Mentors providing the guidance and support required. The Training team have trained 8 new mentors, and we have another group of Listening Volunteers for the next Mentor training.

Being mentored is an important part of the training process. The mentoring phase supports volunteers as they progress from being new trainees to freelance listeners and, ultimately, to fully independent Listening Volunteers. This stage ensures that mentees are well supported, gain confidence, and are prepared to handle calls effectively.

We have a duty of care to both our mentees and ultimately, to our callers.

## Volunteer Support

The Volunteer support team aims to have regular and meaningful contact with all our volunteers, whether they are on leave of absence or actively in branch. We maintain close contact with those on leave and, when timely to do so, help facilitate a smooth return to shifts. Our goal is that every volunteer will feel valued, supported and fully connected to the organisation.

## Financial review

### Overall

The charity's financial activities are shown on page 12 of this report.

The net expenditure for the year was £6,056 (2024: £41,334 net income) comprising of total income of £34,748 (2024: £87,408) and total expenditure of £40,804 (2024: £46,074).

The decrease in income was in line with expectations given the unusually high income in the previous year which had been due to two substantial fundraising events during the year: the National Walk and Samarivans. The charity continues to receive generous levels of donations through online platforms and collections, with the continuation of the Samarivans fundraising initiative also contributing to the current year's income.

The reduction in expenditure was driven largely by the cost of generating funds of £5,705 (2024: £10,826) reducing in line with the reduction in fundraising events. Support costs of £14,467 (2024: £13,602) and expenditure on charities of £20,632 (2024: £21,646) have remained comparable year on year.

The statement of financial position shows the funds of the charity which primarily comprise of fixed assets, fixed asset investments and cash at bank. Interest received from fixed asset investments of £2,633 (2024: £2,811) was in line with expectations and the continued conditions of the bond market resulted in a marginal fair value loss of £1,594 (2024: £952).

The total fund balance as at 31 March 2025 was £118,730 (2024: £126,380), with £100,329 of this (2024: £108,779) representing general funds, made up of both designated and undesignated portions. The closing balance on the undesignated and designated funds are £74,570 (2024: £79,058) and £25,759 (2024: £29,721) respectively. The designated fund continues to be held for the purposes of property refurbishment. Following the receipt of restricted grants the charity now also holds £800 of restricted reserves held specifically for the renovation of the branch property.

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 (2025-26) 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 2025-26 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 two Directors, with the support of Deputy Directors. The Directors are 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

A team of three Co-Directors had been elected on an interim basis for 1 year and remained in post until 31 December 2024. It was felt that a team of Co-Directors was the perfect blend and 3 Co-Directors took over on 1st January 2025.

Unfortunately, due to unforeseen circumstances one Director resigned in March 2025, however the remaining two Directors agreed to continue.

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.

#### 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.



## 2024–2025 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 2024 to 31 March 2025

North Herts & Stevenage Samaritans – registered charity number 1173578

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

Simon Couzens	Director	Appointed 5 January 2024, resigned 1 January 2025
David Bloomfield	Co-Director	Appointed 1 January 2025, resigned 18 March 2025
Jo Coxon	Co-Director	Appointed 1 January 2025.
Graham Sutton		Appointed 31 January 2020, re-appointed 23 September 2024
Alan Chaney		Appointed 3 Sept 2019, re-appointed 23 September 2024
Kate Adams	Secretary	Appointed 14 April 2021, re-appointed 23 September 2024
Tim Coulson		Appointed 14 April 2021, re-appointed 23 September 2024, resigned 4 June 2025
Karen Proctor		Appointed 28 November 2022, re-appointed 23 September 2024
Rachel Campbell		Appointed 28 November 2022, re-appointed 23 September 2024, resigned 27 February 2025
Emily Bryan	Treasurer	Appointed 16 September 2023, re-appointed 23 September 2024
Wendy Roberts	Co-Director	Appointed 1 January 2025.

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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](http://www.samaritans.org/branches/hitchin)

The Trustees declare that they have approved the Trustees' Review up to and including page 11.

Signed on behalf of the Charity's Trustees:

Signed: J. Coxon (signature of authorised person)

Date: 3/11/25

**Jo Coxon, Chair of Trustee Board** (name and position of authorised person)

Signed: Emily Bryan (signature of authorised person)

Date: 02/11/2025

**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 2025.

### 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 records; 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:.....



## Statement of Financial Activities for the year ended 31 March 2025

		Fixed asset cover fund	Designated general fund	Restricted general fund	Unrestricted general fund	2024/25 Total funds	2023/24 Total funds*
		£	£	£	£	£	£
<b>Incoming resources from generated funds</b>	<b>Note</b>						
Donations		-	-	-	11,525	11,525	16,152
Christmas cards		-	-	-	300	300	229
Interest income		-	-	-	2,633	2,633	2,811
Generated income, including from Friends of Samaritans		-	-	-	8,470	8,470	48,200
Grants income		-	-	800	11,020	11,820	18,416
Gift Aid		-	-	-	-	-	1,600
<b>Total incoming resources from charitable activities</b>		-	-	<b>800</b>	<b>33,948</b>	<b>34,748</b>	<b>87,408</b>
Costs of generating funds	2	-	-	-	5,705	5,705	10,826
Charitable activities	3	-	-	-	20,632	20,632	21,646
Support costs	4	-	4,488	-	9,979	14,467	13,602
<b>Total resources expended</b>		-	<b>4,488</b>	-	<b>36,316</b>	<b>40,804</b>	<b>46,074</b>
<b>Net surplus/(deficit)</b>		-	<b>(4,488)</b>	<b>800</b>	<b>(2,368)</b>	<b>(6,056)</b>	<b>41,334</b>
Loss on investment		-	-	-	(1,594)	(1,594)	(952)
<b>Net movement in funds</b>		-	-	<b>800</b>	<b>(3,962)</b>	<b>(7,650)</b>	<b>40,382</b>
<b>Funds brought forward</b>		<b>17,601</b>	<b>79,058</b>	-	<b>29,721</b>	<b>126,380</b>	<b>85,998</b>
Funds transfer		-	-	-	-	-	-
<b>Funds carried forward</b>		<b>17,601</b>	<b>74,570</b>	<b>800</b>	<b>25,759</b>	<b>118,730</b>	<b>126,380</b>

\*All funds held and all fund movements during the comparative period were unrestricted funds.

## 2024–2025 Annual Review and Accounts

### Balance sheet at 31 MARCH 2025

	Note	31 Mar 2025 £	31 Mar 2024 £
<b>FIXED ASSETS</b>			
<b>Tangible assets</b>			
Building renovation – cost		14,808	14,808
Building renovation – accumulated depreciation		(14,808)	(14,808)
Freehold property – cost		17,601	17,601
Office equipment		23,062	19,193
Less accumulated depreciation on office equipment		(17,549)	(16,276)
<b>Total tangible assets</b>	6	<b>23,114</b>	<b>20,518</b>
Fixed asset investment	7	70,895	69,856
<b>Total fixed assets</b>		<b>94,009</b>	<b>90,374</b>
<b>CURRENT ASSETS</b>			
<b>Cash at bank and in hand</b>			
Barclays Community Account 63678547		30,607	46,615
<b>Total cash at bank and in hand</b>		<b>30,607</b>	<b>46,615</b>
Stock		325	-
Debtors	8	1,588	2,965
<b>Total current assets</b>		<b>32,520</b>	<b>49,580</b>
<b>CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR</b>			
Accounts payable		1,422	5,560
Accruals		6,377	8,014
<b>Total creditors: amounts falling due within one year</b>	9	<b>7,799</b>	<b>13,574</b>
<b>Net current assets</b>		<b>24,721</b>	<b>36,006</b>
<b>Total assets less current liabilities</b>		<b>118,730</b>	<b>126,380</b>
<b>Net assets</b>		<b>118,730</b>	<b>126,380</b>
<b>CAPITAL AND RESERVES</b>			
Designated funds		74,570	79,058
Restricted funds		800	-
Fixed asset cover fund		17,601	17,601
General funds		25,759	29,721
<b>Total capital and reserves</b>		<b>118,730</b>	<b>126,380</b>

2nd November

These financial statements were approved by the trustees on ..... 2025 and signed on their behalf by:




(Jo Coxon, Chair of Trustees)

(Emily Bryan, Treasurer)

## Notes to the accounts for the year ended 31 March 2025

### Accounting policies

**(a) Basis of preparing the financial accounts**

The financial accounts of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) '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 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The Financial accounts have been prepared under the historical cost convention.

The presentation currency of the financial accounts is the Pound Sterling (£)

The Charity meets the definition of a public benefit entity under FRS 102.

The charitable company is a company limited by guarantee and has no share capital

The Trustees consider that there are no material uncertainties about the Charity's ability to continue as a going concern.

- (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.



**Accounting policies (continued)**

**(l) Funds held by the charity are either:**

Unrestricted general funds – these are funds that can be used in accordance with the charitable objectives 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.

	£	£	£	£	£
	2024/25 designated	2024/25 restricted	2024/25 unrestricted	2024/25 total	2023/24 total
<b>1. PREMISES OVERHEADS</b>					
Rates and water rates	-	-	347	347	311
Power and heat	-	-	2,462	2,462	2,197
Repairs and renewals	-	-	1,858	1,858	1,906
Cleaning and housekeeping	-	-	2,826	2,826	3,427
Equipment repairs and renewals	-	-	197	197	532
IT support	-	-	2,978	2,978	2,387
Office, telephone and postage	-	-	200	200	285
Insurance and legal costs	-	-	1,044	1,044	991
Operating lease fees	-	-	100	100	100
<b>Total for the year</b>	-	-	<b>12,012</b>	<b>12,012</b>	<b>12,136</b>
<b>Allocated to:</b>					
Cost of generating funds	-	-	1,202	1,202	1,214
Charitable activities	-	-	9,608	9,608	9,708
Governance costs	-	-	1,202	1,202	1,214
<b>Total allocations for the year</b>	-	-	<b>12,012</b>	<b>12,012</b>	<b>12,136</b>
<b>2. COSTS OF GENERATING FUNDS</b>					
Share of premises overheads (see detail 1)	-	-	1,202	1,202	1,214
Direct costs relating to fundraising activities	-	-	4,503	4,503	9,612
<b>Total for the year</b>	-	-	<b>5,705</b>	<b>5,705</b>	<b>10,826</b>
<b>3. CHARITABLE ACTIVITIES</b>					
Support line telephone	-	-	1,442	1,442	1,666
Volunteer travel expenses	-	-	176	176	434
Volunteer training	-	-	625	625	209
Outreach	-	-	160	160	594
Prison visit costs	-	-	1,517	1,517	2,049
Conference fees	-	-	2,604	2,604	5,224
Contribution to SCO support costs	-	-	4,500	4,500	1,762
<b>Total activities</b>	-	-	<b>11,024</b>	<b>11,024</b>	<b>11,938</b>
Share of premises overheads (see detail 1)	-	-	9,608	9,608	9,708
<b>Total for the year</b>	-	-	<b>20,632</b>	<b>20,632</b>	<b>21,646</b>

**2024–2025 Annual review and accounts**

	£	£	£	£	£
	2024/25 designated	2024/25 restricted	2024/25 unrestricted	2024/25 total	2023/24 total
<b>4. SUPPORT COSTS</b>					
Independent examiner's fee	-	-	1,795	1,795	1,744
Printing, stationery & photocopying	-	-	-	-	6
Professional fees	4,488	-	-	4,488	1,900
Depreciation expense	-	-	1,273	1,273	1,204
Gifts and sundry expenses	-	-	244	244	156
Salaries	-	-	5,005	5,005	6,348
Payroll processing fees	-	-	240	240	180
Meeting costs	-	-	220	220	850
<b>Total activities</b>	<b>4,488</b>	<b>-</b>	<b>8,777</b>	<b>13,265</b>	<b>12,388</b>
Share of premises overheads (see note 2)	-	-	1,202	1,202	1,214
<b>Total for the year</b>	<b>4,488</b>	<b>-</b>	<b>9,979</b>	<b>14,467</b>	<b>13,602</b>

<b>2024/25</b>	<b>2023/24</b>
<b>£</b>	<b>£</b>

**5. STAFF COSTS**

Salaries	5,005	6,348
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No employee received emoluments in excess of £60,000.

**6. TANGIBLE FIXED ASSETS**

	Freehold property £	Building renovation £	Office equipment & furniture £	Total £
<b>Cost</b>				
At 1 April 2024	17,601	14,808	19,193	51,602
Additions	-	-	3,869	3,869
Disposals	-	-	-	-
<b>At 31 March 2025</b>	<b>17,601</b>	<b>14,808</b>	<b>23,062</b>	<b>55,471</b>
<b>Depreciation</b>				
At 1 April 2024	-	14,808	16,276	31,084
Charge for the period	-	-	1,273	1,273
Disposals	-	-	-	-
<b>At 31 March 2025</b>	<b>-</b>	<b>14,808</b>	<b>17,549</b>	<b>32,357</b>
<b>Net book value</b>				
31 March 2025	17,601	-	5,513	23,114
31 March 2024	17,601	-	2,917	20,518



<b>7. LISTED INVESTMENT FUNDS</b>	<b>Cost</b>	<b>Market value</b>
	<b>£</b>	<b>£</b>
At 1 April 2024	48,148	69,856
Investment income	-	2,633
Change in market value	-	(1,594)
<b>At 31 March 2025</b>	<b>48,148</b>	<b>70,895</b>

<b>8. DEBTORS</b>	<b>2024/25</b>	<b>2023/24</b>
	<b>£</b>	<b>£</b>
Trade debtors	60	1,700
Prepayments and accrued income	1,020	1,608
Sundry debtors	508	-
<b>Total debtors</b>	<b>1,588</b>	<b>3,308</b>

<b>9. CREDITORS</b>	<b>2024/25</b>	<b>2023/24</b>
	<b>£</b>	<b>£</b>
Trade creditors	1,422	5,560
Accruals	6,376	8,014
<b>Total creditors</b>	<b>7,798</b>	<b>13,574</b>

#### **10. TRUSTEES' REMUNERATION AND EXPENSES**

The Trustees received no remuneration in respect of the financial year ended 31 March 2025 (2024- £Nil). During the year, there was no reimbursed travel cost Nil (2024 - £65), postage and stationery £96 (2024 - £29), Cleaning and housekeeping £590 (2024 - £Nil) and meeting costs £20 (2024 - £73). 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.

Restricted funds - represents funds for renovation of the branch property.

#### **13. RELATED PARTY TRANSACTIONS**

There were no related party transactions for the year ended 31 March 2025

# We're here to listen

Call free day or night on

## 116 123

Email

[jo@samaritans.org](mailto:jo@samaritans.org)

Web

[samaritans.org/hitchin](http://samaritans.org/hitchin)

Write to us

Freepost SAMARITANS LETTERS

## SAMARITANS

Samaritans of North Herts and Stevenage is a Charitable Incorporated Organisation registered in England and Wales (1173578). Our registered office is located at 5 Nuns Close, Hitchin, Hertfordshire SG5 1EP.