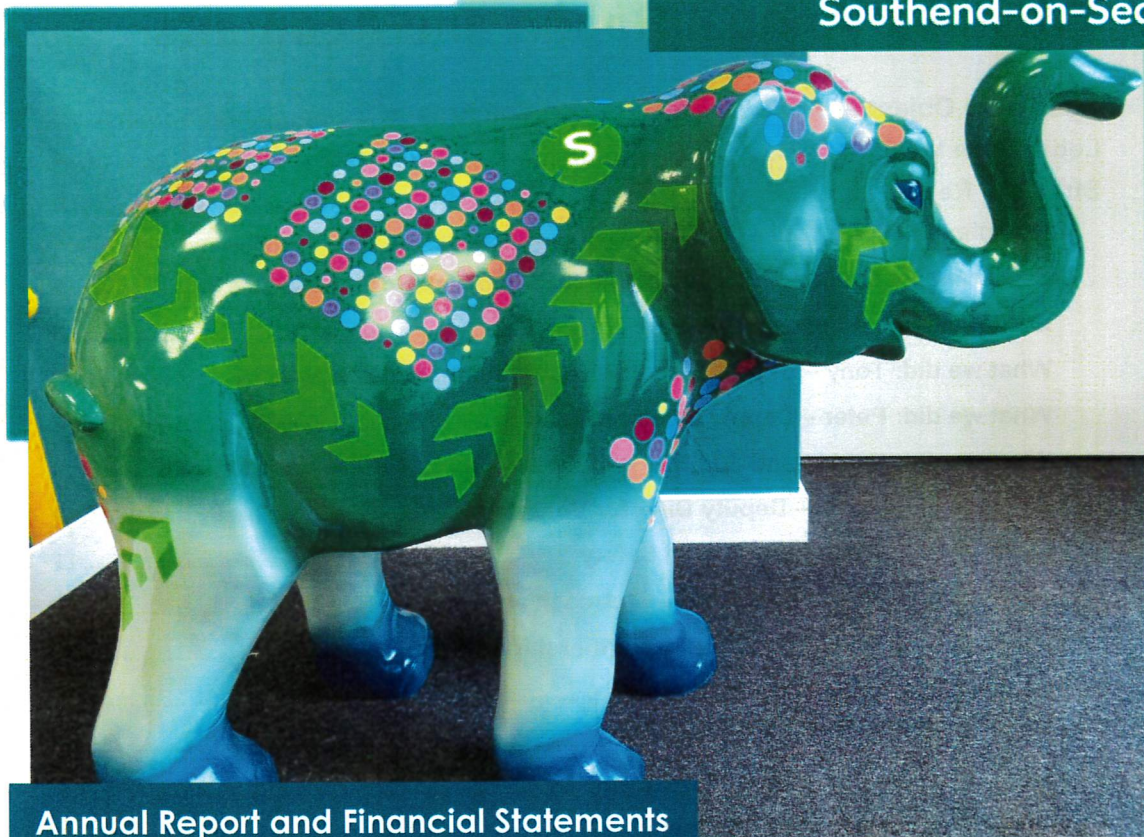


# SAMARITANS

Southend-on-Sea



Annual Report and Financial Statements  
for the Year Ended 31 March 2024

SOUTHEND-ON-SEA SAMARITANS  
Registered Charity No. 1173715

# Trustees' Annual Report and Accounts

<b>Charitable Objectives of Southend-on-Sea Samaritans .....</b>	<b>3</b>
<b>Letter from the Director .....</b>	<b>4</b>
<b>Strategic Report .....</b>	<b>6</b>
Key achievements by our volunteers .....	7
Our Branch's contacts in 2022/23 and 2023/24 compared .....	7
Meet the Branch Leadership Team .....	8
What we did: Tony – Deputy Director Recruitment and Selection .....	8
What we did: Peter – Deputy Director Training .....	8
What we did: Debbie and Judith – Deputy Directors Leaders and Mentors .....	9
What we did: Karen – Deputy Director Volunteer Care .....	10
What we did: Adam - Health and Safety .....	11
What we did: Chris and Derrick – Outreach and Publicity .....	12
What we did: Colin – Community Partnerships Officer .....	14
Southend Samaritans Shop .....	15
2023-24: Samaritans' Year at a Glance .....	16
Financial Review .....	17
Fundraising Activities Statement .....	18
Our Aims: .....	18
Special Thanks .....	19
Reserves Policy .....	20
Ongoing Concern .....	20
Risks and Uncertainties .....	21
<b>Governance Report .....</b>	<b>22</b>
Our Structure and Governance .....	22
Our Governance .....	22
Statement of Trustees' Responsibilities .....	22
<b>Accounts for the Year Ended 31 March 2024 .....</b>	<b>26</b>
<b>Reference and Administrative Details .....</b>	<b>46</b>



## Charitable Objectives of Southend-on-Sea Samaritans

To enable persons in Southend-on-Sea, 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



I start by thanking the large number of people who have kept Southend Samaritans running and providing a safe service for over sixty years, many of whom I have never met and all of whom I am in awe of. Every volunteer plays their part in the success achieved over the years.

For the past three years the Branch has been led at Director level by Sharon Gatland, who guided us through the process of settling into new premises, through a large part of the Covid restrictions and post-covid recovery, whilst remaining ambitious for the future. In January 2024, Sharon's three-year tenure

came to an end and so she and her team of Deputy Directors stood down. I was privileged to be selected to take on the role for the next three-year term and to build a strong team around me. Sharon and her team were dedicated and have a lot to be proud of, succeeding in continuing to grow the Branch and embrace the changes of the time. The majority of this report reflects the achievements made by those team members, including Tony, Peter, Debbie and Judith, Karen, Adam, Chris and Derrick, Colin and several other functional leads whose names may not appear in lights (or text) but whose support we value equally. Your hard work and valuable time have made a real difference to the delivery of the essential operational service we provide day in and day out. Thank you.

I also take this opportunity to celebrate and thank both those who remained in their role and those who have taken on new responsibilities. They include Tina, Peter, Debbie, Caroline and Jim as Deputy Directors. I aim to grow the team during the forthcoming twelve months, building roles of a manageable size that can be worked flexibly to fit with other commitments.

My final thank you goes to Colin who, despite moving to pastures new with Anglia Ruskin University Samaritans Hub around three years ago, maintains contact with Southend Branch and has continued to lead on the Partnerships piece, providing continuity within the community. Colin has decided to now hand over the mantle (whilst promising to still be there in times of need) and I wish to record grateful thanks for the continued support of our Branch over that period of time. We are delighted that you continue to support the Branch even though you formally step away from leading on Partnerships.

Looking to the forthcoming year, the Team and I will build on past successes and take the Branch forward in ways that continue to make us ever more accessible to callers and especially to those at highest risk of suicide. We will continue to offer volunteering opportunities to all sectors of society both as volunteer Samaritans and support volunteers, who might volunteer in our shops, for example. As a team we will encourage all volunteers who want to be involved in the running of the Branch to do so, irrespective of whether that is a role with an ongoing commitment or one-off job and finish type tasks.



I am delighted to have within the Branch such an amazing group of people who, each week, willingly give their time to supporting the fantastic work we do. Every single member of the Branch is a volunteer. The time given is without charge but not without cost because time is a precious commodity meaning that, rather than being amongst people who are 'free', I am amongst those who are priceless.

I'll report again next year on how we, a priceless team, have succeeded.

**Together we can make change that saves lives.**



Ann Hawkins  
Director Southend Samaritans  
Date: 20.10.2024

# Strategic Report

At a national level the Samaritans vision is that fewer people die by suicide. Our mission is to be here every day and night for 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 are listening, confidentiality, being non-judgmental, people making their own decisions and human contact.

This report reflects how Southend on Sea Samaritans has worked during the year 2023/24 to contribute towards those national goals.

## Together we can make change that saves lives

Whilst our support services adapt to the changing environment, the values at the core of our listening service remain constant.

We know that to achieve the vision we need to reduce the risk factors that make some people more likely to take their own lives and have worked strategically with partners in our local area to achieve that. More detail is included in Colin Hill's contribution within this report.

We have ensured that people who are at increased risk of suicide are supported by both the partnership working and raising the profile of the Samaritans service within our local area. The paragraphs on publicity explain further how this has been achieved and how we continue to work on this aspect that is vital to our City.

The Samaritans service and the local contribution are proven to make it less likely that people who do experience suicidal thoughts act on them. We are proud of that achievement and recognise that our aims to both grow in size over forthcoming years and be more visible will have an incremental effect. More local people will understand the confidentiality of our service, know they can feel safe talking to us and will therefore more likely to be open about their feelings. Giving local people time, undivided attention and empathy we meet a fundamental emotional need that reduces distress and despair. Whilst doing this we believe that people have the right to find their own solution and that telling people what to do takes responsibility away from them.

Our publicity and Outreach efforts are planned to target the groups at highest risk of developing suicidal thoughts and our messages are that exploring feelings alleviates distress and helps people to reach a better understanding of their situation and the options open to them. Our choice of activities is also influenced by our desire that people are able to talk to us without fear of prejudice or rejection.



## Key achievements by our volunteers

### How we did as a Branch in 2023/24



### Our Branch's contacts in 2022/23 and 2023/24 compared

	April 2022 - March 2023	April 2023 - March 2024
Average no. of listening volunteers	72	76
Total no. of listening shifts completed	1,051	1,024
Total no. of shop shifts completed	588	941*
Calls answered	15,571	15,075
Outbound calls	53	63
Hours on the phone	4,135	4,099
• Twilight hours on the phone (10pm - 2am)	Full data not collected	1,101
• Overnight hours on the phone (2am - 6am)	Full data not collected	299
Total contacts	15,751	15,138

(\*) A second shop was opened in Leigh-on-Sea in May 2023.

## Meet the Branch Leadership Team

### What we did: Tina – Deputy Director Recruitment and Selection



For the first 10 months of the year Tony held this position and reports that all potential Volunteers apply directly through the Samaritans website. Replicating last year's trend there has been a significant drop in applicants.

From March 2023 to March 2024, we had 84 applicants.

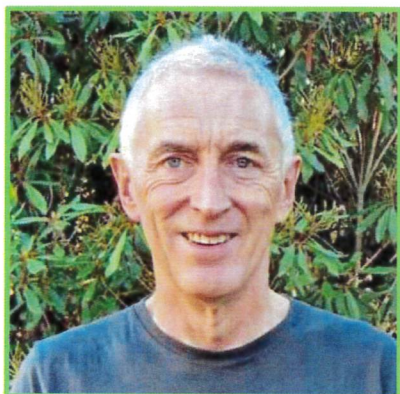
That said we have the ability to train 36 volunteers in that 12-month period.

Despite our best efforts of arranging interviews, we always seemed to have several no shows which potentially impacted our success rate of successful applicants. We successfully interviewed 22 applicants who applied for training.

I do note, though, we still attract good interest via the Samaritans website and I feel confident Tina, our new DD for recruitment, will continue to bring new volunteers through to the training process.

### What we did: Peter – Deputy Director Training

The training team consists of 5 volunteer trainers that are also full Listening Volunteers.



It's been a busy year for the training team, having completed 3 Core Development training cohorts with 20 volunteers. Each of these training cohorts takes 9 weeks to progress from Core Development to become a Trainee listener within the branch.

This was supplemented with Embedding modules that had 10 Probationers moving to full volunteer status and a further 7 Probationers in progress to completion.

It takes approx. 10 months to 1 year for a Trainee to become a full listening volunteer. It's a very thorough training process that equips them to be highly skilled trained listening volunteers.

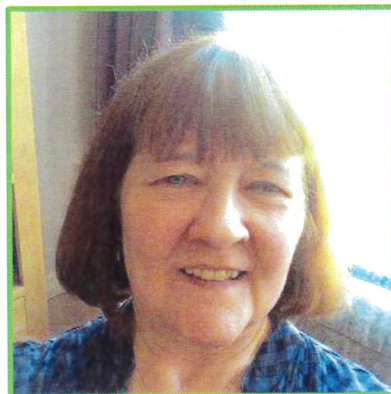


In addition to this, the team delivered face to face training for a local external charity "Street Pastors," and "Outreach" training for volunteers that support local external events and railway stations.

### **What we did: Debbie and Judith – Deputy Directors Leaders and Mentors**



**We aimed to continue supporting the wellbeing of our volunteers.**



Debbie and Judith worked together for the first 10 months of the year, until it was time for Judith to stand down and Debbie now covers both elements, which compliment each other and provide a complete package of care for all whilst on shift.

Each Samaritans shift is supported by a Leader, who takes sign-on before a shift begins (a form of wellbeing checking in) is available for both procedural related events and emotional support for the volunteers during the shift, and takes sign-off from each volunteer at the end of the shift, checking both on the nature of the calls and, again, on the mental wellbeing of the volunteers.

Mentors support the development of trainees through the essential practice element of their Core Training, which comprises a minimum of ten mentored shifts. Following the successful completion of this element of the training the Trainees become Probationary Samaritans. Each trainee is assigned a Lead Mentor who oversees their progression through this phase whilst they also spend several shifts with other mentors, to experience differing styles and approaches to the delivery of the listening service which is always delivered within the Samaritan framework.

During the year we have continued to train more Leaders and Mentors. The practice of carrying out a mentored shift between each of the Embedding training modules during the probationary period has become well established and is a further way of growing and developing skills during the first year or so of being a Samaritans listening volunteer.

## What we did: Caroline – Deputy Director Volunteer Care



For the first 10 months of the year Karen held this position. She reports that supporting volunteers is a crucial aspect of the work we do and it is important to us that we look after our own mental wellbeing. The Volunteer Support Team works hard to provide ongoing support to all volunteers who may be in need of that, whatever role they hold.

The Volunteer Support role passed from Karen to Caroline in January and each has been proactive in their approach, including regular reviews with the Branch Director to ensure the best possible support is available.

At our Branch meeting in June, we focussed on celebrating 70 years of the Samaritans listening service and the 60-year anniversary of Southend Samaritans, we were delighted to host Felicity Varah (daughter of Samaritans founder Chad Varah); a fascinating and warm lady whose company we enjoyed immensely.



Sadly, two of our listening volunteers died unexpectedly this year. We continue to remember them with great fondness and pride in their achievements whilst with Samaritans. They are each greatly missed. During this time, formerly Branch Director Sharon and Karen, along with Central Charity, made sure all of our volunteers affected by this were offered additional support.

**“There are some whose light continues to shine even after they have left us.”**

Sharon opened her house for a second party in July, and despite the heavens opening, our spirits were not dampened. We had a lovely hog roast, and Tony, a listening volunteer and singer, entertained us.

In December we had a very well attended and enjoyable Christmas meal with music and dancing.

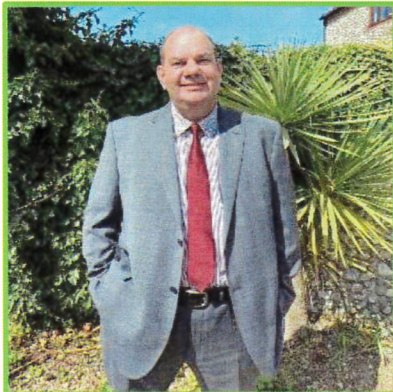
Our final event of the year was a lovely afternoon in the branch to thank Sharon for all her hard work and dedication over the past 3 years. The volunteers were very generous and we gave her some lovely gifts as well as vocal tributes and poems. All these events have been well attended, and the feedback received has been that events such as these help to make our volunteers feel appreciated, valued and if



provides a great opportunity for them to socialise together. We hope that this will aid retention.

The role passed on to Caroline in January, who continues to ensure we are there for all volunteers.

## **What we did: Adam - Health and Safety**



### **Health and Safety Annual Report**

We are pleased to report that there have been no serious incidents and this is largely due to the diligence of our volunteers who are quick to highlight small issues and comply with protocols so that we can keep ourselves safe. We continue to test our safety systems regularly, including emergency lighting, fire alarms, fire extinguishers and emergency exits in each of our premises.

To improve safety at our shops when we have a wealth of donations, we have taken on a premises in St Helen's Road. This enables us to store out of season items and provides a hub for online merchandising.

All new volunteers receive a Health and Safety induction or briefing which is regularly reviewed. Operational Risk Assessments have been carried out, hold a regular place on the Trustee agenda and are formally reviewed each summer.

### **Buildings Annual Report**

Those who have read previous annual reports will understand how excited we are to report that the leaks seem to have abated, following persistent and diligent discussions with the many parties involved. We hope this may continue.

Those same readers might also understand the disappointment that the door continues to present challenges, despite all remedial action, when we have heavy rain. For now, we continue with the manual work-around to leave the building in these circumstances.

We are working towards acceptance that the management of the noise levels in the Operations room is best achieved by a mixture of creating less noise ourselves and using noise management products. We continue to liaise with other Samaritan Branches in the quest for the optimal outcome.

In January 2024, Jim became Deputy Director for Premises and will take on responsibility for Health and Safety early next year.

## What we did: Chris and Derrick – Outreach and Publicity



◀ Chris (Deputy  
Director for  
Outreach)

Derrick  
(Publicity  
Officer) ▶



In June, Colin and William attended an event at the Southend Council offices to advertise local support organizations and was well-attended by council workers. Their engagement was met with enthusiasm, raising awareness of available support services in the community.

The Leigh Folk Festival in June was a tremendous success. Blessed with bright sunshine, the festival saw a large turnout. Plenty of literature and balloons were distributed within a very festive atmosphere.



Our own Sammie (a baby elephant) featured over the summer in the Herd in the City display. His adorable design was a real eye-catcher and of course our services were featured in the programme for the entire herd. Sammie now lives amongst us at the Centre and will be used at Outreach events going forward.

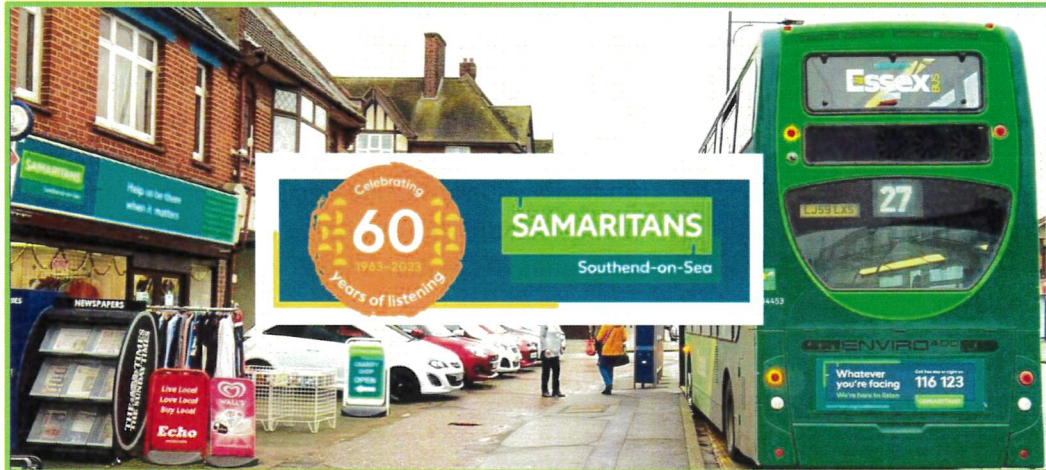
In September, William led the outreach efforts at South Essex College Freshers Week, supported by Linzi. This event proved to be extraordinarily successful, marking it as the most well-attended Freshers Week ever. William and Linzi engaged with many students, distributing coffee mats, pencils, and informative literature. The students' enthusiastic reception underscored the importance and impact of their outreach.

On a cold November morning at Leigh Station the team engaged with the public following a tragedy on the lines. Despite the chilly weather, meaningful conversations were had, providing support and comfort to those present.

The Christmas lights switch-on event in November and Southend High Street Market in December each presented the opportunity to raise awareness of the Samaritans service and encourage members of the community to reach out in times of need.



Our final piece of publicity for the year, the Samaritans advertising, is now visible on many buses around Southend, offering a brilliant way to promote our organization. This widespread visibility helps raise awareness about the support we provide and ensures that more people know where to turn in times of need. We are, thereby, able to reach out to our community in an impactful way.



### Rail Outreach:

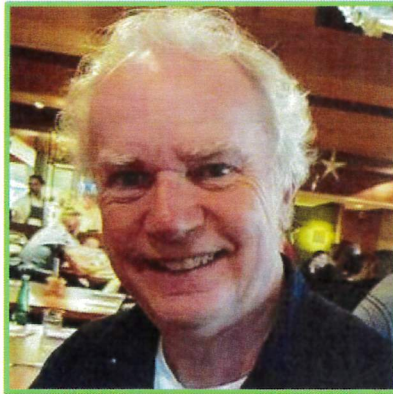
In November, we received a warm and enthusiastic reception at Rochford Station for our outreach event. Engaging with both the public and station staff proved to be 100% worthwhile, leading to many valuable conversations.

In January, dedicated Samaritans volunteers braved the chill to bring warmth to commuters on Blue Monday. They distributed warm smiles and tea bags at nearby railway stations, spreading a bit of cheer on what is often referred to as the most depressing day of the year.



In conclusion, the success of these events would not have been possible without the support of all involved. Your contributions have been invaluable, enabling us to reach out and make a positive impact on our community. Thank you for your continued support.

## What we did: Colin – Community Partnerships Officer



2023 saw a continuation of our relationships with two suicide prevention boards: Southend, Essex and Thurrock (hosted by Thurrock Council), and the other being hosted by Southend City Council. Our role was two-way: on one hand it was to find out what local governments are doing in the prevention of suicide and to be able to provide input to those groups on what Samaritans has been developing (from individually-focused activities or promotions to national initiatives), and to feed back to our colleagues in Central Charity what's happening at a

local level.

Due to our presence within the community, we were able to foster relationships with local organisations. During the year we had presence at:

- Wellbeing events for staff at Southend City Council (at the Civic Centre).
- Southend Pride.
- Various outreach events

One organisation with whom we fostered a good working relationship was Trust Links. The CEO attended the suicide prevention board meetings and heard about our past relationship with One Love and wanted us to work with their teams. Sharon and I ran a series of workshops with the aim of informing their front-line staff about what we do and how we do it.

Finally, the work we did in the past with the Street Pastors continued.



## Southend Samaritans Shop



### Shop Report

During the year we opened a new shop on London Road, Leigh on Sea. We remain grateful for the donation that covered the setup costs. We are pleased with the revenue and delighted at the increased visibility within the community of the Samaritans brand. We remain wholly staffed by volunteers and are proud of that.

The shop in Hamlet Court Road continues to trade at the same level as the previous year and we have begun to focus on Online merchandising channels.

We sometimes find that the generous level of donations can make it challenging to keep the sorting room safe. We have hired a storage premises in St Helen's Road to help with that and to use as a base for Online trading activity.

We surpassed the VAT Registration threshold during the year and are now a registered trader. The supply of used goods is zero rated and we are therefore a repayment trader, meaning we can claim a refund of VAT charged on goods/services relating to the shop premises and trading activities.



## 2023-24: Samaritans' Year at a Glance

We are proud of the achievements Southend on Sea Branch has made towards the Samaritans' annual statistics for 2023:

- **Every 10 seconds**, Samaritans answers a call for help.
- Samaritans volunteers responded to **more than 3.3 million** calls for help.\*
- Samaritans volunteers spent **more than 900,000** hours responding to calls for help.
- Samaritans has more than **200 branches and locations** across the UK and Ireland.
- **Around 23,000** people volunteered their time for Samaritans including Listener volunteers in prison.
- Suicidal feelings were expressed in almost **1 in 4** calls for help that involved emotional support.
- Self-harm was discussed in around **1 in 15** calls for help that involved emotional support.
- When people contact Samaritans for emotional support, they often mention several concerns. Some of the primary concerns raised related to **mental health or illness, family, isolation or loneliness** and **relationship problems**.
- During 2023, the contact pages on our website were viewed almost **1.9 million times**.
- A study reported that callers to Samaritans' helpline reported a significant reduction in distress. A week after calling Samaritans, **7 out of 10** callers said they felt the call had a positive impact on how they were feeling.\*\*

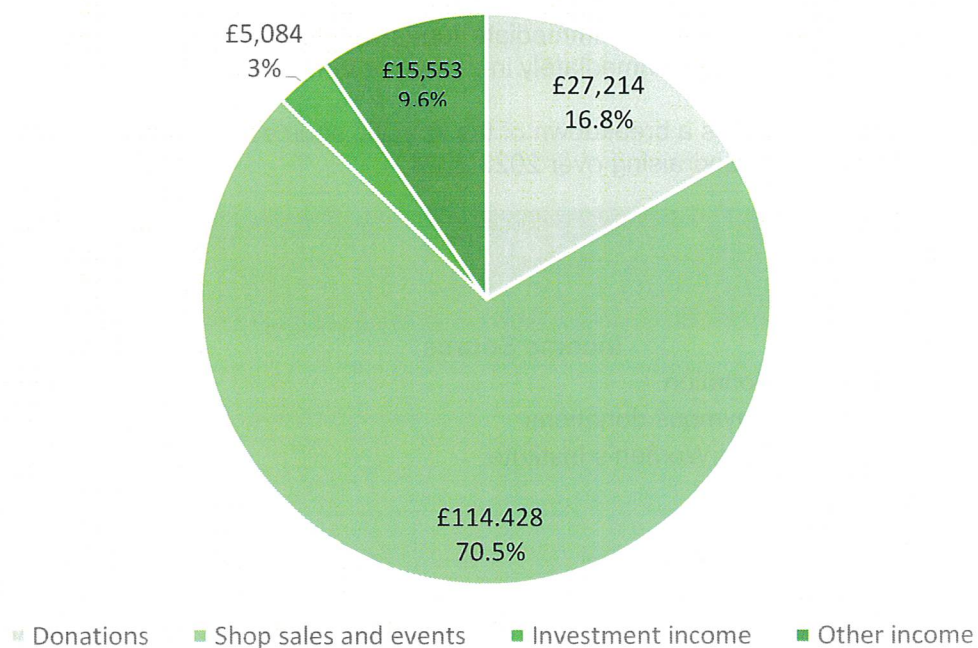
*\*'Calls for help' includes all methods of contact telephone/email/online chat/face to face recorded in eLog.*

*\*\*Markham, T., Forshaw, A. and Sutcliffe, R. (2020). Samaritans Caller Outcomes Study. Birmingham: MEL Research Ltd.*

## Financial Review

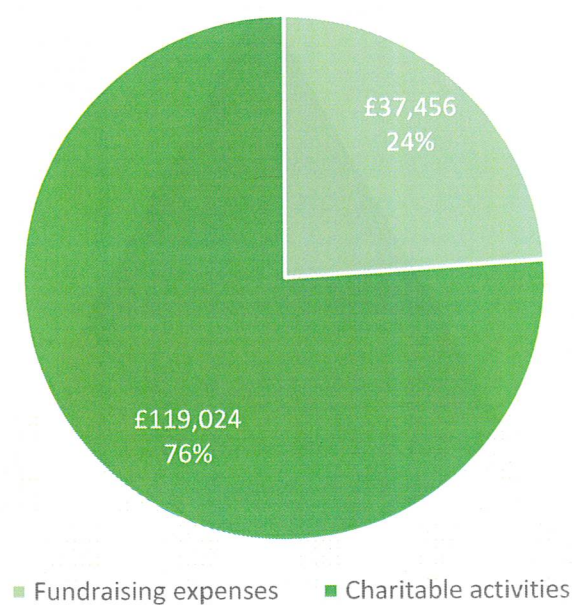
### Income (For the Year Ended 31 March 2024)

Total: £162,279



### Expenditure (For the Year Ended 31 March 2024)

Total: £156,480





## Fundraising Activities Statement

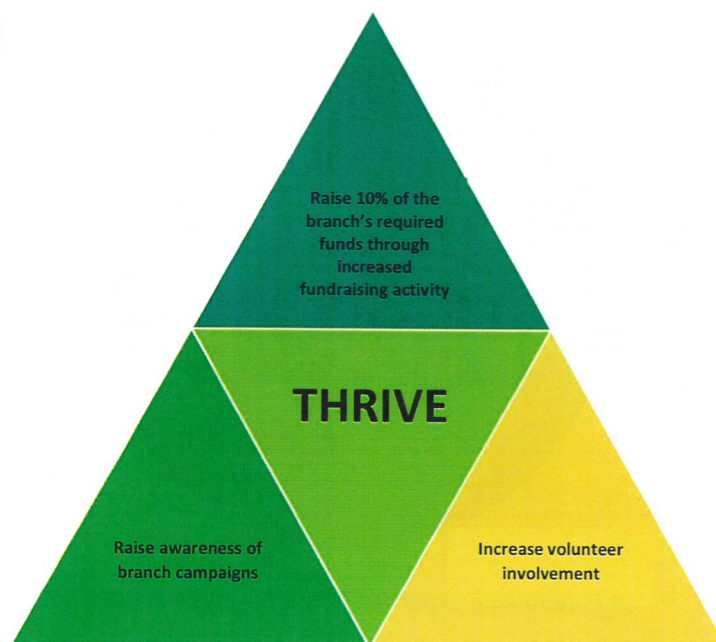
### Southend Samaritans Annual Report – Fundraising

During this period, we opened a new shop and our funding streams are now broadened to income from both shops and associated online merchandising. We continued to benefit from kind donations and legacies. We became more agile in the management of requirement for immediate funds and took a proactive approach to investing funds not needed immediately in a manner that derived some income.

The table below provides a breakdown of the specific sources of income we have received through our fundraising over 2023/2024:

Southend-on-Sea Samaritans <u>Specific</u> Fundraising Sources (1 <sup>st</sup> Apr 2023 – 31 <sup>st</sup> March 2024)		
Ref	Income Source	Amount
1	Anonymous donation	£5,000.00
2	Enthuse - anonymous donations	£4,851.78
3	Broadway Belles Women's Institute	£4,310.00
4	Buskerteers' Choir	£2,088.56
5	Keith Gosney	£1,915.74
6	M Sutton - Lights Show	£1,630.90
7	Daniel's Funeral	£1,035
8	Berg Family Trust	£1,000
9	Send Tech SO Ltd.	£758
10	Raffle / Coin Roll Christmas Do	£468
11	Benevity	£396
12	c2c	£304

### Our Aims:



For the year ahead, we plan to consolidate our merchandising income streams and critically examine how to achieve optimal income. We will build on the knowledge we have and aim to flourish as our newer shop managers and volunteers gain experience, and our Leigh shop becomes further embedded into the local community. As we do this, we will reconsider the costs and benefits of implementing an automated Retail Gift Aid scheme.

## Special Thanks

The Branch extends special thanks to:

- Anonymous donors
- Broadway Belles Women's Institute
- Buskerteers Choir
- Keith Gosney
- M Sutton
- Berg Family Trust
- Send Tech SO Ltd.
- Benevity
- c2c
- **All our volunteers and supporters!**

The support of our donors and the tireless efforts of our volunteers has kept the phone lines connected, the lights on and the heat running, aided volunteer care and 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 to those most in need, both locally and across the nation.





## Reserves Policy

The Trustees reviewed the current reserves policy to hold funding for 18 months in reserve. Reflecting on the broadening of the income, it was agreed to make both investments and donations to other parts of Samaritans who have an identified need. The Trustees are privileged to have the means to do so, and are grateful to all who worked hard over the years and contributed to the branch's current position.

## Ongoing 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 are ultimately responsible for risk management. They review key risks and the adequacy of actions being taken to address those risks, on a regular basis.

**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. We continue to audit and quality check training around Safeguarding for children and vulnerable adults accessing our service. This is with a focus on developing our mature safeguarding culture on service and structure, quality improvements, investigations, policies and procedures and governance.

**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 7<sup>th</sup> July 2017 and commenced trading on that date. The principal 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.

## 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.

## 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



Ann Hawkins

Branch Director and Chair of Trustees

Date: 20.10.2024



## **SOUTHEND-ON-SEA SAMARITANS**

### **INDEPENDENT EXAMINER'S REPORT FOR THE YEAR ENDED 31 MARCH 2024**

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#### **Independent Examiner's Report to the Trustees of Southend-on-Sea Samaritans ('the Charity')**

I report to the charity Trustees on my examination of the accounts of the Charity for the year ended 31 March 2024.

#### **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 2024

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#### 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:



Dated:

4/11/24

Stuart Harrison 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 2024

	Note	Unrestricted funds 2024 £	Restricted funds 2024 £	Total funds 2024 £	Total funds 2023 £
<b>Income from:</b>					
Donations and legacies	3	27,214	-	27,214	13,514
Other trading activities	4	114,428	-	114,428	74,083
Investments	5	5,084	-	5,084	742
Other income	6	15,553	-	15,553	(6,700)
<b>Total income</b>		<b>162,279</b>	<b>-</b>	<b>162,279</b>	<b>81,639</b>
<b>Expenditure on:</b>					
Raising funds	7	14,480	22,976	37,456	11,800
Charitable activities		92,155	26,869	119,024	86,908
<b>Total expenditure</b>		<b>106,635</b>	<b>49,845</b>	<b>156,480</b>	<b>98,708</b>
<b>Net income/(expenditure) before net gains on investments</b>		<b>55,644</b>	<b>(49,845)</b>	<b>5,799</b>	<b>(17,069)</b>
Net gains on investments		7,933	-	7,933	-
<b>Net movement in funds</b>		<b>63,577</b>	<b>(49,845)</b>	<b>13,732</b>	<b>(17,069)</b>
<b>Reconciliation of funds:</b>					
Total funds brought forward		823,911	85,012	908,923	925,992
Net movement in funds		63,577	(49,845)	13,732	(17,069)
<b>Total funds carried forward</b>		<b>887,488</b>	<b>35,167</b>	<b>922,655</b>	<b>908,923</b>



**SOUTHEND-ON-SEA SAMARITANS**

**BALANCE SHEET  
FOR THE YEAR ENDED 31 MARCH 2024**

		2024	2023
	Note	£	£
<b>Fixed assets</b>			
Tangible assets	12	649,424	656,676
Investments	13	137,956	130,024
		<u>787,380</u>	<u>786,700</u>
<b>Current assets</b>			
Debtors	14	3,168	3,000
Cash at bank and in hand		141,671	150,040
		<u>144,839</u>	<u>153,040</u>
Creditors: amounts falling due within one year	15	(9,564)	(30,817)
<b>Net current assets</b>		<u>135,275</u>	<u>122,223</u>
<b>Total assets less current liabilities</b>		<u>922,655</u>	<u>908,923</u>
<b>Total net assets</b>		<u><u>922,655</u></u>	<u><u>908,923</u></u>
<b>Charity funds</b>			
Restricted funds	16	35,167	85,012
Unrestricted funds	16	887,488	823,911
<b>Total funds</b>		<u><u>922,655</u></u>	<u><u>908,923</u></u>

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

  
**A Hawkins**  
Trustee  
Date: 20.10.2024

## **SOUTHEND-ON-SEA SAMARITANS**

### **NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024**

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#### **1. General information**

Southend-on-Sea Samaritans is a Charitable Incorporated Organisation registered in England and Wales. Its principal office address is 61-71 Beaumont Court, Victoria Avenue, Southend-on-Sea, Essex, SS2 6EB.

#### **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 2019), 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 in October 2019 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.

## SOUTHEND-ON-SEA SAMARITANS

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

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#### 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.

Other income is recognised in the period in which it is receivable and to the extent the goods have been provided or on completion of the service.

##### 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.



## SOUTHEND-ON-SEA SAMARITANS

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

---

#### 2. Accounting policies (continued)

##### 2.3 Expenditure (continued)

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

Grants payable are charged in the year when the offer is made except in those cases where the offer is conditional, such grants being recognised as expenditure when the conditions attaching are fulfilled. Grants offered subject to conditions which have not been met at the year end are noted as a commitment, but not accrued as expenditure.

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 Investments

Fixed asset investments are a form of financial instrument and are initially recognised at their transaction cost and subsequently measured at fair value at the Balance Sheet date, unless the value cannot be measured reliably in which case it is measured at cost less impairment. Investment gains and losses, whether realised or unrealised, are combined and presented as 'Gains/(Losses) on investments' in the Statement of Financial Activities.

##### 2.7 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.

##### 2.8 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.

## **SOUTHEND-ON-SEA SAMARITANS**

### **NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024**

---

#### **2. Accounting policies (continued)**

##### **2.9 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.

##### **2.10 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.

##### **2.11 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.

# SOUTHEND-ON-SEA SAMARITANS

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

### 3. Income from donations and legacies

	Unrestricted funds 2024	Restricted funds 2024	Total funds 2024
	£	£	£
Donations	<u>27,214</u>	<u>-</u>	<u>27,214</u>

	Unrestricted funds 2023	Restricted funds 2023	Total funds 2023
	£	£	£
Donations	<u>12,514</u>	<u>1,000</u>	<u>13,514</u>

### 4. Income from other trading activities

#### Income from fundraising events

	Unrestricted funds 2024	Total funds 2024
	£	£
Revenue from shop sales and events	<u>114,428</u>	<u>114,428</u>

	Unrestricted funds 2023	Total funds 2023
	£	£
Revenue from shop sales and events	<u>74,083</u>	<u>74,083</u>



# SOUTHEND-ON-SEA SAMARITANS

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

### 5. Investment income

	Unrestricted funds 2024	Total funds 2024
	£	£
Investment income - local cash	<u>5,084</u>	<u>5,084</u>

	Unrestricted funds 2023	Total funds 2023
	£	£
Investment income - local cash	<u>742</u>	<u>742</u>

### 6. Other incoming resources

	Unrestricted funds 2024	Total funds 2024
	£	£
Grants received	<u>15,553</u>	<u>15,553</u>

	Unrestricted funds 2023	Total funds 2023
	£	£
Grants received	<u>(6,700)</u>	<u>(6,700)</u>

# SOUTHEND-ON-SEA SAMARITANS

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

### 7. Expenditure on raising funds

#### Fundraising trading expenses

	Unrestricted funds 2024 £	Restricted funds 2024 £	Total funds 2024 £
Utilities, rent and rates	11,109	22,976	34,085
Housekeeping	2,477	-	2,477
Administration	384	-	384
Building maintenance	510	-	510
	<u>14,480</u>	<u>22,976</u>	<u>37,456</u>

#### Fundraising trading expenses (continued)

	Unrestricted funds 2023 £	Restricted funds 2023 £	Total funds 2023 £
Utilities, rent and rates	2,540	4,399	6,939
Housekeeping	1,677	-	1,677
Administration	243	-	243
Building maintenance	2,941	-	2,941
	<u>7,401</u>	<u>4,399</u>	<u>11,800</u>

# SOUTHEND-ON-SEA SAMARITANS

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

### 8. Analysis of grants

	Grants to Institutions 2024	Total funds 2024	Total funds 2023
	£	£	£
Grants, Central Samaritans	45,000	<b>45,000</b>	-

### 9. Analysis of expenditure by activities

	Activities undertaken directly 2024	Grant funding of activities 2024	Support costs 2024	Total funds 2024
	£	£	£	£
Supporting activities	62,414	45,000	11,610	<b>119,024</b>



# SOUTHEND-ON-SEA SAMARITANS

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

### 9. Analysis of expenditure by activities (continued)

	<i>Activities undertaken directly 2023</i>	<i>Support costs 2023</i>	<i>Total funds 2023</i>
	£	£	£
Supporting activities	<u>74,772</u>	<u>12,136</u>	<u>86,908</u>

### Analysis of direct costs

	<b>Supporting activities 2024</b>	<b>Total funds 2024</b>
	£	£
Rent, rates and service charges	7,537	7,537
Insurance	2,332	2,332
Light and heat	4,582	4,582
Housekeeping	2,059	2,059
Cleaner	3,527	3,527
Repairs and renewals	817	817
Computer running costs	3,215	3,215
Travelling	2,441	2,441
Conferences	2,647	2,647
Contributions to Samaritans	(3,638)	(3,638)
Legal and professional	91	91
Fundraising expenses	233	233
Publicity and advertising	26,869	26,869
Telephone and internet	3,228	3,228
Volunteer care	6,474	6,474
	<u>62,414</u>	<u>62,414</u>

# SOUTHEND-ON-SEA SAMARITANS

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

### 9. Analysis of expenditure by activities (continued)

	<i>Supporting activities 2023</i>	<i>Total funds 2023</i>
	£	£
Rent, rates and service charges	4,108	4,108
Insurance	1,500	1,500
Light and heat	2,992	2,992
Housekeeping	1,599	1,599
Cleaner	3,304	3,304
Repairs and renewals	3,353	3,353
Computer running costs	735	735
Travelling	2,596	2,596
Conferences	1,675	1,675
Contributions to Samaritans	29,857	29,857
Legal and professional	1,633	1,633
Fundraising expenses	469	469
Sundry expenses	158	158
Publicity and advertising	10,454	10,454
Telephone and internet	5,319	5,319
Volunteer care	5,020	5,020
	<u>74,772</u>	<u>74,772</u>

# SOUTHEND-ON-SEA SAMARITANS

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

### 9. Analysis of expenditure by activities (continued)

#### Analysis of support costs

	Supporting activities 2024 £	Total funds 2024 £
Depreciation	7,252	7,252
Legal and professional	1,812	1,812
Administration, printing, postage and stationery	2,546	2,546
	<u>11,610</u>	<u>11,610</u>



## SOUTHEND-ON-SEA SAMARITANS

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

#### 9. Analysis of expenditure by activities (continued)

##### Analysis of support costs (continued)

	<i>Supporting activities 2023</i>	<i>Total funds 2023</i>
	£	£
Depreciation	7,652	7,652
Legal and professional	1,722	1,722
Administration, printing, postage and stationery	2,762	2,762
	<u>12,136</u>	<u>12,136</u>

#### 10. Independent examiner's remuneration

	<b>2024</b>	<b>2023</b>
	£	£
Fees payable to the Charity's independent examiner for the independent examination of the Charity's annual accounts	<u><b>1,812</b></u>	<u>1,722</u>

#### 11. Trustees' remuneration and expenses

During the year, no Trustees received any remuneration or other benefits (2023 - £NIL-).

During the year ended 31 March 2024, expenses totalling £NIL were reimbursed or paid directly to Trustee (2023 - £531 to 2 Trustees).

# SOUTHEND-ON-SEA SAMARITANS

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

### 12. Tangible fixed assets

	Freehold property £	Office equipment £	Total £
<b>Cost or valuation</b>			
At 1 April 2023	648,342	28,579	676,921
At 31 March 2024	<u>648,342</u>	<u>28,579</u>	<u>676,921</u>
<b>Depreciation</b>			
At 1 April 2023	-	20,245	20,245
Charge for the year	-	7,252	7,252
At 31 March 2024	<u>-</u>	<u>27,497</u>	<u>27,497</u>
<b>Net book value</b>			
At 31 March 2024	<u>648,342</u>	<u>1,082</u>	<u>649,424</u>
At 31 March 2023	<u>648,342</u>	<u>8,334</u>	<u>656,676</u>

### 13.

#### Fixed asset investments

	Unlisted investments £
<b>Cost or valuation</b>	
At 1 April 2023	130,023
Revaluations	7,933
At 31 March 2024	<u>137,956</u>
<b>Net book value</b>	
At 31 March 2024	137,956
At 31 March 2023	<u>130,023</u>

**SOUTHEND-ON-SEA SAMARITANS**

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2024**

**14. Debtors**

	2024	2023
	£	£
<b>Due within one year</b>		
Other debtors	3,168	3,000
	<u>3,168</u>	<u>3,000</u>

**15. Creditors: Amounts falling due within one year**

	2024	2023
	£	£
Trade creditors	(349)	(304)
Other creditors	8,100	29,398
Accruals and deferred income	1,813	1,723
	<u>9,564</u>	<u>30,817</u>



SOUTHEND-ON-SEA SAMARITANS

NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2024

16. Statement of funds

Statement of funds - current year

	Balance at 1 April 2023 £	Income £	Expenditure £	Gains/ (Losses) £	Balance at 31 March 2024 £
<b>Unrestricted funds</b>					
<b>Designated funds</b>					
Property fund	<u>648,342</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>648,342</u>
<b>General funds</b>					
General fund	<u>175,569</u>	<u>162,279</u>	<u>(106,635)</u>	<u>7,933</u>	<u>239,146</u>
<b>Total Unrestricted funds</b>	<u>823,911</u>	<u>162,279</u>	<u>(106,635)</u>	<u>7,933</u>	<u>887,488</u>
<b>Restricted funds</b>					
St Saviours Housing Trust	<u>85,012</u>	<u>-</u>	<u>(49,845)</u>	<u>-</u>	<u>35,167</u>
<b>Total of funds</b>	<u>908,923</u>	<u>162,279</u>	<u>(156,480)</u>	<u>7,933</u>	<u>922,655</u>

# SOUTHEND-ON-SEA SAMARITANS

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

### Statement of funds - prior year

	Balance at 1 April 2022 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2023 £
<b>Unrestricted funds</b>					
<b>Designated funds</b>					
Property fund	648,342	-	-	-	648,342
<b>General funds</b>					
General fund	170,423	80,638	(78,492)	3,000	175,569
<b>Total Unrestricted funds</b>	818,765	80,638	(78,492)	3,000	823,911
<b>Restricted funds</b>					
Sam Pears Foundation	1,670	-	(1,670)	-	-
Essex Community Foundation	5,557	-	(5,557)	-	-
St Saviours Housing Trust	100,000	-	(11,988)	(3,000)	85,012
The Berg Trust	-	1,000	(1,000)	-	-
	107,227	1,000	(20,215)	(3,000)	85,012
<b>Total of funds</b>	925,992	81,638	(98,707)	-	908,923

# SOUTHEND-ON-SEA SAMARITANS

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

### 17. Analysis of net assets between funds

#### Analysis of net assets between funds - current period

	Unrestricted funds 2024	Restricted funds 2024	Total funds 2024
	£	£	£
Tangible fixed assets	649,424	-	649,424
Fixed asset investments	137,956	-	137,956
Current assets	109,672	35,167	144,839
Creditors due within one year	(9,564)	-	(9,564)
<b>Total</b>			
	<u>887,488</u>	<u>35,167</u>	<u>922,655</u>

#### Analysis of net assets between funds - prior period

	Unrestricted funds 2023	Restricted funds 2023	Total funds 2023
	£	£	£
Tangible fixed assets	656,676	-	656,676
Fixed asset investments	130,024	-	130,024
Current assets	68,028	85,012	153,040
Creditors due within one year	(30,817)	-	(30,817)
<b>Total</b>			
	<u>823,911</u>	<u>85,012</u>	<u>908,923</u>



## SOUTHEND-ON-SEA SAMARITANS

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

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#### 18. Operating lease commitments

At 31 March 2024 the Charity had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	2024	2023
	£	£
Not later than 1 year	12,000	12,000
Later than 1 year and not later than 5 years	36,000	48,000
	<u>48,000</u>	<u>60,000</u>

#### 19. 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 2024.

## Reference and Administrative Details

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

**Registered charity:** 1173715

**Website:** [samaritans.org/southendonseas](http://samaritans.org/southendonseas)

## Board of Trustees

Ann Hawkins (Chair)  
Ray Turner (Secretary & Governance)  
Judith Bailey  
Diane Smith (Treasurer)  
Caroline Jennings (Fundraising/Grants)  
Deborah Downs  
Peter Thomas

## Southend Samaritans Senior Staff

### Bankers:

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

### Accountants:

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

### Solicitors:

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

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including those who wish to remain anonymous.



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and partners.



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volunteers!



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

Visit us

Beaumont Court, 61-71 Victoria Ave  
Southend-on-Sea  
SS2 6EB

## SAMARITANS

Southend-on-Sea Samaritans is a Charitable Incorporated Organisation registered in England and Wales (1123715). Our registered office is located at Beaumont Court, 61-71 Victoria Ave, Southend-on-Sea, Essex SS2 6EB