

SAMARITANS

Southend-on-Sea



**Annual Report and Financial Statements
for the Year Ended 31 March 2021**

SOUTHEND-ON-SEA SAMARITANS
Registered Charity No. 1173715

Trustees' Annual Report and Accounts

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Charitable Objectives of Southend-on-Sea Samaritans

To enable persons in Southend-on-Sea 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; and to collaborate with and support Samaritans central charity and its affiliated branches in fulfilling these objects.

In setting objectives and planning for activities, the Trustees have given due consideration to general guidance published by the Charity Commission relating to public benefit, including the guidance 'Public benefit: running a charity (PB2)'.

Registered Charity Number: 1173715

Letter from the Director

This report has been co-authored between Sharon Gatland (as incoming Director) and Colin Hill (as the incumbent Director for most of the reporting period).

The start of the financial year saw us in unprecedented circumstances as the Coronavirus pandemic forced us into uncharted waters. Fortunately, the Department of Health viewed Samaritans as an essential service, therefore we were able to keep our branch open. We took decisive action to keep our volunteers safe in the Branch, whilst ensuring callers could still get through to someone.

We remained vigilant around the safety of our volunteers and the cleanliness of the branch, with frequent changes to these in the light of advice from Government and our Central Charity Office. Due to restrictions, we had to cease all Outreach activities such as school talks, and our presence in external groups was moved to online platforms. Furthermore, we had to close our doors to face-to-face callers.

Unlike many other branches, Southend not only managed to run a full Rota, but we also opened new ad-hoc shifts as volunteers wanted to support callers. Many volunteers decided to self-isolate, and some were selected to provide an email service to our callers from home. Normally emails would only be completed in-branch, but it was realized that some volunteers would like to continue supporting callers and so the opportunity to do this from home was enabled.

Samaritans are always here to listen, even in the toughest of times. The spread of Coronavirus is probably the biggest challenge we've ever had to face as a charity. We know we are needed, now more than ever.

Training new volunteers is essential. We always need new volunteers and our Central Office moved very quickly to enable us to deliver core training using Zoom as a platform. This also gave us an opportunity to engage some of those volunteers who were self-isolating. They were asked to get involved in remote skills practise sessions from home. This worked very well as it created a greater sense of reality to the traditional ways skills practise was conducted. This facilitated a sense of community across the geographical area covered by Southend Branch whilst upskilling new volunteers within the area.

Recruitment and selection also rapidly moved online. Enhanced competency-based interviewing was introduced to enable better selection. Interviews were all conducted on Zoom. One of the greatest barriers to increasing our volunteer numbers has been the availability of mentors. This bottleneck was looked at and the number of mentors increased accordingly.

At the 2019 Annual General Meeting branch members were asked for their opinion on a potential relocation of the branch. Colin, the then Director and Chair of Trustees, put this forward based on the York Road premises:

- Being in a location which was not attracting volunteers. There was evidence that some people were deterred from volunteering because of personal safety concerns.
- Not being in a good location for face-to-face callers. The safety issue was considered to be the barrier to callers not using the drop-in facility.
- Our Trustees have a duty to ensure charitable funds are used most wisely; it was suggested that any money spent on the maintenance of the building was money not spent on delivering a service to our callers. 154 York Road is an old and large building, and maintenance costs would only ever increase.

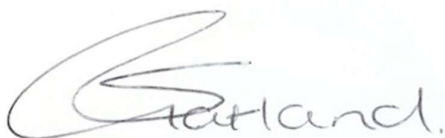
The branch members overwhelmingly supported the notion of relocation, and a Working Party was formed under the leadership of Adam Moss. The working party visited other branches, some of which had relocated and drew up a specification of the 'ideal' branch. Despite lockdown, 154 York Road was put up for sale and there was brisk interest.

January 17th 2021 saw the appointment of our new Director, Sharon Gatland took up post for the next 3 years. Sharon held the position as DD (deputy director) for Training prior to being voted in by the branch members and accepting this post.

In reaction to research conducted by Central Charity on the effect of the Coronavirus pandemic on middle-aged men we focused our awareness and advertising efforts on this target audience. Like the rest of the UK, those in our community have been forced to be physically apart and this drove us towards dedicating significant funds on publicizing the service our Branch offers.

Showing we are a community that cares has never been more important.

Thank you to everyone who has helped us continue to be here for anyone who needs us in these unprecedented times. From volunteers, support volunteers, to fundraisers, donors and partners, you have all played a role in keeping our vital helpline services running and allowed us to continue working towards our vision that fewer people die by suicide.

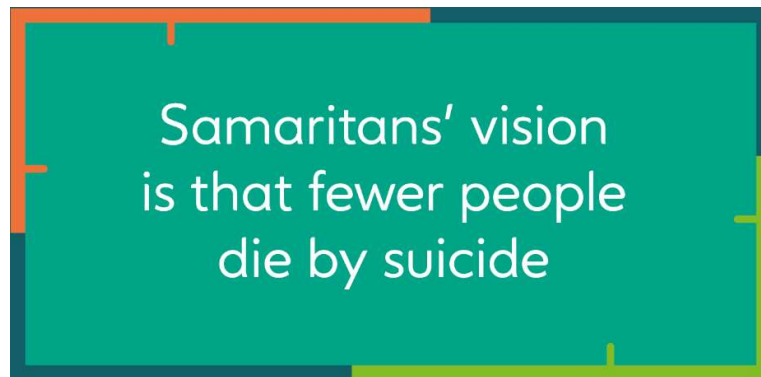
A handwritten signature in blue ink, appearing to read 'Gatland', is written over a light blue rectangular background.

Director Southend Samaritans

Strategic Report

Our strategy

Southend Branch supports the strategy set out by the Central Charity, *Working together to reduce suicide*.



To achieve our vision, we have identified four priority areas:

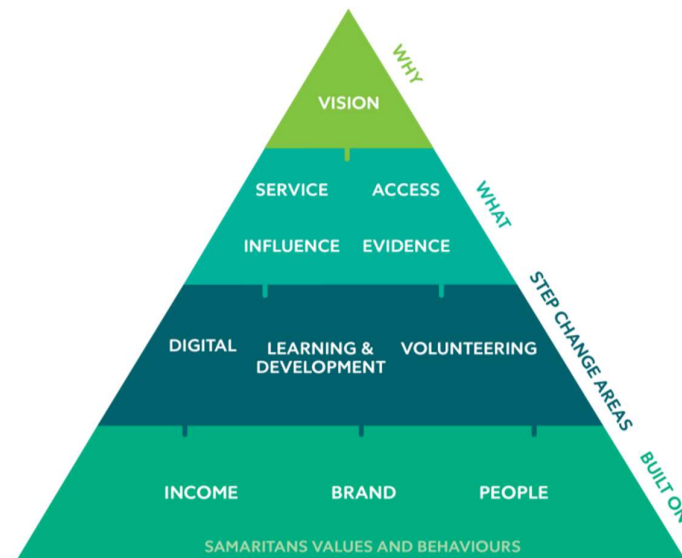
Service: We will improve the quality and consistency of our service

Access: We will improve access to Samaritans' services

Influence: We will have stronger and more effective external influence and connections with partners

Evidence: We will improve collection and application of evidence.

To deliver this, we need to make a 'step change' across three key areas: volunteering, learning and development and how we use digital technology.



Our values

These are Samaritans' shared values, which shape everything we do:

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 wherever possible

We believe that people have the right to find their own solution 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.

Key achievements by our volunteers

Service

We aimed to improve the quality and consistency of our service.

What callers and volunteers told us:

- 6 surveys were carried out with our listening volunteers between April 2020 and January 2021 with analysis of eLog data and a review of other research on Coronavirus and suicide risk.

Taken together these findings provided valuable insight into how callers, and their concerns, have been affected by the nine months (23 March - 20 December 2020) of the pandemic and the ongoing social distancing.

Some of the key findings include:

- Samaritans has provided emotional support over **1,700,000** times in the nine months since the restrictions began.
- **One in five** of our calls were from people who were specifically concerned about Coronavirus.
- Our listening volunteers tell us that concerns about isolation, mental ill-health, family, and unemployment have been the most common among callers concerned about Coronavirus.

What we did: Judith – Deputy Director Caller Support

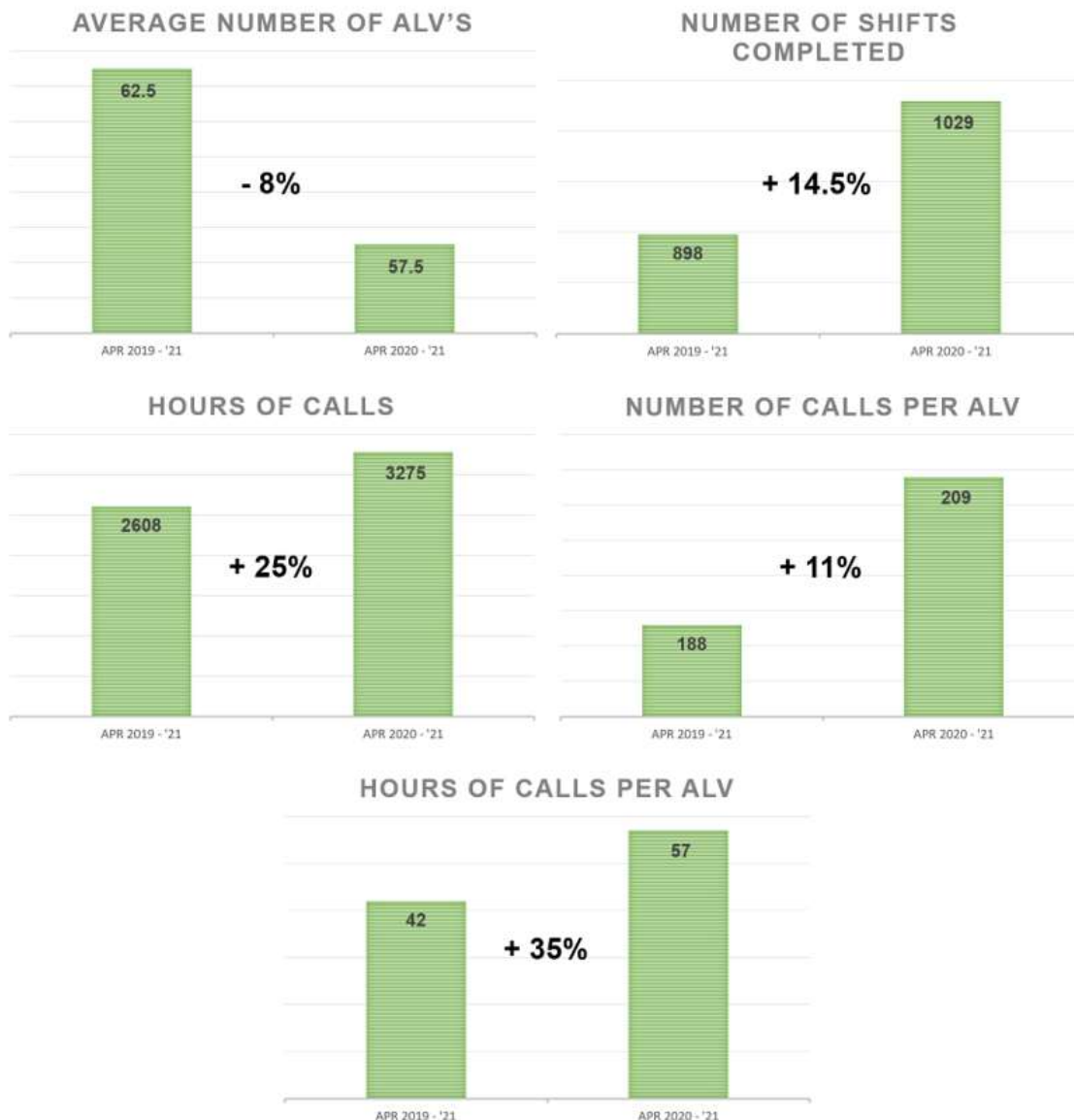


The Branch's listening volunteers supported callers both on the phone and through email throughout the year, with a total of **9,318 active contacts**, slightly more than in the previous year.

The year was dominated by Coronavirus, and many of the Branch's volunteers were unavailable for much of the time because of the need to isolate. Samaritans were designated a front-line service during the pandemic but keeping a full service going was obviously going to be challenging. In the event, those volunteers who were available to do shifts stepped up to fill the gaps, so that we were able to keep the normal rota going and add in some extra shifts, at a time when the demand for our services was higher than normal.

What we were able to achieve

The graphs below show that with the number of active listening volunteers (ALVs) available down, by 8% compared with the year before, Southend Branch completed **14.5% more shifts** this year and spent **25% more time on calls** than in the previous year. The average number of calls taken by each volunteer increased by 11%, but the time spent on calls per volunteer was up by 35%; suggesting that in the context of the pandemic, **callers needed to talk for longer**. We are very proud of our volunteers for the way they responded to the crisis and the service they provided to our callers.



We aimed to implement a new recruitment journey for volunteers.

This new journey will be quicker, easier, and more flexible by allowing potential local volunteers to:

- review comprehensive online information,
- book an interview online - in person, over the phone or via video call, and
- receive support throughout the process from Southend Branch's recruitment team, who have a new online tool to manage applications.

What we did: Dan – Deputy Director Recruitment and Selection



The number of applications from potential volunteers remained high with 207 enquiries within the year. This is an average of **17 applications per month**, with the majority coming either directly through the Samaritans website or from South Essex Community Hub. Other sources include Community 360 and current volunteer referrals. Whilst this number is high, it is a **reduction of 20%** against 2020 applicants.

Recruitment during Coronavirus

All recruitment was conducted via Zoom due to the implementation of Coronavirus restrictions and resulting safety measures put in place within the Branch. Southend Branch quickly adapted to the challenges presented and we ended the year in the luxurious, though also challenging, position of having a waitlist of approximately 12 months. We are working hard to keep these potential volunteers interested so that we can welcome them into the expanding number of Samaritans volunteers in Southend.

We aimed to introduce new training for those who would like to become listening volunteers.

The new training provides new Samaritans with essential skills needed to provide emotional support to callers. The configuration of the new training includes:

- more online training - reducing the number of in-person training sessions.

This means the initial training period is now quicker, providing both trainers and volunteers a greater amount of flexibility in managing their busy lives.

What we did: Sharon – Deputy Director Training



The introduction of new Core Development training replaced *Samaritans Initial Training* in February 2020. The number of in-Branch delivered training modules reduced from 10 to 5, with more online training supporting each module.

The first set of successful trainees completed the course in February, before all face-to-face activities were suspended due to Coronavirus. We therefore had to review how we could continue to train and support our new volunteers. We were able to continue their volunteer journey by providing a combination of remote and in-Branch support, alongside the work completed by our Mentors and Skills Practice volunteers.

As the pandemic continued, we remained unable to deliver Samaritan training face-to-face, in-Branch, so Virtual Core Development training was introduced, providing a totally virtual training platform. Our first group of Virtual trainees commenced in October of 2020, with 5 successful volunteers completing this course.

We aimed to continue supporting the wellbeing of our volunteers.

Southend Branch strives to provide on-going wellbeing support to our volunteers, irrespective of whether they are able to continue to offer time in the Branch.

Volunteers on shift have the support of a Shift Leader and Deputy Directors via phone should they require it. Listening volunteers also undertake a verbal debrief with their Shift Leader once their duties are completed; this supports the volunteers' mental wellbeing and is an opportunity to thank them for giving up their time and discuss any difficulties that may have arisen.

What we did: Karen – Deputy Director Volunteer Care



It has been a challenging year and the Volunteer Care team worked hard to ensure support was available to those volunteers unable to come into the branch, or those self-isolating or shielding.

Due to social gathering restrictions, the annual Christmas function Southend Branch hosts to acknowledge the commitment of all our volunteers and to thank them for their valuable support was not permitted. In lieu of this, each volunteer received a gift voucher and card.

Regular contact with the Volunteer Care team was available for isolating and shielding volunteers, along with additional support for all volunteers where needed. In February 2021 'support bubbles' were introduced to further enhance the Branch community and the support our volunteers provide to each other. Coordinators were able to disclose any volunteer concerns raised to the Volunteer Care team, enabling any issues or concerns to be passed on to the Branch Leadership Team.

We aimed to keep our volunteers safe and well.

All Covid safety measures were put in place, and amended with changing guidance to:

- increase volunteer confidence around coming into the Branch, and
- alleviate caller wait times by increasing the number of active volunteers.

What we did: Adam - Health & Safety



The biggest health and safety (H&S) issue of the year has been the Coronavirus pandemic. Southend Samaritans abided by the guidelines as issued by the Central Charity and Government.

Regular reviews of Risk Assessments were followed, and updates were sent out to all volunteers reminding them of adherence to this guidance. The H&S policies and procedures were reviewed, and it was deemed that no changes were required at this time.

Steps taken to protect our volunteers in our branch

- A robust pre- and post-shift cleaning regime was introduced.
- Signage was installed to remind volunteers of new protocols.
- Protective masks were provided, and volunteers expected to wear these when moving around the branch.
- Hand sanitizers were made available.
- On-coming shifts were not permitted to access the operations room until the previous shift had left the building.
- The number of volunteers on shift at any one time was limited so social distancing could be maintained.
- Food and beverages available to volunteers on shift were replaced with individually wrapped items.
- Crockery and cutlery were replaced with single use disposable items.
- Volunteers were advised to bring and use their own writing equipment whilst on shift.

Access

We aimed to improve access to Samaritans services/

What we did:

- Between April 1st 2020 and March 31st 2021 Southend Samaritans volunteers were available for **1029 shifts**, providing **over 7093 hours of support** to callers.
- In March 2020 Southend Branch was part of the introduction of a new call handling system 'Link'. Benefiting both callers and volunteers, this multi-channel platform has simplified the way volunteers access calls and emails, and **minimised disruptive updates**.
- A new intranet was also launched in March, simplifying volunteer access to essential information and updates, and supporting **more effective communication and collaboration** between branches.



Influence

We aimed to have a stronger, more effective external influence and connections with partners and external agencies.

We continue and strive to further develop partnerships within our local community and endeavour to promote awareness and engagement of Samaritans to have a voice, as well as influence local decision making within the wider community.

What we did: Colin – Community Partnerships Officer



Community Partnerships

Essex Police

We are in discussions with Essex Police with a view to having the Rural Engagement Team to promote the Samaritans via their police vehicles. We already have publicity materials available in the Custody Suite at Southend Police station, but this is a **new initiative**.

South-East Essex Trauma Alliance

Working under the EPUT (Essex Partnership University NHS Foundation Trust) umbrella, this is a new initiative of which we shall be a member. The 'alliance' is a **multi-agency** group that will look at ways to support those who are survivors of trauma. Headed by Kerry Mayers, Consultant Counselling Psychologist (and ex-Samaritan), the group will soon be meeting to put boundaries around the scope.

One Love Project/One Love Soup Kitchen

We have been associated with this local charity for over a year. It supports the homeless, especially rough sleepers. During the first lockdown they were housing rough sleepers in bed and breakfast accommodation and the outreach team would take meals to them. In the night packs there would be one of our contact cards.

Subsequently, we have trained about 30 of their volunteers in the Samaritan way of listening. They tell us that our training has not only been outstanding and **removed many myths about what we do**, it has also transformed the way they are engaging with the vulnerable people who come to them and those they meet when doing outreach.

Basildon Mind

The Chairman, a contact developed through one of Southend Branch's listening volunteers, has developed a comprehensive training programme for their volunteers. Our approach to listening, and training dealing with difficult situations was included as part of that training for volunteers. Southend Samaritans has now run several training sessions and will continue to support them in the future.

So far, we have administered two sessions: the first was on **the Samaritan way of listening**, and the second took the format of a workshop that focused on what Mind term 'a deep trauma call'. Going forward they want us to help them review their interactions with those they support (implementing skills such as reflection).

Southend, Essex & Thurrock Suicide Prevention Strategy Steering Group

Southend Samaritans are core members of this group and are in regular contact with the convenor (from Southend Borough Council).

Adult Self-Harm Task & Finish Group

This is one of the sub-groups from the Suicide Prevention Group and is being run by Thurrock Clinical Commissioning Group. This is in Basildon branch territory and the Branch Director attends the meetings. Colin works on the fringes and will report any significant issues to Sharon the Director.

Evidence

We aimed to utilise feedback to keep improving our service to callers.

What we did:

Southend Branch has learnt from feedback received for the nationwide service by Central Office. As is usual when a new Director is appointed, the quality outcomes framework has been revised whilst maintaining the focus on continuous improvement, with the aim of ensuring Samaritans services are safe, effective and a positive experience for callers.

Property and Management

There are ongoing plans to move to a new location in the second quarter of 2021. We have endeavoured to keep the ongoing works and maintenance to 154 York Road kept to a minimum in the last 12 months. The main expenses, which were essential, related to repairing structural damage resulting from heavy rainfall and adapting the configuration of the volunteer entrance to ensure volunteer safety.

Branch relocation

At the time of writing this report we are anticipating a successful completion date to relocate to our new branch at Beaumont Court.

Southend Samaritans Shop



The 2020/21 financial year has been challenging for the shop as it has been for all retail. To reopen after the first lockdown in June 2020, Coronavirus precautions were taken and a risk assessment required, which was completed accordingly. All recommended Coronavirus measures were followed to enable the shop to reopen safely for both the volunteers and the customers. We also had to alter our opening hours as a high percentage of our volunteers were unable to return for various reasons.

Steps taken to protect volunteers and visitors in our shop

- Donations were managed in line with the guidance from the Charity Retail Association.
- The number of customers in the shop at any one time was limited.
- 'Covid Secure' Risk Assessment signage was displayed.
- A hand sanitizer station was installed at the entrance/exit.
- Disposable face masks were made available.
- A clear directional pathway and 'keep your distance' markers were installed on the shop floor.
- Dressing room was closed, but full refunds were offered if items bought were not suitable.
- Perspex screen to protect volunteers and customers was placed at the till.
- All volunteers underwent an individual Risk Assessment; those deemed very-/vulnerable were asked not to attend the shop but have received continued contact to be informed of changes.
- All volunteers now wear facemasks and lanyards with a personal hand gel attached.
- The number of volunteers working in the stock/sorting room at any one time has been limited.
- Single use refreshments for volunteers have been made available.
- To increase ventilation an additional fan has been fitted and volunteers are encouraged to leave the back door open.

Financial review

Overview

This year the largest proportion of our income has come from fundraising activity, specifically from the successful application to various grants and funds. The 'Fundraising Activities Statement' below provides more details.

In previous years our income was primarily revenue generated by our charity shop. As a result of mandated closures throughout the year, we have learnt that reliance on this income stream is not sustainable, therefore we aim to amend our fundraising strategy, so we do not rely on any one source for more than 30% of our income.

One-off donations and legacies continue to provide Southend Branch with a significant proportion of income, and we are investigating how to continue engaging donors and encouraging financial support.

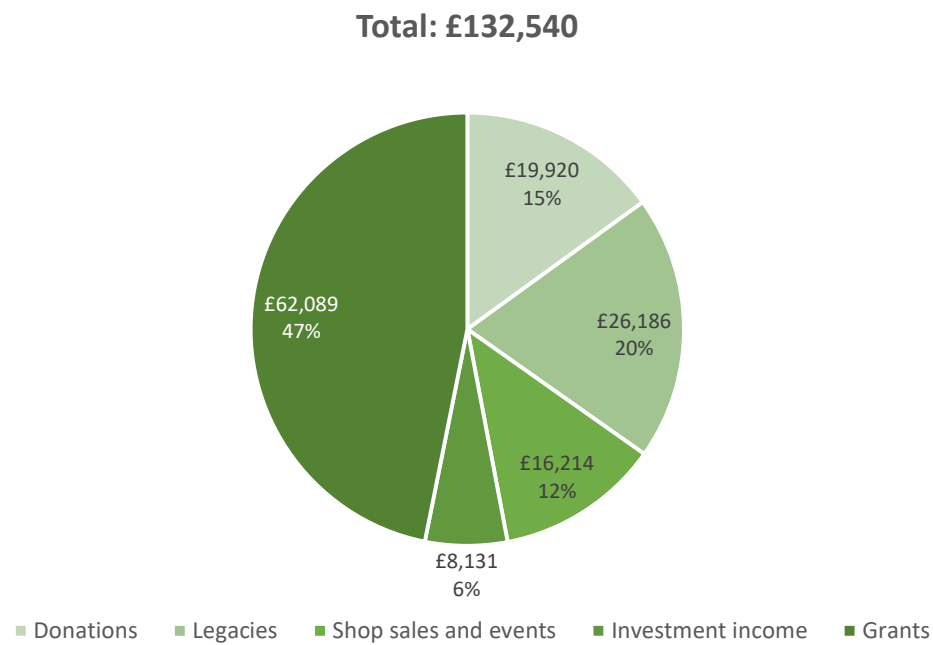
We focussed on minimizing the spend on the maintenance of York Road where possible, due to the imminent sale of the property, only incurring preliminary costs for the move.

Costs on Outreach reduced because of Coronavirus restrictions; therefore, a conscious decision was made to dedicate that planned expenditure to raising awareness/advertising in local printed media.

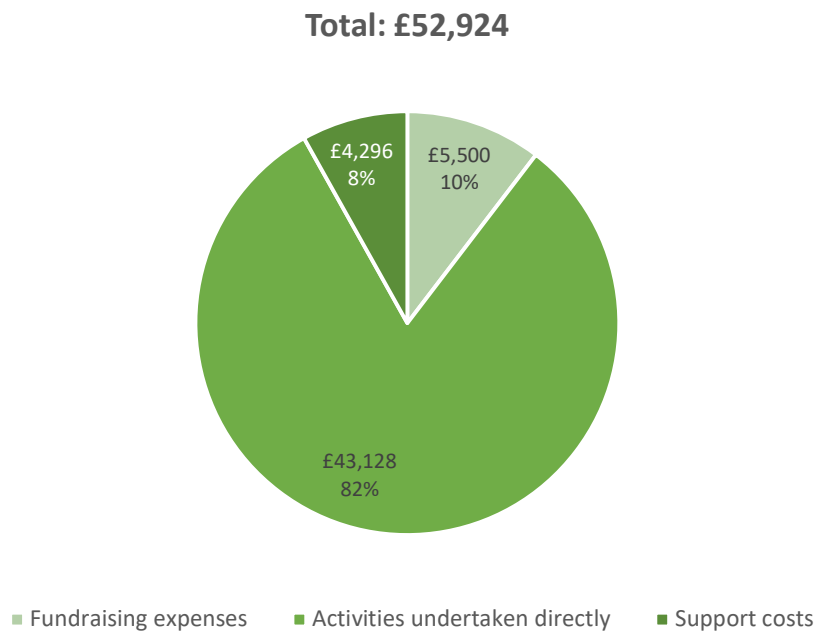
Costs incurred in relation to the ongoing Coronavirus pandemic include cleaning, Perspex sneeze guards and many incidental expenses. Southend Branch endeavoured to react quickly to the pressures and needs required to keep our volunteers safe, ensuring funds were available.

We are very grateful to all those who granted funds during what started as a very uncertain year. We have been able to cover our running costs and focus on thriving, rather than simply surviving.

Income



Expenditure



Fundraising Activities Statement

First year fundraising success: Maya – Fundraising Lead



This has been the first year that a significant proportion of our income has come from grants, and despite limited experience it has been a successful year with 67% of our applications having positive monetary outcomes.

- Awards from grants and funds account for 87% of fundraising income.
- Samarathon sponsorship provided 73% of the remaining amount.
- One-off donations continue to be received via the Branch website's donate button.

The Highlights



£56,590.81*
raised in total

£5,537.50 raised
during Samarathon



Continued support
from local Waitrose
stores

67% success rate in
grant applications*



*As of 26/03/21

Income Breakdown

Yr	What/Who	£
2020 - 21	Essex Community Foundation – NET Coronavirus Appeal Programme	£7,000.00
	Southend Borough Council Grants	£16,893.00
	The Co-op Local Community Fund	£2,063.32
	The National Lottery – Coronavirus Community Support Fund	£7,260.00
	Pears Foundation & DCMS	£15,796.00
	Waitrose & Partners Community Matters Scheme	£660.00
	Samarathon	£5,537.50
	Christmas Card & Raffle Ticket sales	£159.00
	Text Giving Campaigns	£30.00
	AmazonSmile	£19.63
	Easy Fundraising	£28.81
	Virgin Money Giving	£643.55
	Charles French Trust	£500.00
	Total:	£56,590.81

Looking to the Future

Aims



Method

- Build a team of volunteers dedicated to fundraising.
 - Collaborate with volunteers in related positions (publicity).
- Create a fundraising schedule of events:
 - Awareness campaigns,
 - Grant and fund deadlines.
- Assess efficacy of current fundraising methods:
 - AmazonSmile,
 - Easy fundraising,
 - Text-giving etc.
- Continue searching for new opportunities and ideas.
- Engage with the local community.
- Recruit regular donors (local businesses, community groups):
 - Introduce the production of a quarterly newsletter.

Special Thanks

The Branch extends special thanks to:

- The 8 individuals who undertook Samarathon on behalf of the branch.
- The few volunteers who have completed and/or supported the completion of grant and fund applications.
- The Co-op Local Community Fund, Essex Community Foundation and their donors, The National Lottery Community Fund, the Pears Foundation and the Department for Digital, Culture, Media and Sport, Southend Borough Council, Southend and Leigh-on-Sea Waitrose and Partners Community Matters schemes.
- All our volunteers and supporters.

We are grateful to our supporters for standing by our side.

The support from our donors and the effort volunteers have put into raising funds for Southend Samaritans has enabled our phone lines to stay connected, the lights on and the heat running; it has also aided volunteer care and has contributed to the possibility of the branch thriving in the future. Most importantly the funds have supported the continued provision of the vital services we provide our local and national communities.



Reserves policy

The Trustees have set a policy of retaining an 18-month reserve. The pandemic has impacted on the sources of income and income levels during the past 12 months, as well as the expenditure, calling for a change from last year's position. Looking to the near future, plans have been made for the sale of the existing property, and the purchase and refurbishment of new premises.

In setting the reserves policy, the Board of Trustees considers the need to provide against any future income shortfall, fulfil working capital requirements and allow funds to be available to support service developments. This is balanced against the need to spend reserves now to deliver services to meet beneficiary needs.

Within these considerations, the Trustees had previously set a target range, free reserves are calculated as total unrestricted reserves less designated funds. On 31st March 2020 the actual level of consolidated free reserves held £78,000.

For 2020/21 the Board of Trustees agreed a balanced core budget of £118,188.00.

The reserves policy will continue to be reviewed on at least an annual basis, particularly in response to the developing Coronavirus situation.

On Going Concern

After due consideration and endorsed by the Accountant the Trustees have a reasonable expectation that the Charity has adequate resources to continue in operational existence for the foreseeable future.

Risks and uncertainties

How we manage risk

The Board of Trustees is ultimately responsible for risk management, it reviews key risks and the adequacy of actions being taken to address those risks, on a regular basis.

The ability of our branch to respond quickly and effectively to unanticipated risks and new developments has been evident along with our response to the Coronavirus pandemic.

Service: changes to our core service to protect the critical function and development of new volunteers and how we can continue to develop, train, and increase numbers of volunteers vitally needed to continue our service.

People: prioritising and ensuring the safety, wellbeing, engagement, and commitment of volunteers.

Governance Report

Our structure and governance

Southend Samaritans is an affiliated branch of our Central charitable company limited by guarantee. We were founded by Prebendary Dr Chad Varah CH CBE MA in 1953 and incorporated in 1963.

A. Constitution

The charity was incorporated on 7th July 2017 and commenced trading on that date. The principle object of the charity is to provide confidential, non-judgmental emotional support to those in distress, despair or feeling suicidal.

B. Methods of appointment or election of trustees

The management of the charity is the responsibility of the Trustees who are elected or co-opted under the terms of the Samaritan Branch Model Constitution.

C. Financial risk management

The trustees have assessed the major risks to which the charity is exposed, in particular those related to the operations and finances of the charity and are satisfied that systems and procedures are in place to mitigate our exposure to the major risks.

Statement of Trustees' responsibilities

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

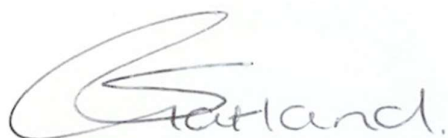
The law applicable to charities in England & Wales requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the Charity and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP (FRS 102);
- make judgments and accounting estimates that are reasonable and prudent;

- state whether applicable UK Accounting Standards (FRS 102) have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Charity will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the Charity's transactions and disclose with reasonable accuracy at any time the financial position of the Charity and enable them to ensure that the financial statements comply with the Charities Act 2011, the Charity (Accounts and Reports) Regulations 2008 and the provisions of the Constitution. 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.

Approved by order of the members of the board of Trustees and signed on their behalf by

A handwritten signature in blue ink, appearing to read 'Gatland', is written over a faint, light blue circular stamp.

Sharon Gatland
Branch Director and Chair of Trustees
Date: 23rd August 2021

Our governance

As a learning organisation we are always keen to develop and adapt our ways of working in the interests of our beneficiaries and volunteers.

Central Charity is currently undertaking a service and quality review looking at ways we can better develop and embed our safeguarding practices and culture. Over 2020-2021 several streams of work will begin which will focus on developing our mature safeguarding culture with a focus on service and structure, quality improvements, investigations, policies and procedures and governance.

SOUTHEND-ON-SEA SAMARITANS

**INDEPENDENT EXAMINER'S REPORT
FOR THE YEAR ENDED 31 MARCH 2021**

Independent Examiner's Report for the Year Ended 31 March 2021

I report to the charity Trustees on my examination of the accounts of the Charity for the year ended 31 March 2021.

Responsibilities and Basis of Report

As the Trustees of the Charity you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the 2011 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 Commission under section 145(5)(b) of the 2011 Act.

SOUTHEND-ON-SEA SAMARITANS

INDEPENDENT EXAMINER'S REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

Independent Examiner's Statement

Your attention is drawn to the fact that the Charity has prepared the accounts 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 (FRS 102) in preference to the Accounting and Reporting by Charities: Statement of Recommended Practice issued on 1 April 2005 which is referred to in the extant regulations but has been withdrawn.

I understand that this has been done in order for the accounts to provide a true and fair view in accordance with the Generally Accepted Accounting Practice effective for reporting periods beginning on or after 1 January 2015.

I have completed my examination. I confirm that no 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 section 130 of the 2011 Act; or
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 should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

This report is made solely to the Charity's Trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. My 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 my work or for this report.

Signed: 

Stuart Harrison

Dated: 23 August 2021

FCA

Venthams
Chartered Accountants
Millhouse
32 - 38 East Street
Rochford
Essex
SS4 1DB

SOUTHEND-ON-SEA SAMARITANS

STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2021

Statement of Financial Activities for the Year Ended 31 March 2021

	Note	Unrestricted funds 2021 £	Restricted funds 2021 £	Total funds 2021 £	Total funds 2020 £
Income from:					
Donations and legacies	3	46,106	-	46,106	13,786
Other trading activities	4	16,214	-	16,214	28,761
Investments	5	8,131	-	8,131	8,060
Other income	6	39,153	22,936	62,089	-
Total income		109,604	22,936	132,540	50,607
Expenditure on:					
Raising funds	7	5,500	-	5,500	52,330
Charitable activities		37,240	10,184	47,424	42,641
Total expenditure		42,740	10,184	52,924	94,971
Net income/(expenditure)					
Transfers between funds	15	66,864 9,601	12,752 (9,601)	79,616 -	(44,364) -
Net movement in funds		76,465	3,151	79,616	(44,364)
Reconciliation of funds:					
Total funds brought forward		711,044	-	711,044	755,408
Net movement in funds		76,465	3,151	79,616	(44,364)
Total funds carried forward		787,509	3,151	790,660	711,044

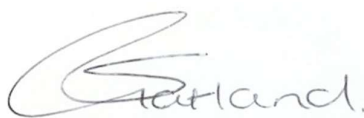
SOUTHEND-ON-SEA SAMARITANS

BALANCE SHEET FOR THE YEAR ENDED 31 MARCH 2021

Balance Sheet for the Year Ended 31 March 2021

		2021	2020
	Note	£	£
Fixed assets			
Tangible assets	11	704,848	695,824
		<u>704,848</u>	<u>695,824</u>
Current assets			
Debtors	12	1,540	-
Cash at bank and in hand		87,431	39,884
		<u>88,971</u>	<u>39,884</u>
Creditors: amounts falling due within one year	13	(3,159)	(4,101)
Net current assets		<u>85,812</u>	<u>35,783</u>
Total assets less current liabilities		<u>790,660</u>	<u>731,607</u>
Creditors: amounts falling due after more than one year	14	-	(20,563)
Total net assets		<u><u>790,660</u></u>	<u><u>711,044</u></u>
Charity funds			
Restricted funds	15	3,151	-
Unrestricted funds	15	787,509	711,044
Total funds		<u><u>790,660</u></u>	<u><u>711,044</u></u>

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:



.....
S Gatland

Date: 23 August 2021

SOUTHEND-ON-SEA SAMARITANS

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

Notes for the Financial Statements for the Year Ended 31 March 2021

1. General Information

Southend-on-Sea Samaritans is a Charitable Incorporated Organisation registered in England and Wales. Its principal office address is 154 York Road, Southend-on-Sea, Essex, SS1 2DZ.

2. Accounting policies

2.1 Basis of preparation of financial statements

The financial statements 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 2015), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Charities Act 2011.

The financial statements have been prepared to give a 'true and fair' view and have departed from the Charities (Accounts and Reports) Regulations 2008 only to the extent required to provide a 'true and fair' view. This departure has involved following the Charities SORP (FRS 102) published on 16 July 2014 rather than the Accounting and Reporting by Charities: Statement of Recommended Practice effective from 1 April 2005 which has since been withdrawn.

Southend-on-Sea Samaritans meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

2. Accounting policies (continued)

2.2 Income

All income is recognised once the Charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

The recognition of income from legacies is dependent on establishing entitlement, the probability of receipt and the ability to estimate with sufficient accuracy the amount receivable. Evidence of entitlement to a legacy exists when the Charity has sufficient evidence that a gift has been left to them (through knowledge of the existence of a valid will and the death of the benefactor) and the executor is satisfied that the property in question will not be required to satisfy claims in the estate. Receipt of a legacy must be recognised when it is probable that it will be received and the fair value of the amount receivable, which will generally be the expected cash amount to be distributed to the Charity, can be reliably measured.

Grants are included in the Statement of Financial Activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the Balance Sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

Where the donated good is a fixed asset, it is measured at fair value, unless it is impractical to measure this reliably, in which case the cost of the item to the donor should be used. The gain is recognised as income from donations and a corresponding amount is included in the appropriate fixed asset class and depreciated over the useful economic life in accordance with the Charity's accounting policies.

On receipt, donated professional services and facilities are recognised on the basis of the value of the gift to the Charity which is the amount it would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Income tax recoverable in relation to investment income is recognised at the time the investment income is receivable.

2.3 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

Expenditure on raising funds includes all expenditure incurred by the Charity to raise funds for its charitable purposes and includes costs of all fundraising activities events and non-charitable trading.

Expenditure on charitable activities is incurred on directly undertaking the activities which further the Charity's objectives, as well as any associated support costs.

SOUTHEND-ON-SEA SAMARITANS

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

2. Accounting policies (continued)

2.3 Expenditure (continued)

All expenditure is inclusive of irrecoverable VAT.

2.4 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 institution with whom the funds are deposited.

2.5 Tangible fixed assets and depreciation

Tangible fixed assets costing £500 or more are capitalised and recognised when future economic benefits are probable and the cost or value of the asset can be measured reliably.

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition should be included in the measurement of cost.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives, on a reducing balance basis.

Depreciation is provided on the following basis:

Office equipment	- 25% reducing balance
------------------	------------------------

2.6 Debtors

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

2.7 Cash at bank and in hand

Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

2.8 Liabilities and provisions

Liabilities are recognised when there is an obligation at the Balance Sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the Charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised in the Statement of Financial Activities as a finance cost.

SOUTHEND-ON-SEA SAMARITANS
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

2.9 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 with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

2.10 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Charity for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Investment income, gains and losses are allocated to the appropriate fund.

3. Income from donations and legacies

	Unrestricted funds 2021	Total funds 2021
	£	£
Donations	19,920	19,920
Legacies	26,186	26,186
	<u>46,106</u>	<u>46,106</u>

	<i>Unrestricted funds 2020</i>	<i>Total funds 2020</i>
	£	£
Donations	<u>13,786</u>	<u>13,786</u>

SOUTHEND-ON-SEA SAMARITANS
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

4. Income from other trading activities

Income from fundraising events

	Unrestricted funds 2021	Total funds 2021
	£	£
Revenue from shop sales and events	16,214	16,214
	<i>Unrestricted funds 2020</i>	<i>Total funds 2020</i>
	£	£
Revenue from shop sales and events	28,761	28,761

5. Investment income

	Unrestricted funds 2021	Total funds 2021
	£	£
Investment income - local investment properties	8,129	8,129
Investment income - local cash	2	2
	8,131	8,131
	<i>Unrestricted funds 2020</i>	<i>Total funds 2020</i>
	£	£
Investment income - local investment properties	8,039	8,039
Investment income - local cash	21	21
	8,060	8,060

SOUTHEND-ON-SEA SAMARITANS
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

6. Other incoming resources

	Unrestricted funds 2021	Restricted funds 2021	Total funds 2021	<i>Total funds 2020</i>
	£	£	£	£
Grants received	5,000	22,936	27,936	-
Government grants received	34,153	-	34,153	-
	<u>39,153</u>	<u>22,936</u>	<u>62,089</u>	<u>-</u>

7. Expenditure on raising funds

Fundraising trading expenses

	Unrestricted funds 2021	Total funds 2021
	£	£
Utilities, rent and rates	1,681	1,681
Housekeeping	1,054	1,054
Administration	222	222
Building maintenance	2,543	2,543
	<u>5,500</u>	<u>5,500</u>

Fundraising trading expenses (continued)

	<i>Unrestricted funds 2020</i>	<i>Total funds 2020</i>
	£	£
Utilities, rent and rates	2,169	2,169
Housekeeping	1,177	1,177
Administration	569	569
Building maintenance	48,415	48,415
	<u>52,330</u>	<u>52,330</u>

SOUTHEND-ON-SEA SAMARITANS
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

8. Analysis of expenditure by activities

	Activities undertaken directly 2021	Support costs 2021	Total funds 2021
	£	£	£
Supporting activities	<u>43,128</u>	<u>4,296</u>	<u>47,424</u>
	<i>Activities undertaken directly 2020</i>	<i>Support costs 2020</i>	<i>Total funds 2020</i>
	£	£	£
Supporting activities	<u>38,051</u>	<u>4,591</u>	<u>42,642</u>

Analysis of direct costs

	Supporting activities 2021	Total funds 2021
	£	£
Rates	449	449
Insurance	1,742	1,742
Light and heat	2,936	2,936
Running costs of flat	2,910	2,910
Housekeeping	2,969	2,969
Cleaner	2,350	2,350
Repairs and renewals	6,099	6,099
Computer running costs	3,405	3,405
Travelling	1,474	1,474
Contributions to Samaritans	1,629	1,629
Legal and professional	77	77
Fundraising expenses	42	42
Publicity and advertising	4,484	4,484
Telephone and internet	2,364	2,364
Volunteer care	1,730	1,730
Interest payable	2,297	2,297
Relocation costs	6,171	6,171
	<u>43,128</u>	<u>43,128</u>

SOUTHEND-ON-SEA SAMARITANS

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

	<i>Supporting activities 2020</i>	<i>Total funds 2020</i>
	£	£
Rates	431	431
Insurance	2,014	2,014
Light and heat	2,543	2,543
Running costs of flat	1,793	1,793
Housekeeping	394	394
Cleaner	2,894	2,894
Repairs and renewals	6,712	6,712
Computer running costs	2,540	2,540
Travelling	5,223	5,223
Conferences	2,627	2,627
Legal and professional	363	363
Fundraising expenses	141	141
Publicity and advertising	4,019	4,019
Telephone and internet	2,647	2,647
Volunteer care	2,039	2,039
Interest payable	1,671	1,671
	<u>38,051</u>	<u>38,051</u>
	Supporting activities 2021	Total funds 2021
	£	£
Depreciation	861	861
Legal and professional	1,522	1,522
Administration, printing, postage and stationery	1,913	1,913
	<u>4,296</u>	<u>4,296</u>

SOUTHEND-ON-SEA SAMARITANS

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

Analysis of support costs

	<i>Supporting activities 2020</i>	<i>Total funds 2020</i>
	£	£
Depreciation	1,790	1,790
Legal and professional	1,488	1,488
Administration, printing, postage and stationery	1,313	1,313
	<u>4,591</u>	<u>4,591</u>

9. Independent examiner's remuneration

	2021	2020
	£	£
Fees payable to the Charity's independent examiner for the independent examination of the Charity's annual accounts	<u>1,522</u>	<u>1,488</u>

10. Trustees' remuneration and expenses

During the year, no Trustees received any remuneration or other benefits (2020 - £NIL-).

During the year ended 31 March 2021, expenses totalling £45 were reimbursed or paid directly to 1 Trustee (2020 - £602 to 4 Trustees).

11. Tangible fixed assets

	Freehold property £	Office equipment £	Total £
Cost or valuation			
At 1 April 2020	695,000	5,516	700,516
Additions	-	9,885	9,885
At 31 March 2021	<u>695,000</u>	<u>15,401</u>	<u>710,401</u>
Depreciation			
At 1 April 2020	-	4,692	4,692
Charge for the year	-	861	861
At 31 March 2021	<u>-</u>	<u>5,553</u>	<u>5,553</u>
Net book value			
At 31 March 2021	<u>695,000</u>	<u>9,848</u>	<u>704,848</u>
At 31 March 2020	<u>695,000</u>	<u>824</u>	<u>695,824</u>

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

12. Debtors

	2021	2020
	£	£
Due within one year		
Trade debtors	(63)	-
Prepayments and accrued income	1,603	-
	<u>1,540</u>	<u>-</u>

13. Creditors: Amounts falling due within one year

	2021	2020
	£	£
Bank loans	-	1,818
Trade creditors	-	213
Other creditors	1,629	-
Accruals and deferred income	1,530	2,070
	<u>3,159</u>	<u>4,101</u>

14. Creditors: Amounts falling due after more than one year

	2021	2020
	£	£
Bank loans	<u>-</u>	<u>20,563</u>

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

15. Statement of funds**Statement of funds - current year**

	Balance at 1 April 2020 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2021 £
Unrestricted funds					
Designated funds					
Property fund	<u>695,000</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>695,000</u>
General funds					
General fund	<u>16,044</u>	<u>109,604</u>	<u>(42,740)</u>	<u>9,601</u>	<u>92,509</u>
Total Unrestricted funds	<u>711,044</u>	<u>109,604</u>	<u>(42,740)</u>	<u>9,601</u>	<u>787,509</u>
Restricted funds					
Pears Foundation grant received	<u>-</u>	<u>15,936</u>	<u>(6,245)</u>	<u>(9,601)</u>	<u>90</u>
Essex Community Foundation grant received	<u>-</u>	<u>7,000</u>	<u>(3,939)</u>	<u>-</u>	<u>3,061</u>
	<u>-</u>	<u>22,936</u>	<u>(10,184)</u>	<u>(9,601)</u>	<u>3,151</u>

The transfer from the restricted fund is in respect of fixed assets acquired from the general fund for which funding was provided by the restricted fund grant.

Total of funds	<u>711,044</u>	<u>132,540</u>	<u>(52,924)</u>	<u>-</u>	<u>790,660</u>
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Statement of funds - prior year

	Balance at 1 April 2019 £	Income £	Expenditure £	Balance at 31 March 2020 £
Unrestricted funds				
Designated funds				
Property fund	<u>695,000</u>	<u>-</u>	<u>-</u>	<u>695,000</u>
General funds				
General fund	<u>60,408</u>	<u>50,607</u>	<u>(94,971)</u>	<u>16,044</u>
Total Unrestricted funds	<u>755,408</u>	<u>50,607</u>	<u>(94,971)</u>	<u>711,044</u>

SOUTHEND-ON-SEA SAMARITANS

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

16. Analysis of net assets between funds

Analysis of net assets between funds - current year

	Unrestricted funds 2021 £	Restricted funds 2021 £	Total funds 2021 £
Tangible fixed assets	704,848	-	704,848
Current assets	85,820	3,151	88,971
Creditors due within one year	(3,159)	-	(3,159)
Total			
	<u>787,509</u>	<u>3,151</u>	<u>790,660</u>

Analysis of net assets between funds - prior year

	Unrestricted funds 2020 £	Total funds 2020 £
Tangible fixed assets	695,824	695,824
Current assets	39,884	39,884
Creditors due within one year	(4,101)	(4,101)
Creditors due in more than one year	(20,563)	(20,563)
Total		
	<u>711,044</u>	<u>711,044</u>

17. Related party transactions

The Charity has not entered into any related party transaction during the year, nor are there any outstanding balances owing between related parties and the Charity at 31 March 2021.

Reference and Administrative Details

Registered address: 61-71 Beaumont Court
Victoria Ave
Southend on Sea
Essex
SS2 6EB

Registered charity: 1173715

Website: southendsamaritans.org

Board of Trustees

Sharon Gatland (Chair)
Anne Hawkins (Secretary & Treasurer)
Adam Moss
Judith Bailey
Vivien Tothill
Maya Reeve

Southend Samaritans Senior Staff

Bankers:

National Westminster Bank plc
132 High Street
Southend -on-Sea
Essex
SS1 1JX

Solicitors:

Jeffries Solicitors
3rd Floor Dencora Court
Tylers Avenue
Southend-on Sea
Essex
SS1 2BA

Accountants:

Venthams Chartered Accountants
Millhouse
32-38 East Street
Rochford
Essex
SS4 1DB

We would like to thank all our donors and supporters including those who wish to remain anonymous.



It's what we do



Essex
Community
Foundation



COMMUNITY
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Pears
Foundation



Department for
Digital, Culture
Media & Sport



We're here to listen

Call free day or night on

116 123

Email

jo@samaritans.org

Web

samaritans.org/southendonseas

Visit us

**Beaumont Court, 61-71 Victoria Ave
Southend-on-Sea**

Southend-on-Sea Samaritans is a Charitable Incorporated Organisation registered in England and Wales (1173715). Our registered office is located at Beaumont Court, 61-71 Victoria Ave, Southend-on-Sea, Essex SS2 6EB

SAMARITANS