

SAMARITANS

Harrogate & District

**Whatever
you're facing**
We're here to listen

Annual report 2020–21

Contents



	Page No
Section 1 DIRECTOR'S INTRODUCTION	2 & 3
Section 2 BRANCH LEADERSHIP	4
Section 3 WHAT WE DO	5
Section 4 THE LAST YEAR	6
Section 5 GRANTS AND DONATIONS	7
Section 6 FINANCIAL REVIEW	8
Section 7 FINANCIAL STATEMENTS	9-14

Director's Introduction

The last year has been unprecedented for everyone and has certainly been challenging for all the volunteers at Harrogate Samaritans. The constant changes and the need to keep everyone safe have been met with the usual support and dedication by everyone.

There have been many ways in which we have had to adapt our service. We have been unable to welcome callers who need our support into the branch and, at a time when phone calls increased, we were faced with a reduction in the number of volunteers who were able to sign up for listening shifts. At one point we dropped to forty-four volunteers actively able to listen. This is less than half our regular numbers and meant we had to look at rotas and capacity. Swift changes to our shift pattern, and a re-configuration of our rooms meant that two volunteers could be in the building together, socially distanced and able to be there for our callers. Shifts had a break between them to ensure no cross-over and as I write this we are still working in a very similar way.

So many of our volunteers were missing the support of colleagues and our fantastic Caller Support Team, almost immediately, set up a system where they were contacting, on a weekly basis, those volunteers who were shielding, working on the front line, unwell or looking after loved ones. Evidence, if it were needed, that Samaritans is one of the most supportive organisations to be a part of.

Many of our activities came to a stand-still. Outreach events were, and still are, on hold until we are advised that we can start up again. The team continue to work behind the scenes in preparation for that date, whenever it may be. In the meantime some of our volunteers have adapted and delivered talks via Zoom as well as becoming involved in a fantastic

new initiative working with North Yorkshire Police. Working together with the Outreach DDs from Northallerton, Scarborough and York our team have been able to create a training package to be delivered to newly appointed Police Mental Health Champions. This initiative also resulted in all NY Police vans having the Samaritans logo and contact number on the back of them. We hope that this partnership will continue long into the future.

One would expect fund-raising to be difficult during a pandemic but, as always, our volunteers excelled themselves. We have held branch events via Zoom, bid writing to local and national foundations all willing to offer extra support during Covid has continued, and we have even held an on-line raffle. Volunteers walked the 'Samarathon' in July and 'SAMS 50 miles' in October and one volunteer organised a 'golf day with a difference'. All these events have meant that our fund-raising has continued whilst everyone remained safe.

Recruitment and Training teams have adapted amazingly and have interviewed on-line, offered training on-line and with their continued hard work we have been able to welcome 30 fully trained and mentored volunteers into the branch. We have offered bespoke e-mail training to enable volunteers to become email champions and have started the journey to become one of the first branches to respond to on-line chat when it is launched.

Our Prison team have maintained contact with Wealstun Prison despite not being able to go in and support the prisoners and staff face to face. Again technology has played a part, not quite as successfully as we would have hoped, but the Governor has written to the team to express her gratitude for everything our volunteers have been able to do to help them.

Throughout all this we have not lost sight of the main objective of our Charity:

To enable persons in Harrogate and District and the surrounding area, as elsewhere, who are experiencing feelings of distress or despair, including those who may be at risk of suicide, to receive

emotional support at any time of the day or night in order to improve their emotional health and to reduce the incidence of suicide.

We are confident that in the coming months we will be able to increase our listening sessions, make some much needed alterations to the branch to keep all our volunteers safe and protected, and continue to be adaptable.

On behalf of myself, the Trustees and the Deputy Directors – Thank you to all our volunteers for being amazing people.

Liz Wilson

Branch Leadership

Samaritans of Harrogate and District, an affiliated branch of the national Samaritans organisation, is an independent charity (Registration No. 1173716). The branch was established in 1976 and converted to a Charitable Incorporated Organisation (CIO) on 1 October 2017. Its operation and conduct are governed by a Constitution dated 7 July 2017.

Branch Leadership Team

Following consultation with branch members, our Director is appointed for a three-year term by the Trustee Board of the Samaritans Central Charity. The Director heads a Branch Leadership Team which, in addition to being responsible for the provision and quality of support for callers and volunteers, manages the branch and its premises.

This team comprises a Vice Director, Trustees and Deputy Directors. Deputies are selected by the Director and, with effect from our 2018 Annual General Meeting, all Trustees other than the Director are elected annually.

The Vice Director is a Deputy without Portfolio and a Trustee. Other Deputies may also be Trustees and vice versa.

The Trustees have legal responsibility for the operation of the branch and we currently have Deputies with the following operational responsibilities:

- Caller Support
- Education and Outreach
- Recruitment and Interviewing
- Training
- Volunteer Support

Our Trustees

Elizabeth Anne Wilson has been our director since 9 March 2019. On the same date Neil McLaughlin was appointed as Vice Director.

At the Annual General Meeting on 23 October 2019 the following Trustees were elected at that meeting:

Peter Wilson	Branch Treasurer
Carol Chapman	Branch Secretary
Phil Tottie	Trustee Without Portfolio (Co-opted January 2020)
Alison Lumley	Branch Minutes Secretary (Co-opted November 2020)
Hilary Templar	Trustee Without Portfolio (Co-opted April 2021)

What we do

Our aim is to improve the emotional health of people who contact us and our mission is that fewer people die by suicide. We provide emotional support round the clock to people who are experiencing feelings of distress or despair, including those who may be at risk of suicide. In planning all activities of the Branch, the Trustees are conscious of the Charity Commission's guidance on public benefit.

Our Volunteers

Our listening volunteers support people in distress over the phone, by email, and face to face. On every shift at least four volunteers are required to support callers: two volunteers in the branch providing direct support, another volunteer, known as a Leader, available by phone for unexpected problems and for debriefs at the end of each shift; and one of our Deputy Directors on standby for real emergencies.

Sometimes people are referred to us for support by other organisations, such as mental health services and the police.

We give people ways to cope and the skills to be there for others. We want to celebrate those moments of connection between people that can protect and even save lives.

Harrogate is a very caring Branch. Our volunteers are supported by the Volunteer Care team who look after the wellbeing of all our fellow Sams, both Listening and Support volunteers. The team responds to anyone with a concern, whether it's taking a disturbing call, or going through a difficult patch in their own life.

Communication is at the heart of the team's work; they provide reports to the Director and Trustees and a monthly update to all volunteers, and maintain contact with our other teams to stay aware of how we are all doing.

Outreach

Outreach continue to strengthen our relationship with the local community. They have an invaluable connection with the local railway stations and offer support to railway staff and the general public in the event of incidents on the railway.

They also talk to adult groups about the work we do and attend many local shows and events.

Prison support

There are dedicated Samaritans phones on every wing of HMP Wealstun which is a Category C training and resettlement prison, mainly preparing inmates for their eventual release. There are around 800 prisoners held at Wealstun.

Our Prison Team's main focus is usually on recruiting inmates and training them in core Samaritan skills so that they can provide essential 24/7 emotional support to other prisoners.

Listener training is based on standard Samaritans training, adapted for a prison environment, with particular focus on self-harm, supporting vulnerable prisoners and awareness of body language, facial expression etc.

The Last Year

The year to 31 March 2021 was yet another busy and interesting time for our branch.

Caller contacts

Our volunteers took 22018 calls and responded to 2390 emails. The newest service has already seen us reply and engage with 175 Online Chats. We have been so fortunate to have had so much quality training this year around emails and the new Online Chat Service. Mel 627 and Jan 929 ran a fantastic session back in March on how to deal with emails and provided a how to guide for all attended. David 963 also took the lead and did a fantastic job of leading the roll out of Online Chat for the branch and continued to train and accredit volunteers who wanted to take part in this new initiative. This has helped us to help more people who need us the most through mediums that suit them the most and made us more effective than ever.

Volunteer Care

It has been more important than ever during the last 12 months to ensure that as a branch and organisation we have been there for the needs of our volunteers and to support them in what has at times been the most uncertain of environments. The support they have given to leave of absence requests, handling resignations and welcoming back those volunteers after periods away where many changes have taken place has been exceptional. Information about those requests for leave or returns have always been kept up to date on our filestore throughout, meaning every volunteer is able to support that person whatever their circumstance may be.

Recruitment

Recruitment this year was impacted by the pandemic, but needed to continue to support the successful shift of training from face to face to on-line via Zoom. At the point that the pandemic started, our team had three people selected and waiting for training and during lockdown we started to receive an unprecedented number of applications. As the lockdown continued into May, they decided to implement an additional preliminary interview procedure by telephone or Zoom to meet prospective volunteers. The majority of applicants spoken to were excellent candidates. In July and early August, they took advantage of a relaxation in lockdown, to offer face to face interviews for the Autumn course to those who had been successful in preliminary interviews. Concerned that there were likely to be more lockdowns to come as Winter arrived, they decided to continue interviews for the Spring 21 course throughout August and September. This has been an extremely successful approach to maintaining consistent and effective approach to maintaining a legacy for new recruits.

Grants and donations

Fundraising is essential for the viability of our Branch and every donation, large or small, helps us to maintain our service and support people in emotional distress.

Donations

We would like to thank the following:

Volunteers, their families and former volunteers

Bilton Gala Committee

Liz & Terry Bramall Foundation

Co-op Local Community Fund

St James Chapter

Pears Fund

Charles & Elsie Sykes Trust

HSBC UK Bank

Foyle Foundation

Vocalis

National Lottery Covid-19 Response

Community Fund

Rotary Club of Ripon

Watsons of Harrogate

Harrogate Golf Club

Inner Wheel Club of Ripon

Local Connect Fund

We are grateful to HSBC Bank for various fundraising activities in their branch.

Sponsorship

Special thanks go to several volunteers who raised over £2,600 from the Samarathon event. Further thanks are due to Alison Lumley who undertook a sponsored walk raising £550.

Golf Day

Although we were unable to specifically hold our own Golf Day this year due to the ongoing Covid-19 situation, an event was held at Harrogate Golf Club with Samaritans as the nominated beneficiary. Jerome Peel's invaluable input saw over £2,600 received and we thank him as well as the many sponsors and donors.

Collections

Due to the Covid-19 situation we were unable to raise much needed funds from our traditional fundraising events this year.

How to donate

Online donations can be made via samaritans.org/Harrogate or justgiving.com/Harrogate

Donations can be made via online shopping at easyfundraising.org.uk and smile.amazon.co.uk

Cheques can be sent to us at 5 Mount Parade, Harrogate HG1 1BX

Standing Order forms are also available for regular donations.

Financial Review

Investment Policy

Various investments were acquired several years ago following the receipt of legacies to help cover future operating shortfalls and also to provide a reliable source of income. This investment income is included in the Statement of Receipts and Payments when received.

Reserves Policy

The Trustees consider that, in the light of past history, up to 30 months running costs is an appropriate level of reserves, and the Trustees review our reserves policy annually.

At 31 March 2021 our unrestricted reserves excluding fixed assets were £110,731 and this represents 33.8 months of operating costs, based on average expenditure over the last 3 accounting periods.

Trustees' reporting responsibilities

The Trustees are required by the Branch Constitution and charity law to prepare accounts for each financial year which give a true and fair view of the state of the affairs of the Charity. In preparing those accounts, the Trustees are required to:

- Select suitable accounting policies and then apply them consistently
- Make judgements and estimates that are reasonable and prudent

The Trustees are responsible for maintaining proper accounting records, which disclose with reasonable accuracy at any time the financial position of the Charity and to enable them to ensure that the accounts comply with the Charities Act 2011. 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.

HPH Chartered Accountants were re-appointed as the Charity's independent examiners during the year and have expressed their willingness to continue in that capacity.

Approved by the Trustees on 1 October 2021 and signed on their behalf by:



Elizabeth Anne Wilson, Branch Director

Financial Statements

Independent Examiner's report to the Trustees of Samaritans of Harrogate and District

I report on the accounts of the Charity for the period ended 31 March 2021, which are set out on the following pages.

This report is made solely to the Charity's Trustees, as a body, in accordance with Section 154 of the Charities Act 2011. My Independent Examiner's 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 no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the Charity, the Charity's Members as a body, and the Charity's Trustees as a body for my Independent Examiner's work, for this report, or for the opinions I have formed.

Responsibilities and basis of report

As the Charity Trustees of the Trust you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination I have followed all the applicable directions given by the Charity Commission under section 145(5)(b) of the Act.

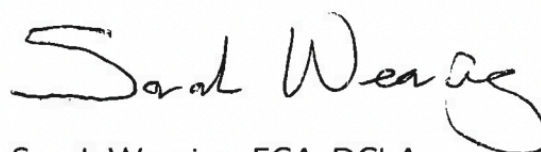
Independent Examiners Statement

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

- accounting records were not kept in respect of the Trust as required by section 130 of the Act; or
- the accounts do not accord with those records.

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.

HPH Chartered Accountants
Conyngham Hall Business Centre
Bond End
Knaresborough
HG5 9AY



Sarah Wearing, FCA, DChA
Date: 1 October 2021

SAMARITANS OF HARROGATE AND DISTRICT
RECEIPTS AND PAYMENTS
FOR THE 12 MONTHS 1 APRIL 2020 – 31 MARCH 2021

		This year (20/21)			Last year total (full year) (19/20)	This year (20/21) budget
	Notes	Unrestricted funds	Restricted funds	Total	Total	
Receipts						
Donations	2	15,518	-	15,518	7,900	10,000
Legacies		-	-	-	500	-
Fundraising events		4,216	-	4,216	10,605	8,000
Grants	2	19,314	9,890	29,204	23,013	2,000
Covenants & Gift Aid		3,021	-	3,021	3,165	3,000
Tax refunds		1,902	-	1,902	751	1,100
Investment income		1,987	-	1,987	2,391	2,400
Interest received		-	-	-	275	300
		45,958	9,890	55,848	48,600	26,800
Payments						
Direct charitable expenses	3	18,553	10,915	29,468	29,468	27,400
Fundraising expenses	4	662	-	662	4,002	3,700
Management & admin costs	5	6,419	156	6,575	10,696	10,500
Governance costs	6	924	-	924	1,691	1,800
		26,558	11,071	37,629	45,857	43,400
Net receipts / (payments)		19,400	(1,181)	18,219	2,743	(16,600)
Investment sales		18,986	-	18,986	-	
Investment purchases						
Cash funds last year end		41,627	2,602	44,229	41,486	
Cash funds this quarter end		80,013	1,421	81,434	44,229	
Cash funds						
Current bank account				49,334	12,129	
Short term bank deposits				32,000	32,000	
Provisions float				100	100	
				81,434	44,229	

STATEMENT OF ASSETS AND LIABILITIES AT 31 MARCH 2021

Cash funds	Notes	Unrestricted funds £	Restricted funds £
Current bank account		49,334	-
Short term bank deposits		30,579	1,421
Provisions float		100	-
		<u>80,013</u>	<u>1,421</u>
Investment assets	8	Cost £	Current value £
Blackrock Charities UK Bond Fund		17,423	18,800
M & G Equities Investment Fund for charities (Charifund)		11,850	22,818
		<u>29,273</u>	<u>41,618</u>
Assets retained for the Charity's own use	9		Current value £
Premises at 5 Mount Parade, Harrogate	10		175,000
			<u>175,000</u>
Liabilities		Unrestricted funds £	Restricted funds £
Independent Examiner's fee 2021 – estimated		900	-
Contribution to Samaritans Central Charity – subject to agreement	11	10,000	-
		<u>10,900</u>	<u>-</u>

Approved by the Trustees on 1 October 2021 and signed on their behalf by:



Peter Wilson, Branch Treasurer

The notes on the following pages form part of these financial statements

NOTES TO THE ACCOUNTS FOR THE 12 MONTHS TO 31 MARCH 2021

1. General information and accounting policies

The Charity is a Charitable Incorporated Organisation registered with the Charities Commission for England and Wales and is governed by the Charities Act 2011.

Basis of preparation

The statement of accounts has been prepared on a receipts and payments basis and in accordance with the provisions of the Charities Act 2011, the Statement of Recommended Practice and Accounting by Charities (SORP 2005) and the Charity's governing document.

Going concern

The Trustees have a reasonable expectation that the Charity has adequate resources to continue in operational existence for the foreseeable future. They continue to believe that the going concern basis of accounting is appropriate in preparing the annual financial statements.

Fund accounting policy

Unrestricted income funds are general funds that are available for use at the Trustees' discretion in furtherance of the objectives of the Charity. Restricted funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

Receipts

Voluntary income, including donations, legacies and grants, that provide core funding or are of a general nature are recognised on receipt. Investment income is recognised on receipt.

Payments

Liabilities are stated as soon as there is a legal or constructive obligation committing the Charity to the expenditure. All expenditure is accounted for on a payment basis and has been classified under headings that aggregate all costs related to the category. Charitable expenditure comprises those costs incurred by the Charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Governance costs

Governance costs include costs of the preparation and examination of the statutory accounts, the costs of Trustee meetings and the cost of any legal advice to Trustees on governance or constitutional matters.

Support costs

Support costs are those costs incurred in connection with the central and administration function of the Charity and are allocated to charitable functions on a proportionate basis to the direct costs.

NOTES TO THE ACCOUNTS FOR THE 12 MONTHS 1 APRIL 2020 – 31 MARCH 2021

	This year (20/21)			Last year total (full year) (19/20)	This year (20/21) budget	
	Unrestricted	Restricted	Total			
2 Donations	sum taken off for rounding up					
Organisation Donations	9,239	-	9,239	3,562	1,000	
Individual Donations	3,279	-	3,279	4,338	2,000	
Trust Donations	3,000	-	3,000	-	7,000	
	15,518	-	15,518	7,900	10,000	
Grants						
National Offender Management Scheme	1,314	390	1,704	2,513	2,000	
Trust Donations	18,000	9,500	27,500	20,500		
	19,314	9,890	29,204	23,013	2,000	
3 Direct Charitable Expenses						
Emergency Telephone	981	-	981	864	1,000	
Volunteer Training & Support Costs	127	-	127	312	1,000	
Volunteer Travel Expenses	3,305	235	3,540	4,513	5,000	
Advertising & Publicity	1,182	180	1,362	9,753	9,000	
Director's Expenses	401	-	401	247	400	
Premises Overheads	12,557	10,500	23,057	13,779	11,000	
	18,553	10,915	29,468	29,468	27,400	
4 Fundraising Expenses						
Fundraising Expenses	400	-	400	3,715	3,500	
Premises Overheads	262	-	262	287	200	
	662		662	4,002	3,700	
5 Management & Administration Costs						
Postage, printing and stationery	747	156	903	1,137	1,300	
Contribution to Samaritans Central Charity	4,342	-	4,342	6,498	6,500	
Sundry Expenses inc refreshments & subs	1,068	-	1,068	2,774	2,500	
Premises Overheads	262	-	262	287	200	
	6,419	156	6,575	10,696	10,500	
6 Governance Costs						
Independent Examiner's Fee	864	-	864	864	900	
AGM/Branch Meeting Costs	60	-	60	827	900	
	924		924	1,691	1,800	
7 Premises Overheads						
Water, light and heat	2,039	-	2,039	2,868	2,700	
Repairs & Renewals	1,510	7,000	8,510	4,878	2,500	
Cleaning & Housekeeping	2,239	-	2,239	2,198	1,700	
Equipment Purchases	2,651	3,500	6,151	2,220	1,300	
Office Telephone	592	-	592	486	400	
Insurance	2,294	-	2,294	-	1,100	
Rates	1,756	-	1,756	1,703	1,700	
	13,081	10,500	23,581	14,353	11,400	
Allocated to:	%			%		
Direct Charitable Expenditure	96	12,557	10,500	23,057	13,779	11,000
Fundraising & Publicity	2	262	-	262	287	200
Management & Administration	2	262	-	262	287	200
		13,081	10,500	23,581	14,353	11,400

8 Investments

Williams Investment Management informally valued the Charity's Investments on 31 March 2021 showing an overall gain of £12345.74. The historic cost of these investments was £29272.70. A Government Stock investment matured during the year and, on the advice of our advisers, this continues to be held in cash for the time being.

9 Fixtures, Fittings and Equipment

The Charity has use of various sundry items of furniture and office equipment purchased over the years. The cost and market value of these sundry assets are negligible to the Charity.

10 Premises

The Charity's freehold premises at 5 Mount Parade, Harrogate were last valued informally on an open market basis by Mr S. G. Archer, BSc, FRICS, of Verity Frearson Ltd on 12 October 2017.

11 Contribution to Samaritans Central Charity

The branch is required to make a contribution toward the cost of administrative expenses to Samaritans Central Charity. This contribution is based on 4% of income plus a percentage of reserves on a sliding scale. The contribution for the year to 31 March 2021 is estimated at £10,000 and will be paid during the year to 31 March 2022.

12 Trustees' Remuneration and Expenses

None of the Trustees were directly or indirectly remunerated during the year.

13 Staff Costs

The Charity does not have any paid staff.

We're here to listen

Call free day or night on

116 123

Email

jo@samaritans.org

Web

samaritans.org/harrogate

Visit us

**5 Mount Parade
Harrogate
HG1 1BX**

SAMARITANS

Samaritans of Harrogate and District is a Charitable Incorporated Organisation registered in England and Wales (1173716). Our registered office is located at 5 Mount Parade, Harrogate, North Yorkshire HG1 1BX.