

WORCESTER SAMARITANS

England & Wales · Charity number 1173726

Details

Status Registered

Legal form CIO

Registered 2017-07-07

Register [View on the Charity Commission register](#)

Contact

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10 Sansome Place
Worcester
WR1 1UA

Phone 07570130830

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Website <https://www.samaritans.org/wales/branches/worcester/>

Activities

Objects: TO ENABLE PERSONS IN WORCESTER 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.

Activities: To enable persons in Worcestershire 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;

Classification

- **How:** Provides Services, Provides Advocacy/advice/information
- **What:** Education/training, The Advancement Of Health Or Saving Of Lives
- **Who:** The General Public/mankind

Geography

- Worcestershire

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£19,597	£37,609	-	-
2024-03-31	£33,913	£32,457	-	-
2023-03-31	£33,129	£36,934	-	-
2022-03-31	£18,080	£32,080	-	-
2021-03-31	£49,055	£36,364	-	-

Trustees

Name	Role	Appointed
WENDY SEWARD	Chair	2024-04-01
Andrew Gibbs		2022-09-01
Cherilyn Mackenzie		2020-09-01
David Matthew Blinston		2024-09-01
Evelyn Brock		2022-09-21
Lara Francesca Vafiadis		2024-09-01
Sandra Jean Coopey		2022-09-01

Linked charities

- THE SAMARITANS (WORCESTER BRANCH) (1173726-1)

WORCESTER SAMARITANS

England & Wales - Charity number 1173726

Accounts

Charity Registration No. 1173726
Charitable Incorporated Organisation CE011251

WORCESTER SAMARITANS
ANNUAL REPORT AND UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

WORCESTER SAMARITANS

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Andrew Gibbs Evelyn Brock Cheri Mackenzie Wendy Seward Lara Vafiadis David Blinston Sandra Coopey
Charity number	1173726
Charitable Incorporated Organisation Number	CEO11251
Principal office	10 Sansome Place Worcester Worcestershire WR1 1UA
Independent examiner	Kendall Wadley LLP Merevale House 27 Sansome Walk Worcester WR1 1NU
Bankers	CAF Bank Ltd 25 Kings Hill Avenue West Malling Kent ME19 4JQ

WORCESTER SAMARITANS

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WORCESTER SAMARITANS

TRUSTEES' REPORT

FOR THE YEAR ENDED 31 MARCH 2025

The trustees present their report and financial statements for the year ended 31 March 2025.

This Charitable Incorporated Organisation was formed in accordance with Central Office requirements to conduct the activities previously undertaken by The Samaritans (Worcester Branch), charity number 244826, and on 1 October 2017 all assets, liabilities and activities were transferred to this entity.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's governing document, the Charities Act 2011 and "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)".

Objectives and activities

History

Samaritans was founded in November 1953 to offer sympathetic, caring and confidential support at any time to anyone feeling suicidal or in despair. It was the first 24-hour helpline to be set up in the United Kingdom. There are 201 branches across the United Kingdom, the Channel Islands, the Isle of Man and the Republic of Ireland. These branches are maintained and run by over 20,000 volunteers. Worcester branch opened on 3 October 1963 in the Tything. The branch moved to 9 Sansome Place in 1976 and moved again to 10 Sansome Place in 2013 when the branch celebrated its 50th anniversary on 5 October 2013. Until 2016 most branches were financially independent and raised funds for their running costs and managed reserves. From 2016 branches had the option to remain independent or affiliate with a central charity. Worcester Samaritans volunteers voted to remain independent, which led to the incorporation of the new charity on the 7 July 2017, registered number 1173726.

Samaritans, vision, mission and values

Samaritans' vision is that fewer people die by suicide. We work to achieve this vision by making it our mission to alleviate emotional distress and reduce the incidence of suicidal feelings and suicidal behaviour. We are committed to the following values:

- Listening
- Confidentiality
- Being non-judgmental
- Human contact
- People making their own decisions

The objectives

1. To be available 24 hours a day
2. To provide a public benefit which gives confidential emotional support for people in despair

The activities

1. To provide confidential emotional support for people who are experiencing feelings of distress or despair, including those which may lead to suicide
2. To advance education by providing society with a better understanding of suicide, suicidal behaviour and the value of expressing feelings that may lead to suicide.

The trustees have paid due regard to guidance issued by the Charity Commission in deciding what activities they should undertake.

WORCESTER SAMARITANS

TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

Achievements and performance

Following the Covid years things have changed in the volunteer sector. People's working practices have changed along with their priorities. This has led to volunteers changing their commitment to regular shifts and what day/times now suit them. The resulting impact has been some shift closures on an unpredictable basis. Despite this we continue to have two recruitment processes in the year, face to face in the branch and we have welcomed new volunteers into our Worcester Branch at the end of this process. This process takes a lot of commitment from all involved in the different aspects of training and supporting our new colleagues through all of the stages to working individually answering telephone calls in the branch.

Our team of volunteers who support the Listening scheme at HMP Hewell have continued with their regular visits, supporting Listeners and delivering training to ensure the ongoing success of the scheme. They are warmly welcomed by the Leadership team at HMP Hewell.

Sadly, the financial situation which has developed in the UK over the past year has increased the number of often upsetting calls received from callers with no one to turn to, often frightened about their future. Our volunteers work hard to provide an empathetic place for callers to share their thoughts and feelings. Due to the national financial situation the branch has not received as many grants, however the BLT work together with the treasurer to monitor expenditure and ensure that funds are used appropriately. Branch investments continue to provide a sound financial base.

Financial review

During the year the charity received total income of £19,597. This comprised of Individual donations of £1,909, Corporate donations and Trust Grants of £6,000, Gift Aid of £2,473, Investment Income of £3,223 and £5,992 from various other sources.

Expenditure amounted to £37,609, giving an overall result this year of expenditure exceeding income by £16,416.

Funds held as at 31st March 2025 amounted to £208,660, which comprise of;

- Designated funds of £158,420 (2024 £123,830) - this includes the charity's property at cost and an amount earmarked for necessary property improvements and training
- Restricted funds of £nil (2024 £6,317)
- Unrestricted funds of £50,240 (2024 £94,929)

The charity's free reserves figure, which is unrestricted funds after making allowances for fixed assets amounts to £45,405 (£89,922), this equates to just over one years' worth of current expenditure.

The charity is dependent upon donations from the public and Grant Making Trusts to generate the income required to keep the branch open every day of the year for those who need it.

The Trustees have considered the most appropriate policy for investing funds and has found that the COIF Charities Fixed Interest Fund meets their requirements regarding income and capital maintenance. They consider the return on investments to be satisfactory.

Future plans

Our strategy for the next five years will see us continuing to improve the quality and consistency of the service we offer, achieving greater access to our services, having stronger connections with our partners and developing ways to provide evidence of the difference we make. The charity is now well-placed to deliver its objectives for the foreseeable future.

WORCESTER SAMARITANS

TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

Structure, governance and management

Worcester Samaritans is a Charitable Incorporated Organisation. Worcester Samaritans is an affiliated branch registered as an individual charity, number 1173726. Its governing documents include the branch constitution, branch agreement and operating agreement.

The Branch Leadership Team is comprised of the Branch Trustees (including the Branch Director) and the Deputy Directors. Trustees are elected by members of the Worcester branch at the AGM and hold office for a maximum period of six years. Prior to selection, prospective trustees are seen by the Branch Director who explains an outline of their duties. Once they have been appointed they complete mandatory online training offered by the Central Charity. Currently there are deputies covering selection and recruitment, training, outreach, facilities, volunteers support and the prison listening scheme.

The trustees who served during the year and up to the date of signature of the financial statements were:

Wendy Seward	(Appointed 01/04/2024)
Andrew Gibbs	(Appointed 20/09/2022)
Evelyn Brock	(Appointed 20/09/2022)
Sandra Coopey	(Appointed 20/10/2023)
Cheri Mackenzie	(Appointed 20/10/2023)
David Blinston	(Appointed 01/04/2024)
Lara Vafiadis	(Appointed 01/04/2024)

Recruitment and appointment of new trustees

The minimum number of trustees shall be three and the maximum number of trustees shall be thirteen. The trustees of the charity shall comprise: - Branch Director - A trustee selected by the Members following a process approved by Samaritans Central Charity, with the role of secretary and treasurer being elected and up to eight additional trustees elected by the Members; and - up to two co-opted trustees appointed by the trustees, so long as the total number of trustees does not exceed thirteen. As a means of induction new trustees are provided with an information pack and are required to complete on-line training to cover their role as trustee. Information provided includes the Charities Commission publication CC3(a) describing the responsibilities of charity trustees, and details of the constitution and governance required, which is specific to their branch. The on-line training package is readily available and has been designed specifically by the Samaritans Central Office with all needs of trustees in mind.

Organisation of the Worcester Branch

Worcester Branch operates from a building that it owns at, 10 Sansome Place, Worcester. Calls are taken on the telephone. Days are divided into shifts, each shift having a shift leader. Phone calls are made to the National number, 116 123 for free. Calls are automatically directed to a branch which has a phone line available at that time.

Teams of prisoner listeners have been trained at HMP Hewell, which are managed by Volunteers from the branch. Worcester Samaritans is a financially self-supporting Charity.

Remuneration policy

All the activities are performed by volunteers only, there are no employees. As a consequence no remuneration is being paid and there is no policy on this matter.

Risk management

In accordance with the Statement of Recommended Practice 2000, the trustees recognise the risks to which a charity might be exposed. The trustees have carried out a review of such risks in order to identify risks that may be applicable to Worcester Samaritans, and to initiate systems to mitigate those risks.

WORCESTER SAMARITANS

TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

The trustees' report was approved by the Board of Trustees.



Wendy Seward

Trustee

Dated: 10 September 2025

WORCESTER SAMARITANS

TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

Director's Report for 2024-2025

In April 2024 a new director was appointed for the branch, Wendy 790. This was followed by the establishment of a new Branch Leadership Team (BLT). Morale was at a low point following three difficult years, but there will now be three years of stability. Many volunteers (both listening and support) stepped up to take extra responsibilities within the branch including:

- Administration
- Leader duties
- Rota administration
- Managing our facilities
- Health and safety
- Outreach
- Training
- Prisons
- Volunteer support 'friends'
- Treasurer
- Grant Applications
- Retention
- Housekeeping
- Recruitment and selection
- DBS Checks
- IT Support
- Grant Applications
- Network Rail Coordinator

All of these roles are essential to allow our branch to function efficiently so we are able to provide an excellent service for our callers. My grateful thanks go to everyone in the branch for all they have done and are continuing to do.

Following a consultation with volunteers, it was decided to embark on a number of repairs and renovations to the branch which are intended to enhance the experience of the volunteers on duty. The improvements include reconfiguration of the listener area and provision of a separate refreshment area. Also, maintenance of the building, included a new flat roof to the rear of the building, replacement guttering, front and rear, and secondary glazing to a window at the front. The latter two of which are required to adhere to Grade 11 listed building regulations.

Samaritans launched the new Listening Centre on Tuesday November 5th at 11.30am. At this point our phones were removed and we started taking calls through the internet. Our branch was in the second phase of this transition and it has been designed to give an improved listening experience for volunteers.

All volunteers now have to have enhanced DBS checks and so the whole branch had to go through the new process. This was a mammoth undertaking to get everyone through in three months and our huge thanks must go to our DBS team who put a great deal of time and effort into getting this process completed on time.

Particularly pleasing has been the reintroduction of our outreach work which has been missing since the pandemic. Lara 1082 our Deputy Director for Outreach and her team have been working hard to re-establish this area targeting particularly where there is a need.

All Samaritans have to be involved in Continuous development to ensure their skills and knowledge is up to date. This year we reintroduced Peer to Peer mentoring which gave volunteers the opportunity to listen to their peers taking calls and then provide feedback. It proved to be an interesting learning experience for many and has been well received. Our compulsory training this year was a module focusing on EDI and had to be completed by all volunteers both listening and support.

WORCESTER SAMARITANS

TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

The branch continued to offer the usual support and commitment to the national helpline 116123, answering large numbers of calls and providing, as always, the willing ear to those in distress. We made some slight changes to our rota to provide more coverage of night hours. The calls between midnight and 6am are often the most challenging yet deeply rewarding as this is when callers can feel most alone, with no family or friends to turn to.

Funds continued to be somewhat less than pre-pandemic amounts but our treasurer continues to monitor the position, ever mindful of the risk of potentially unexpected calls on branch funds. Recruitment and retention of volunteers remained a priority as inevitably individuals' circumstances change resulting in established Samaritans leaving. The BLT and Trustees remain aware of the numbers of 'active' listening Samaritans.

Worcester branch continued in its involvement with HMP Hewell, regular visits are undertaken to provide support to those resident in the establishment and those working and involved in their care. In November 2024 we were involved in a Quality Review which involved several meetings with various members of our branch. The outcomes were positive and the quality mentees were very complimentary about the culture of 'mutual support and kindness' that they saw in the branch. They presented us with a few targets which we have managed to achieve.

The branch, as it can be seen, continued to run as an effective branch of 'The Samaritans'.

Wendy 790 Director

Treasurer Report 2024-25

Gift Aid has been claimed in respect of individual donations resulting in a payment of £2,473 to the Branch.

Contributions from corporate sponsors and grants from trusts generated around £6,000 of income during the year.

An important source of contributions was from shopping and donation sites used by supporters, such as Just Giving and Easy Fundraising which collectively provided £2,938 of income to the Branch. It is hoped that this form of fundraising will continue to increase as supporters become more aware of it.

Expenses involved in supporting the Prison Listening Scheme were recouped from Samaritans Central and these amounted to £2,039. Worcester Samaritans has successfully claimed and recovered 100% of Listening Scheme expenses, which is in excess of the Flat Rate scheme which was introduced in the last financial year. It is hoped that these activities will continue to effectively operate at nil cost to the Branch.

Contributions from individuals amounted to £3,710 and remain an important proportion of the total annual income to the Branch. Gift Aid will be claimed from HMRC where appropriate.

Expenditure exceeded income by around £18,012 during the year. Major expenditure is planned for the next year including improvements and refurbishment of the Branch as well as general repairs and maintenance of the building. An amount of £50,000 from the reserves has been earmarked for this work.

The investment held by the charity with CCLA was valued at £63,126.58 and the deposit account held £27,379.80 as at 31st March 2025, and these provided total income of £1,761 during the year. These are still considered to be suitable to provide income and maintain the value of capital with a reasonable return.

Andrew 018

Branch Treasurer

WORCESTER SAMARITANS

TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

Prison Team Report

A huge thanks to everyone on the prison team for your time and energy, and your passion and commitment to the Listeners and therefore the callers. We know the Listeners save lives.... And we also know the Listeners appreciate our commitment to them – because they tell us. We have seen some significant changes in the Prison Team this year...crucially with Marjorie stepping down as BPSO for HMP Hewell. We have also said farewell from the Team to Debbie, Lawrence and Evelyn. We welcome a new team member- Sarah1099 - to the Team and look forward to the year ahead.

A multitude of happenings and events through the year. The list below is not exhaustive...., but most notably the prison team:

- Carried out 4 lots of training – External pressures on the prison system has increased the level of churn of our Listeners to the highest it has ever been. We would typically have around 20 Listeners supporting the Scheme and at one point this year we were reduced to 6! The level of resource required to support this amount of training is high, and I'm really grateful to the prison team members for finding the time to do this. Thank you, trainers and team members who support!
- Supported the Children and Families team at their Events – always a joy, and the men are always very complimentary not only about Diane & her cakes but also about our support in general. They love to introduce us to their families.
- There has again been a considerable amount of change in staff and Governors at Hewell this year – including in Safer Custody. Rebuilding those relationships which enable and support the Listeners is important and a lot of work has gone into doing just that.
- We were joined at a Listener meeting in recent weeks by Her Majesty's Inspectorate of Prisons (HMIP). They came to ask questions and take feedback from the Listeners and the SAMs who support the Scheme. HMIP hugely value what we and the Listeners do. Listeners and Samaritans – we do make a difference, and we see that every week. Well done to everyone involved. I am so proud to be part of this amazing team.

If you think prison volunteering might be for you please get in touch. We can arrange a no-obligation 'taster' session. We would love you to join our team. Come and find out what happens at a Listener support meeting. It might give you a new perspective when you next pick up a call at the Branch from a prisoner.

Miranda1061 BPSO HMP HEWELL

WORCESTER SAMARITANS

TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

Training Report

Since June 2024 Pinky 892 and her team of skills practise helpers have completed three Core Training Courses, (Summer and Autumn 24 and Spring 25), consisting of trainer-led sessions via Zoom and in the branch, complemented by the required digital e-Learning modules.

After the Core Training, our Mentors become crucial to the next stage of an NS's training journey. Pinky 892 recruited more valued mentors enabling the NS's to gain confidence and insights to the role of a listening volunteer.

A huge thanks to Stuart 1064 who led the Embedded Development training sessions in person in the branch. These ED sessions give our NS's the valuable opportunity to meet together to bring forward for discussion, issues and experiences arising from their shifts, and queries arising from their required eLearning. One particular highlight to a training session was when we were joined by members of the Prison team along with some ex-Prison listeners. It was most informative and such a privilege. Not to mention the wonderful cake that the prison team shared!

All Volunteers have been asked to complete the Equity, Diversity, Inclusion online module by the end of June 2025. All but a handful have completed this in good time. Moving forward there will be just two recruitment and training intakes, Spring and Autumn starting April 25. A huge thankyou to Pinky 892, Stuart 1064 and the team of Mentors and helpers that make this training programme run successfully.

Caryl 019(S) Training Administrator

Outreach Annual Report: A Year of Expanded Reach and Growing Partnerships 2024- 2025

Over the past year, Samaritans Worcester has significantly expanded its outreach efforts, making a tangible impact across our local communities. Numerous volunteers have been instrumental in raising awareness and offering vital support, marking a period of dynamic engagement and strategic growth.

Key Engagement Highlights

A standout success was our presence at Crufts, where five volunteers thoroughly enjoyed the event demonstrating immense enthusiasm and a desire for continued involvement in future outreach. This success underscores the power of direct engagement. We also delivered highly impactful training sessions, notably at St. Egwin School in Pershore. Feedback from Louise, the Assistant Head, praised the excellent and well-received session, highlighting how it empowered [staff] to be able to have those previously awkward conversations and provided useful hints and tips in how to be truly present. Such testimonials affirm the critical value of our training. Beyond these, our presence at events like Brew Monday coupled with a recent visit to Worcester Sixth Form College, reflects our commitment to connecting with diverse groups across the area.

Strengthening Strategic Collaborations

A crucial aspect of our outreach has been fostering stronger partnerships. Our monthly calls with Louise McEvoy, Advanced Public Health Practitioner, have been highly productive, discussing key initiatives such as potential signage at Diglis in Worcester, participation in local events, and the strategic expansion of our school talk offerings to more institutions. We are also actively setting up calls with regional outreach teams to share ideas and best practices, enhancing our collective impact. Furthermore, we've initiated contact with vital local organisations including Community Help Centre, The Old Needle Works, Batchley Support Group, and Chands, underscoring our commitment to building robust community networks.

WORCESTER SAMARITANS

TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

Workshops and Future Strategy

Central to preventative work is the offering of Active Listening Workshops to businesses and schools, designed to equip more people with essential communication and support skills. Looking ahead, a regional team meeting scheduled for July 5th will be pivotal. The agenda includes a Back to Basics session covering our big three policies for outreach, discussions on target groups, a deep dive into feedback from Crufts, and brainstorming solutions for challenges faced with our workshops. Our Outreach Lead, Lara, is diligently working on building out a larger, more robust outreach team and strengthening these vital local community partnerships. While the last two months have seen a slower pace due to personal work commitments, we are confident that with a growing team, these efforts will truly flourish and come together effectively.

Lara 1082 Deputy Director for Outreach

Recruitment and Selection

Taking over the Selection process at the beginning of 2025 proved daunting, as, by the time we were up and running, there was a large backlog of applicants; also, the Branch Management Tool was difficult to manage and often less than helpful. However, Sue's technological skills contributed in no small measure to a successful first round of selection, as did the good-natured generosity in patience, time and skill offered by our interview team.

Additional interview sessions helped to clear the backlog and we secured impressive numbers for summer training, together with several more prospective volunteers deferring to the autumn session.

The care and content of a well-received Information Evening provided a vital starting point in the would-be volunteers' Samaritans journey; we feel more than ever that it is really essential that they know from the start what is involved and expected in volunteering with us.

As always, our mentors play an important part in supporting and retaining the volunteers we train and we are so grateful for their unstinting input.

Evelyn 292 Deputy Director for Recruitment and Sue 911 Recruitment Administration

WORCESTER SAMARITANS

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF WORCESTER SAMARITANS

I report to the trustees on my examination of the financial statements of Worcester Samaritans (the charity) for the year ended 31 March 2025.

Responsibilities and basis of report

As the trustees of the charity you are responsible for the preparation of the financial statements in accordance with the requirements of the Charities Act 2011 (the 2011 Act).

I report in respect of my examination of the charity's financial statements carried out under section 145 of the 2011 Act. In carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

Your attention is drawn to the fact that the charity has prepared financial statements in accordance with Accounting and Reporting by 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 now been withdrawn.

I understand that this has been done in order for financial statements to provide a true and fair view in accordance with 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 financial statements do not accord with those records; or
- 3 the financial statements 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 financial statements to be reached.

Sarah J. Morley BA(Hons) ACA
Kendall Wadley LLP

Merevale House
27 Sansome Walk
Worcester
WR1 1NU

Dated: 10 September 2025

WORCESTER SAMARITANS

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2025

	Notes	Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
Income from:							
Donations and legacies	3	10,382	-	10,382	22,637	-	22,637
Charitable activities	4	-	2,039	2,039	-	3,096	3,096
Other trading activities	5	3,953	-	3,953	5,800	-	5,800
Investments	6	3,223	-	3,223	2,380	-	2,380
Total income		17,558	2,039	19,597	30,817	3,096	33,913
Expenditure on:							
Raising funds	7	644	-	644	-	-	-
Charitable activities	8	28,609	8,356	36,965	29,329	3,128	32,457
Total resources expended		29,253	8,356	37,609	29,329	3,128	32,457
Net (losses)/gains on investments	12	1,596	-	1,596	2,607	-	2,607
Net movement in funds		(10,099)	(6,317)	(16,416)	4,095	(32)	4,063
Fund balances at 1 April 2024		218,759	6,317	225,076	214,664	6,349	221,013
Fund balances at 31 March 2025		208,660	-	208,660	218,759	6,317	225,076

The statement of financial activities includes all gains and losses recognised in the year.

The statement of financial activities includes all gains and losses recognised in the year. All income and expenditure derive from continuing activities.

WORCESTER SAMARITANS

BALANCE SHEET

AS AT 31 MARCH 2025

	Notes	2025		2024	
		£	£	£	£
Fixed assets					
Tangible assets	13		113,255		115,302
Investments	14		63,127		61,531
			<u>176,382</u>		<u>176,833</u>
Current assets					
Debtors	15	1,542		2,590	
Cash at bank and in hand		33,794		48,277	
		<u>35,336</u>		<u>50,867</u>	
Creditors: amounts falling due within one year	16	<u>(3,058)</u>		<u>(2,624)</u>	
Net current assets			32,278		48,243
Total assets less current liabilities			<u>208,660</u>		<u>225,076</u>
Income funds					
Restricted funds	17		-		6,317
<u>Unrestricted funds</u>					
Designated funds	18	158,420		123,830	
General unrestricted funds		<u>50,240</u>		<u>94,929</u>	
			<u>208,660</u>		<u>218,759</u>
			<u>208,660</u>		<u>225,076</u>

The financial statements were approved by the Trustees on 10 September 2025 and signed on their behalf:



Wendy Seward
Chair of Trustees

WORCESTER SAMARITANS

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025

1 Accounting policies

Charity information

Worcester Samaritans is a Charitable Incorporated Organisation. The principal address is 10 Sansome Place, Worcester, WR1 1UA.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's [governing document], the Charities Act 2011 and "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 charity is a Public Benefit Entity as defined by FRS 102.

The charity has taken advantage of the provisions in the SORP for charities applying FRS 102 Update Bulletin 1 not to prepare a Statement of Cash Flows.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention, modified to include the revaluation certain financial instruments at fair value. The principal accounting policies adopted are set out below.

1.2 Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives.

Restricted funds are subject to specific conditions by donors or grantors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

1.4 Income

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

1.5 Expenditure

Liabilities are accounted for at the point at which a contractual obligation has been fulfilled and a liability vests on the charity.

WORCESTER SAMARITANS

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

1 Accounting policies

(Continued)

1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Freehold land and buildings	2% on cost for buildings, land is not depreciated
Fixtures and fittings	20% on cost

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in the statement of financial activities.

1.7 Fixed asset investments

Fixed asset investments are initially measured at transaction price excluding transaction costs, and are subsequently measured at fair value at each reporting date. Changes in fair value are recognised in net income/(expenditure) for the year. Transaction costs are expensed as incurred.

1.8 Impairment of fixed assets

At each reporting end date, the charity reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

1.9 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, and other short-term liquid investments with original maturities of three months or less.

1.10 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest. Financial assets classified as receivable within one year are not amortised.

Basic financial liabilities

Basic financial liabilities, including creditors are initially recognised at transaction. Financial liabilities classified as payable within one year are not amortised.

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

WORCESTER SAMARITANS

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

3 Income from donations and legacies

	Unrestricted funds 2025 £	Unrestricted funds 2024 £
Donations and gifts	6,000	11,000
Other	4,382	11,637
	<u>10,382</u>	<u>22,637</u>
Donations and gifts		
Turner Trust	2,000	3,000
Cadbury Trust	-	3,000
Hawthorne Charitable Trust	4,000	4,000
The Patrick Trust	-	1,000
	<u>6,000</u>	<u>11,000</u>

4 Income from charitable activities

	Restricted funds 2025 £	Restricted funds 2024 £
Prison services - restricted income	2,039	3,096
	<u>2,039</u>	<u>3,096</u>

5 Other trading activities

	2025 £	2024 £
Fundraising events	3,953	5,800
	<u>3,953</u>	<u>5,800</u>

WORCESTER SAMARITANS

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

6 Investments

	2025	2024
	£	£
Income from listed investments	1,761	1,001
Interest receivable	1,462	1,379
	<u>3,223</u>	<u>2,380</u>

7 Expenditure on raising funds

	Unrestricted funds 2025	Unrestricted funds 2024
	£	£
Fundraising and publicity		
Other fundraising costs	644	-
	<u>644</u>	<u>-</u>

WORCESTER SAMARITANS

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

8 Charitable activities

	Branch Running costs £	Prison services £	Total £	Total 2024 £
Depreciation and impairment	4,004	-	4,004	4,877
Premises repairs and renewals	1,985	-	1,985	2,425
Printing, postage and stationery	622	-	622	122
Telephone	488	1,000	1,488	2,024
Heat, light, water and insurance	1,805	3,087	4,892	4,310
Housekeeping	2,025	1,000	3,025	2,810
Volunteers expenses	692	3,269	3,961	4,321
Training and conferences	495	-	495	163
Parking	1,721	-	1,721	1,080
Sundry expenses	55	-	55	55
Bank charges	60	-	60	60
	<u>13,952</u>	<u>8,356</u>	<u>22,308</u>	<u>22,247</u>
Share of governance costs (see note 10)	14,657	-	14,657	10,210
	<u>28,609</u>	<u>8,356</u>	<u>36,965</u>	<u>32,457</u>
Analysis by fund				
Unrestricted funds	28,609	-	28,609	29,329
Restricted funds	-	8,356	8,356	3,128
	<u>28,609</u>	<u>8,356</u>	<u>36,965</u>	<u>32,457</u>
For the year ended 31 March 2024				
Unrestricted funds	29,329	-	29,329	29,329
Restricted funds	-	3,128	3,128	3,128
	<u>29,329</u>	<u>3,128</u>	<u>32,457</u>	<u>32,457</u>

9 Trustees

It is the policy of the Charity to reimburse in full, all expenses properly incurred by its volunteers in connection with its charitable activities. The Charity's Trustees, those who serve on the Management Committee, are reimbursed expenses in accordance with that policy in common with all other volunteers, the total amount included in volunteers' and director's expenses which relates to 1 (2024 - 1) trustees being reimbursed is £926 (2024- £409) for mileage, postage, stationery, telephone, property repairs and sundry expenses. Where personal circumstances permit expenses are gift aided back to the charity and included in donations.

The Samaritans has centrally effected professional indemnity insurance to protect employees, Trustees, Directors and other volunteer members of all Samaritan branches.

WORCESTER SAMARITANS

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

10 Support costs

	Support costs	Governance costs	2025	2024	Basis of allocation
	£	£	£	£	
Independent examination	-	1,560	1,560	1,560	Governance
Contribution to Samaritans G.O.	-	13,097	13,097	8,650	Governance
	<u>-</u>	<u>14,657</u>	<u>14,657</u>	<u>10,210</u>	
Analysed between Charitable activities	-	14,657	14,657	10,210	
	<u>-</u>	<u>14,657</u>	<u>14,657</u>	<u>10,210</u>	

Governance costs includes payments to the accountants of £1,560 (2024 - £1,440) for the conduct of the independent examination.

11 Employees

There were no employees during the year.

12 Net (losses)/gains on investments

	2025	2024
	£	£
Revaluation of investments	<u>1,596</u>	<u>2,607</u>

WORCESTER SAMARITANS

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

13 Tangible fixed assets

	Freehold land and buildings	Fixtures and fittings	Total
	£	£	£
Cost			
At 1 April 2024	129,037	57,408	186,445
Additions	-	1,957	1,957
At 31 March 2025	129,037	59,365	188,402
Depreciation and impairment			
At 1 April 2024	18,742	52,401	71,143
Depreciation charged in the year	1,875	2,129	4,004
At 31 March 2025	20,617	54,530	75,147
Carrying amount			
At 31 March 2025	108,420	4,835	113,255
At 31 March 2024	110,295	5,007	115,302

14 Fixed asset investments

	Listed investments
	£
Cost or valuation	
At 1 April 2024	61,531
Valuation changes	1,596
At 31 March 2025	63,127
Carrying amount	
At 31 March 2025	63,127
At 31 March 2024	61,531

15 Debtors

	2025	2024
	£	£
Amounts falling due within one year:		
Prepayments and accrued income	1,542	2,590

WORCESTER SAMARITANS

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

16 Creditors: amounts falling due within one year

	2025	2024
	£	£
Accruals and deferred income	3,058	2,624

17 Restricted funds

The restricted funds of the charity comprise the unexpended balances of donations and grants held on trust subject to specific conditions by donors as to how they may be used.

	At 1 April 2024	Incoming resources	Resources expended	At 31 March 2025
	£	£	£	£
Prison Grant	6,317	2,039	(8,356)	-
Previous year:	At 1 April 2023	Incoming resources	Resources expended	At 31 March 2024
	£	£	£	£
Prison Grant	6,349	3,096	(3,128)	6,317

The prison grant represents funds received from Samaritans General Office to cover costs incurred in running the 'Listener scheme' in local prisons.

WORCESTER SAMARITANS

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

18 Designated funds

The unrestricted funds of the charity comprise the unexpended balances of donations and grants which are not subject to specific conditions by donors and grantors as to how they may be used. These include designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes.

	Balance at 1 April 2023 £	Resources expended £	Balance at 1 April 2024 £	Resources expended £	Transfers £	Balance at 31 March 2025 £
Land and Buildings	112,170	(1,875)	110,295	(1,875)	-	108,420
Property Improvement and Training	16,537	(3,002)	13,535	(2,129)	38,594	50,000
	<u>128,707</u>	<u>(4,877)</u>	<u>123,830</u>	<u>(4,004)</u>	<u>38,594</u>	<u>158,420</u>

The Charity assigns the freehold land and buildings held to a designated fund. This is done to ensure that the Charity will have a suitable level of reserves to meet future depreciation costs relating to these tangible fixed assets and to recognise the fact that future depreciation charges will not directly affect the net operating capital of the Charity. Additional sums are also set aside for future improvements and for the furtherance of training programmes.

19 Analysis of net assets between funds

	Unrestricted funds 2025 £	Designated funds 2025 £	Restricted funds 2025 £	Unrestricted funds 2024 £	Designated funds 2024 £	Restricted funds 2024 £	2024 Total £
Fund balances at 31 March 2025 are represented by:							
Tangible assets	4,835	108,420	-	113,255	5,007	110,295	- 115,302
Investments	63,127	-	-	63,127	61,531	-	- 61,531
Current assets/(liabilities)	(17,722)	50,000	-	32,278	28,391	13,535	6,317 48,243
	<u>50,240</u>	<u>158,420</u>	<u>-</u>	<u>208,660</u>	<u>94,929</u>	<u>123,830</u>	<u>6,317 225,076</u>

20 Related party transactions

There were no disclosable related party transactions during the year (2024 - none) other than those as shown in note 9.

WORCESTER SAMARITANS

England & Wales - Charity number 1173726

Accounts

Charity Registration No. 1173726
Charitable Incorporated Organisation CE011251

WORCESTER SAMARITANS
ANNUAL REPORT AND UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

WORCESTER SAMARITANS

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Pauline Saunders Andrew Gibbs Meg Richards Evelyn Brock Pinky Jain Sandra Coopey Cheri Mackenzie
Charity number	1173726
Charitable Incorporated Organisation Number	CEO11251
Principal office	10 Sansome Place Worcester Worcestershire WR1 1UA
Independent examiner	Kendall Wadley LLP Merevale House 27 Sansome Walk Worcester WR1 1NU
Bankers	CAF Bank Ltd 25 Kings Hill Avenue West Malling Kent ME19 4JQ

WORCESTER SAMARITANS

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Balance sheet	11
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WORCESTER SAMARITANS

TRUSTEES' REPORT

FOR THE YEAR ENDED 31 MARCH 2024

The trustees present their report and financial statements for the year ended 31 March 2024.

This Charitable Incorporated Organisation was formed in accordance with Central Office requirements to conduct the activities previously undertaken by The Samaritans (Worcester Branch), charity number 244826, and on 1 October 2017 all assets, liabilities and activities were transferred to this entity.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's governing document, the Charities Act 2011 and "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)".

Objectives and activities

History

Samaritans was founded in November 1953 to offer sympathetic, caring and confidential support at any time to anyone feeling suicidal or in despair. It was the first 24 hour helpline to be set up in the United Kingdom. There are 201 branches across the United Kingdom, the Channel Islands, the Isle of Man and the Republic of Ireland. These branches are maintained and run by over 20,000 volunteers. Worcester branch opened on 3 October 1963 in the Tything. The branch moved to 9 Sansome Place in 1976 and moved again to 10 Sansome Place in 2013 when the branch celebrated its 50th anniversary on 5 October 2013.

Until 2016 most branches were financially independent and raised funds for their running costs and managed reserves. From 2016 branches had the option to remain independent or affiliate with a central charity. Worcester Samaritans volunteers voted to remain independent, which led to the incorporation of the new charity on the 7 July 2017, registered number 1173726.

Samaritans, vision, mission and values

Samaritans' vision is that fewer people die by suicide. We work to achieve this vision by making it our mission to alleviate emotional distress and reduce the incidence of suicidal feelings and suicidal behaviour. We are committed to the following values: -

- Listening
- Confidentiality
- Being non-judgmental
- Human contact
- People making their own decisions

The objectives

1. To be available 24 hours a day
2. To provide a public benefit which gives confidential emotional support for people in despair

The activities

1. To provide confidential emotional support for people who are experiencing feelings of distress or despair, including those which may lead to suicide
2. To advance education by providing society with a better understanding of suicide, suicidal behaviour and the value of expressing feelings that may lead to suicide.

The trustees have paid due regard to guidance issued by the Charity Commission in deciding what activities they should undertake.

WORCESTER SAMARITANS

TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

Achievements and performance

Following the Covid years things have changed in the volunteer sector. People's working practices have changed along with their priorities. This has led to volunteers changing their commitment to regular shifts and what day/times now suit them. The resulting impact has been a significant number of shift closures on an unpredictable basis. Despite this we continue to have three recruitment processes in the year, face to face in the branch and we have welcomed new volunteers into our Worcester Branch at the end of this process. This process takes a lot of commitment from all involved in the different aspects of training and supporting our new colleagues through all of the stages to working individually answering telephone calls in the branch.

Our team of volunteers who support the Listening scheme at HMP Hewell have continued with their regular visits, supporting Listeners and delivering training to ensure the ongoing success of the scheme. They are warmly welcomed by the Leadership team at HMP Hewell.

Sadly, the financial situation which has developed in the UK over the past year has increased the number of often upsetting calls received from callers with no one to turn to, often frightened about their future. Our volunteers work hard to provide an empathetic place for callers to share their thoughts and feelings. Due to the national financial situation the branch has not received as many grants, however the BLT work together with the treasurer to monitor expenditure and ensure that funds are used appropriately. Branch investments continue to provide a sound financial base.

Financial review

During the year the charity received total income of £33,913. This comprised of Individual donations of £3,261, Corporate donations and Trust Grants of £15,565, Gift Aid of £1,900. Investment Income of £2,380, Prison Grant £3,096, and £7,711 from various other sources.

Expenditure amounted to £32,457. Effectively, income exceeded expenditure by £4,063.

Total funds held as at 31st March 2024 amounted to £225,076. This includes liquid investments held with CCLA amounting to £28,946 cash and £61,531 investment fund.

The expenditure budget for the coming year amounts to £40,750, therefore, the cash and investments equate to approximately 2.2 years' worth of expenditure.

The charity is dependent upon donations from the public and Grant Making Trusts to generate the income required to keep the branch open every day of the year for those who need it.

The Trustees have considered the most appropriate policy for investing funds and has found that the COIF Charities Fixed Interest Fund meets their requirements regarding income and capital maintenance. They consider the return on investments to be satisfactory.

Future plans

Our strategy for the next five years will see us continuing to improve the quality and consistency of the service we offer, achieving greater access to our services, having stronger connections with our partners and developing ways to provide evidence of the difference we make. The charity is now well-placed to deliver its objectives for the foreseeable future.

WORCESTER SAMARITANS

TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

Structure, governance and management

Worcester Samaritans is a Charitable Incorporated Organisation. Worcester Samaritans is an affiliated branch registered as an individual charity, number 1173726. Its governing documents include the branch constitution, branch agreement and operating agreement.

The Branch Leadership Team is comprised of the Branch Trustees (including the Branch Director) and the Deputy Directors. Trustees are elected by members of the Worcester branch at the AGM and hold office for a maximum period of six years. Prior to selection, prospective trustees are seen by the Branch Director who explains an outline of their duties. Once they have been appointed, they complete mandatory online training offered by the Central Charity. Currently there are deputies covering selection and recruitment, training, outreach, facilities, volunteers support and the prison listening scheme.

The trustees who served during the year and up to the date of signature of the financial statements were:

Pauline Saunders	(Reappointed 20/10/2023)
Andrew Gibbs	(Reappointed 20/10/2023)
Pinky Jain	(Reappointed 20/10/2023)
Evelyn Brock	(Reappointed 20/10/2023)
Meg Richards	(Reappointed 20/10/2023)
Sandra Coopey	(Appointed 20/10/2023)
Cheri Mackenzie	(Appointed 20/10/2023)

Recruitment and appointment of new trustees

The minimum number of trustees shall be three and the maximum number of trustees shall be thirteen. The trustees of the charity shall comprise: - Branch Director - A trustee selected by the Members following a process approved by Samaritans Central Charity, with the role of secretary and treasurer being elected and up to eight additional trustees elected by the Members; and - up to two co-opted trustees appointed by the trustees, so long as the total number of trustees does not exceed thirteen. As a means of induction new trustees are provided with an information pack and are required to complete on-line training to cover their role as trustee. Information provided includes the Charities Commission publication CC3(a) describing the responsibilities of charity trustees, and details of the constitution and governance required, which is specific to their branch. The on-line training package is readily available and has been designed specifically by the Samaritans Central Office with all needs of trustees in mind.

Organisation of the Worcester Branch

Worcester Branch operates from a building that it owns at, 10 Sansome Place, Worcester. Calls are taken on the telephone. Days are divided into shifts, each shift having a shift leader. Phone calls are made to the National number, 116 123 for free. Calls are automatically directed to a branch which has a phone line available at that time.

Teams of prisoner listeners have been trained at HMP Hewell, which are managed by Volunteers from the branch. Worcester Samaritans is a financially self-supporting Charity.

Remuneration policy

All the activities are performed by volunteers only, there are no employees. As a consequence no remuneration is being paid and there is no policy on this matter.

Risk management

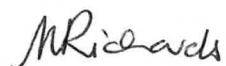
In accordance with the Statement of Recommended Practice 2000, the trustees recognise the risks to which a charity may be exposed. The trustees have carried out a review of such risks in order to identify risks that may be applicable to Worcester Samaritans, and to initiate systems in order to mitigate those risks.

The trustees' report was approved by the Board of Trustees.

WORCESTER SAMARITANS

TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024



M Richards

Trustee

Dated: 25 July 2024

WORCESTER SAMARITANS

TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

Director's Report for 2023-2024

In Spring 2023 the branch embarked on a process to find our next Director, there was much conjecture and discussion amongst the volunteers. Confidence in the process was at a low point following a difficult three years, but everyone hoped for a successful and long term outcome.

In the event we did not find a new Director and it was agreed that the current BLT (who all agreed) would continue with Meg 917 as Interim Director for a maximum of one year.

From June 2023 through to the commencement of the process for another Director it was emphasized that the branch would be in a very precarious position if once again a Director could not be found.

The branch continued to offer the usual support and commitment to the national helpline 116123, answering large numbers of calls and providing, as always, the willing ear to those in distress.

Some Outreach work was undertaken, beginning to build and re-establish this area post pandemic.

Funds continued to be somewhat less than pre-pandemic amounts but our treasurer continues to monitor the position, ever mindful of the risk of potentially unexpected calls on branch funds.

Recruitment remained a priority as inevitably individuals' circumstances will change resulting in established Samaritans leaving. The BLT and Trustees remain aware of the numbers of 'active' listening Samaritans.

Worcester branch continued in it's involvement with HMP Hewell, regular visits are undertaken to provide support to those resident in the establishment and those working and involved in their care.

The branch, as it can be seen, continued to run as an effective branch of 'The Samaritans'.

As we approached the end of 2023, beginning of 2024 a new process was set up by our Regional Director. It was once again emphasised the need for the branch to 'dig deep' and give serious consideration as to who they would like to see in the role and also to consider whether or not this was a role that they could undertake.

The outcome of this process was very different and a success, Wendy 790 was invited and agreed to become the Director. Wendy has a long history with the branch and has held many roles and undertaken many functions.

Wendy has the backing of the whole branch and the Regional team and bring with her a hope that the branch will once again enjoy the benefits of a period of stability. Wendy's directorate will begin on 1st April 2024 and I wish her well as she embarks on a rewarding role and period of her life.

Meg 917 - Interim Director

WORCESTER SAMARITANS

TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

Treasurer Report 2023-24

Gift Aid has been claimed in respect of individual donations resulting in a payment of £1,900 to the Branch.

Contributions from corporate sponsors and grants from trusts generated around £15,565 of income during the year.

An important source of contributions was from shopping and donation sites used by supporters, such as Amazon Smile, PayPal, Just Giving, Easy Fundraising and Enthuse and these collectively provided £4,591 of income to the Branch. It is hoped that this form of fundraising will continue to increase as supporters become more aware of it.

Expenses involved in supporting the Prison Listening Scheme were recouped from Samaritans Central and these amounted to £3,096. Worcester Samaritans has successfully claimed and recovered 100% of Listening Scheme expenses, which is in excess of the Flat Rate scheme which was introduced at the beginning of the year. It is hoped that these activities will continue to effectively operate at nil cost to the Branch.

Contributions from individuals amounted to £3,261 and remain an important proportion of the total annual income to the Branch. Gift Aid will be claimed from HMRC where appropriate.

Income exceeded expenditure by around £8,626 during the year. No major expenditure is anticipated in the foreseeable future.

The investment held by the charity with CCLA was valued at £61,530 and the deposit account held £28,946 as at 31st March 2023, and these provided total income of £1,413 during the year. These are still considered to be suitable to provide income and maintain the value of capital with a reasonable return.

Andrew 018

Branch Treasurer

WORCESTER SAMARITANS

TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

Prison Team Report

A huge thanks to all on the prison team for your time and energy, and your passion and commitment to the Listeners and therefore the callers. We know the Listeners save lives.... And we also know the Listeners appreciate our commitment to them – because they tell us.

A multitude of happenings and events through the year. The list below is not exhaustive....., but most notably the prison team:

Carried out 5 lots of training – External pressures on the prison system increased the level of churn of our Listeners to new heights. The level of resource required to support this amount of training is high, and I'm really grateful to the prison team members for finding the time to do this. I say again, Hewell Listeners receive the 'best training in the world from the best trainers in the world'. Thank you, trainers and team members who support!

Donations of books, DVD's, and the ever-popular jigsaws continued.

Supported the Children and Families team at their Christmas event – always a joy, and the men were very complimentary not only about Diane's cakes but about the decorations hung around the gym to help make it feel more festive, and also the activities. The 'find the elf' game and the Christmas quiz is now a fixture in the Christmas calendar!

There has been a considerable amount of change in staff and Governors at Hewell this year – especially those who are our main contacts in Safer Custody. Rebuilding those relationships which enable and support the Listeners is important and a lot of work has gone into doing just that.

One short anecdote. We try to make the Listener support meeting just before Christmas special and obtain permission to give each Listener a little 'goodie bag' of sweet stuff (thanks again Diane!) One of the Listeners is a keep-fit fanatic so Diane prepared a 'fitness goodie bag' – which even last week (July 24) is still remembered and appreciated, and has become legendary around Hewell. The small, but thoughtful, things in prison are huge.....

Listeners and Samaritans – we make a difference, and that is a wonderful thing to do.

Well done.

If you think prison volunteering might be for you please get in touch. We can always arrange a no-obligation 'taster' session. Come and find out what happens at a Listener support meeting. It might give you a new perspective when you next pick up a call at the Branch from a prisoner.

Marjorie861

BPSO HMP HEWELL

WORCESTER SAMARITANS

TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

Training Report

Since June last year Pinky 892 and her team of skills-practice helpers have completed three Samaritans Core Training courses, (Summer and Autumn 2023, and Spring this year), consisting of trainer-led sessions via Zoom, and complemented by the required digital eLearning modules. Of the twenty trainees who completed Core up to and including our Spring cohort this year, all are still with us.

After Core Training, our Mentors become crucial to the next stage of an NS's training journey – and new additions to this Mentor team are always very welcome! We have been lucky to have had twenty or so Mentors giving their time to this vital role over the past year. After their mentored shifts, 'Embedding Development'(ED) completes our New Samaritans' training journey towards becoming a full Samaritan and consists of a mixture of face to face and digital modules. Huge thanks go to Debbie 1040, for delivering face to face in Branch the required topics for our NS's over the past year. These ED sessions give our NS's the valuable opportunity to meet together to bring forward for discussion, issues and experiences arising from their shifts, and queries arising from their required eLearning.

'Continuous Development'(CD) necessary for all of us as full Samaritans, is available via our very large selection of Samaritans Home Intranet digital modules, which cover new and 'refresher' topics such as 'Refreshing Core Skills', 'Understanding Self Harm', 'Making Prison Calls Better', 'Mental Health – Supporting our Callers', 'Armed Forces Awareness' etc. Our mandatory module during this past year has been Keeping Data Safe as a Samaritan Volunteer. This now falls into the ED training to keep everyone covered going forward.

Other training opportunities have been taken up by Branch members, provided remotely by the Regional Training Team. These include Leader Training, Emotional Support in other Settings (ESOS), Mentoring, and Training for Trainers. (Our Leaders Deputy, Sandra 925, has also delivered 'in-house' Leader Training.) The provision of this training has enabled volunteers to take on additional key roles in the Branch, for which the Branch is extremely grateful.

Debbie 1040
Deputy for Training

Recruitment and Selection

In the last year recruitment and selection returned to in-person interviews in the Branch. This was much welcomed by everyone, especially the Prospective Volunteers. We also continue to offer an Information Evening a few weeks prior to interview. The IE offers an opportunity for PVs to learn more about what we do, the expectations and have their questions answered. It also gives them the opportunity to hear about other opportunities, such as our work in prisons, outreach etc. My thanks to those on the recruitment team and the Sams who regularly attend IE to talk about other activities. PVs have always found the IE very helpful and very occasionally, when they learn more, decide not to continue. Many other branches continue to hold interviews on line. Whilst our in-person approach is welcomed by everyone involved, it is time consuming. Recruitment takes place 3 times per year – so we need stay in touch and retain interest of PVs before interview, but also be a time to test out interest – a balance to be drawn there.

Roy 1047
Recruitment and Selection Co-ordinator

WORCESTER SAMARITANS

INDEPENDENT EXAMINER'S REPORT

TO THE TRUSTEES OF WORCESTER SAMARITANS

I report to the trustees on my examination of the financial statements of Worcester Samaritans (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 financial statements in accordance with the requirements of the Charities Act 2011 (the 2011 Act).

I report in respect of my examination of the charity's financial statements carried out under section 145 of the 2011 Act. In carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

Your attention is drawn to the fact that the charity has prepared financial statements in accordance with Accounting and Reporting by 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 now been withdrawn.

I understand that this has been done in order for financial statements to provide a true and fair view in accordance with 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 financial statements do not accord with those records; or
- 3 the financial statements 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 financial statements to be reached.

Sarah J. Morley BA(Hons) ACA
Kendall Wadley LLP

Merevale House
27 Sansome Walk
Worcester
WR1 1NU

Dated: 25 July 2024

WORCESTER SAMARITANS

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2024

	Notes	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £
<u>Income from:</u>							
Donations and legacies	3	22,637	-	22,637	23,389	1,000	24,389
Charitable activities	4	-	3,096	3,096	-	5,453	5,453
Other trading activities	5	5,800	-	5,800	1,244	-	1,244
Investments	6	2,380	-	2,380	2,043	-	2,043
Total income		30,817	3,096	33,913	26,676	6,453	33,129
<u>Expenditure on:</u>							
Raising funds	7	-	-	-	1,002	-	1,002
Charitable activities	8	29,329	3,128	32,457	31,424	4,508	35,932
Total resources expended		29,329	3,128	32,457	32,426	4,508	36,934
Net (losses)/gains on investments	12	2,607	-	2,607	(3,708)	-	(3,708)
Net movement in funds		4,095	(32)	4,063	(9,458)	1,945	(7,513)
Fund balances at 1 April 2023		214,664	6,349	221,013	224,122	4,404	228,526
Fund balances at 31 March 2024		218,759	6,317	225,076	214,664	6,349	221,013

The statement of financial activities includes all gains and losses recognised in the year.

The statement of financial activities includes all gains and losses recognised in the year. All income and expenditure derive from continuing activities.

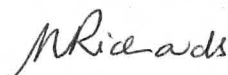
WORCESTER SAMARITANS

BALANCE SHEET

AS AT 31 MARCH 2024

	Notes	2024		2023	
		£	£	£	£
Fixed assets					
Tangible assets	13		115,302		120,179
Investments	14		61,531		58,924
			<u>176,833</u>		<u>179,103</u>
Current assets					
Debtors	15	2,590		6,103	
Cash at bank and in hand		48,277		38,309	
		50,867		44,412	
Creditors: amounts falling due within one year	16	<u>(2,624)</u>		<u>(2,502)</u>	
Net current assets			48,243		41,910
Total assets less current liabilities			<u>225,076</u>		<u>221,013</u>
Income funds					
Restricted funds	17		6,317		6,349
<u>Unrestricted funds</u>					
Designated funds	18	123,830		128,707	
General unrestricted funds		94,929		85,957	
			<u>218,759</u>		<u>214,664</u>
			<u>225,076</u>		<u>221,013</u>

The financial statements were approved by the Trustees on 25 July 2024 and signed on their behalf:



M Richards
Chair of Trustees

WORCESTER SAMARITANS

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

1 Accounting policies

Charity information

Worcester Samaritans is a Charitable Incorporated Organisation. The principal address is 10 Sansome Place, Worcester, WR1 1UA.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's [governing document], the Charities Act 2011 and "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 charity is a Public Benefit Entity as defined by FRS 102.

The charity has taken advantage of the provisions in the SORP for charities applying FRS 102 Update Bulletin 1 not to prepare a Statement of Cash Flows.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention, modified to include the revaluation certain financial instruments at fair value. The principal accounting policies adopted are set out below.

1.2 Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives.

Restricted funds are subject to specific conditions by donors or grantors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

1.4 Income

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

1.5 Expenditure

Liabilities are accounted for at the point at which a contractual obligation has been fulfilled and a liability vests on the charity.

WORCESTER SAMARITANS

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

1 Accounting policies (Continued)

1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Freehold land and buildings	2% on cost for buildings, land is not depreciated
Fixtures and fittings	20% on cost

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in the statement of financial activities.

1.7 Fixed asset investments

Fixed asset investments are initially measured at transaction price excluding transaction costs, and are subsequently measured at fair value at each reporting date. Changes in fair value are recognised in net income/(expenditure) for the year. Transaction costs are expensed as incurred.

1.8 Impairment of fixed assets

At each reporting end date, the charity reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

1.9 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, and other short-term liquid investments with original maturities of three months or less.

1.10 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest. Financial assets classified as receivable within one year are not amortised.

Basic financial liabilities

Basic financial liabilities, including creditors are initially recognised at transaction. Financial liabilities classified as payable within one year are not amortised.

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

WORCESTER SAMARITANS

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

3 Income from donations and legacies

	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £
Donations and gifts	11,000	-	11,000	8,321	1,000	9,321
Other	11,637	-	11,637	15,068	-	15,068
	<u>22,637</u>	<u>-</u>	<u>22,637</u>	<u>23,389</u>	<u>1,000</u>	<u>24,389</u>
Donations and gifts						
GWR Grant	-	-	-	2,150	-	2,150
Malvern College	-	-	-	1,175	-	1,175
Deritend International Ltd	-	-	-	1,148	-	1,148
Doncasters Ltd	-	-	-	1,148	-	1,148
Hanbury Church	-	-	-	100	-	100
Monsol	-	-	-	-	1,000	1,000
St John Baptist Church	-	-	-	100	-	100
Turner Trust	3,000	-	3,000	2,000	-	2,000
Lloyds Foundation	-	-	-	500	-	500
Cadbury Trust	3,000	-	3,000	-	-	-
Hawthorne Charitable Trust	4,000	-	4,000	-	-	-
The Patrick Trust	1,000	-	1,000	-	-	-
	<u>11,000</u>	<u>-</u>	<u>11,000</u>	<u>8,321</u>	<u>1,000</u>	<u>9,321</u>

4 Income from charitable activities

	Restricted funds 2024 £	Restricted funds 2023 £
Prison services - restricted income	<u>3,096</u>	<u>5,453</u>

WORCESTER SAMARITANS

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

5 Other trading activities

	2024	2023
	£	£
Fundraising events	5,800	1,244

6 Investments

	2024	2023
	£	£
Income from listed investments	1,001	1,536
Interest receivable	1,379	507
	2,380	2,043

7 Expenditure on raising funds

	Unrestricted funds 2024 £	Unrestricted funds 2023 £
Fundraising and publicity		
Advertising	-	198
Other fundraising costs	-	804
	-	1,002

WORCESTER SAMARITANS

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

8 Charitable activities

	Branch Running costs £	Prison services £	Total £	Total 2023 £
Depreciation and impairment	4,877	-	4,877	4,883
Premises repairs and renewals	2,425	-	2,425	2,031
Printing, postage and stationery	122	-	122	440
Telephone	2,024	-	2,024	1,886
Heat, light, water and insurance	4,310	-	4,310	4,695
Housekeeping	2,810	-	2,810	2,867
Volunteers expenses	1,193	3,128	4,321	4,709
Training and conferences	163	-	163	78
Parking	1,080	-	1,080	1,860
Sundry expenses	55	-	55	417
Bank charges	60	-	60	72
	<u>19,119</u>	<u>3,128</u>	<u>22,247</u>	<u>24,938</u>
Share of governance costs (see note 10)	10,210	-	10,210	10,994
	<u>29,329</u>	<u>3,128</u>	<u>32,457</u>	<u>35,932</u>
Analysis by fund				
Unrestricted funds	29,329	-	29,329	31,424
Restricted funds	-	3,128	3,128	4,508
	<u>29,329</u>	<u>3,128</u>	<u>32,457</u>	<u>35,932</u>
For the year ended 31 March 2023				
Unrestricted funds	31,424	-	31,424	31,424
Restricted funds	1,000	3,508	4,508	4,508
	<u>32,424</u>	<u>3,508</u>	<u>35,932</u>	<u>35,932</u>

9 Trustees

It is the policy of the Charity to reimburse in full, all expenses properly incurred by its volunteers in connection with its charitable activities. The Charity's Trustees, those who serve on the Management Committee, are reimbursed expenses in accordance with that policy in common with all other volunteers, the total amount included in volunteers' and director's expenses which relates to 1 (2023 - 1) trustees being reimbursed is £409 (2023- £540) for mileage, postage, stationery, telephone, property repairs and sundry expenses. Where personal circumstances permit expenses are gift aided back to the charity and included in donations.

The Samaritans has centrally effected professional indemnity insurance to protect employees, Trustees, Directors and other volunteer members of all Samaritan branches.

WORCESTER SAMARITANS

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

10 Support costs

	Support costs	Governance costs	2024	2023	Basis of allocation
	£	£	£	£	
Independent examination	-	1,560	1,560	1,320	Governance
Contribution to Samaritans G.O.	-	8,650	8,650	9,674	Governance
	<u>-</u>	<u>10,210</u>	<u>10,210</u>	<u>10,994</u>	
Analysed between Charitable activities	-	10,210	10,210	10,994	
	<u>-</u>	<u>10,210</u>	<u>10,210</u>	<u>10,994</u>	

Governance costs includes payments to the accountants of £1,440 (2023 - £1,320) for the conduct of the independent examination.

11 Employees

There were no employees during the year.

12 Net (losses)/gains on investments

	2024	2023
	£	£
Revaluation of investments	<u>2,607</u>	<u>(3,708)</u>

WORCESTER SAMARITANS

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

13 Tangible fixed assets

	Freehold land and buildings £	Fixtures and fittings £	Total £
Cost			
At 1 April 2023	129,037	57,408	186,445
At 31 March 2024	129,037	57,408	186,445
Depreciation and impairment			
At 1 April 2023	16,867	49,399	66,266
Depreciation charged in the year	1,875	3,002	4,877
At 31 March 2024	18,742	52,401	71,143
Carrying amount			
At 31 March 2024	110,295	5,007	115,302
At 31 March 2023	112,170	8,009	120,179

14 Fixed asset investments

	Listed investments £
Cost or valuation	
At 1 April 2023	58,924
Valuation changes	2,607
At 31 March 2024	61,531
Carrying amount	
At 31 March 2024	61,531
At 31 March 2023	58,924

15 Debtors

	2024 £	2023 £
Amounts falling due within one year:		
Prepayments and accrued income	2,590	6,103

WORCESTER SAMARITANS

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

16 Creditors: amounts falling due within one year

	2024	2023
	£	£
Accruals and deferred income	<u>2,624</u>	<u>2,502</u>

17 Restricted funds

The restricted funds of the charity comprise the unexpended balances of donations and grants held on trust subject to specific conditions by donors as to how they may be used.

	At 1 April 2023	Incoming resources	Resources expended	At 31 March 2024
	£	£	£	£
Prison Grant	<u>6,349</u>	<u>3,096</u>	<u>(3,128)</u>	<u>6,317</u>
Previous year:	At 1 April 2022	Incoming resources	Resources expended	At 31 March 2023
	£	£	£	£
Prison Grant	4,404	5,453	(3,508)	6,349
Molson	-	1,000	(1,000)	-
	<u>4,404</u>	<u>6,453</u>	<u>(4,508)</u>	<u>6,349</u>

The prison grant represents funds received from Samaritans General Office to cover costs incurred in running the 'Listener scheme' in local prisons.

Molson funds were received to purchase chairs.

WORCESTER SAMARITANS

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

18 Designated funds

The unrestricted funds of the charity comprise the unexpended balances of donations and grants which are not subject to specific conditions by donors and grantors as to how they may be used. These include designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes.

	Movement in funds			Balance at 1 April 2023 £	Resources expended £	Balance at 31 March 2024 £
	Balance at 1 April 2022 £	Incoming resources £	Resources expended £			
Land and Buildings	114,045	-	(1,875)	112,170	(1,875)	110,295
Property Improvement and Training	18,545	1,000	(3,008)	16,537	(3,002)	13,535
	<u>132,590</u>	<u>1,000</u>	<u>(4,883)</u>	<u>128,707</u>	<u>(4,877)</u>	<u>123,830</u>

The Charity assigns the freehold land and buildings held to a designated fund. This is done to ensure that the Charity will have a suitable level of reserves to meet future depreciation costs relating to these tangible fixed assets and to recognise the fact that future depreciation charges will not directly affect the net operating capital of the Charity. Additional sums are also set aside for future improvements and for the furtherance of training programmes.

WORCESTER SAMARITANS

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

20 Related party transactions

There were no disclosable related party transactions during the year (2023 - none) other than those as shown in note 9.

WORCESTER SAMARITANS

England & Wales - Charity number 1173726

Accounts

Charity Registration No. 1173726
Charitable Incorporated Organisation CE011251

WORCESTER SAMARITANS
ANNUAL REPORT AND UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

WORCESTER SAMARITANS

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Pauline Saunders Pinky Jain Meg Richards Evelyn Brock A Gibbs M Hopkins	(Appointed 20 September 2022) (Appointed 20 September 2022) (Appointed 20 September 2022) (Appointed 20 September 2022) (Appointed 20 September 2022) (Appointed 20 September 2022)
Charity number	1173726	
Charitable Incorporated Organisation Number	CEO11251	
Principal office	10 Sansome Place Worcester Worcestershire WR1 1UA	
Independent examiner	Kendall Wadley LLP Merevale House 27 Sansome Walk Worcester WR1 1NU	
Bankers	CAF Bank Ltd 25 Kings Hill Avenue West Malling Kent ME19 4JQ	

WORCESTER SAMARITANS

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Statement of financial activities	11
Balance sheet	12
Notes to the financial statements	13 - 22

WORCESTER SAMARITANS

TRUSTEES' REPORT

FOR THE YEAR ENDED 31 MARCH 2023

The trustees present their report and financial statements for the year ended 31 March 2023.

This Charitable Incorporated Organisation was formed in accordance with Central Office requirements to conduct the activities previously undertaken by The Samaritans (Worcester Branch), charity number 244826, and on 1 October 2017 all assets, liabilities and activities were transferred to this entity.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's governing document, the Charities Act 2011 and "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)".

Objectives and activities

History

Samaritans was founded in November 1953 to offer sympathetic, caring and confidential support at any time to anyone feeling suicidal or in despair. It was the first 24 hour helpline to be set up in the United Kingdom. There are 201 branches across the United Kingdom, the Channel Islands, the Isle of Man and the Republic of Ireland. These branches are maintained and run by over 20,000 volunteers. Worcester branch opened on 3 October 1963 in the Tything. The branch moved to 9 Sansome Place in 1976 and moved again to 10 Sansome Place in 2013 when the branch celebrated its 50th anniversary on 5 October 2013.

Until 2016 most branches were financially independent and raised funds for their running costs and managed reserves. From 2016 branches had the option to remain independent or affiliate with a central charity. Worcester Samaritans volunteers voted to remain independent, which led to the incorporation of the new charity on the 7 July 2017, registered number 1173726.

Samaritans, vision, mission and values

Samaritans' vision is that fewer people die by suicide. We work to achieve this vision by making it our mission to alleviate emotional distress and reduce the incidence of suicidal feelings and suicidal behaviour. We are committed to the following values: -

- Listening
- Confidentiality
- Being non-judgmental
- Human contact
- People making their own decisions

The objectives

1. To be available 24 hours a day
2. To provide a public benefit which gives confidential emotional support for people in despair

The activities

1. To provide confidential emotional support for people who are experiencing feelings of distress or despair, including those which may lead to suicide
2. To advance education by providing society with a better understanding of suicide, suicidal behaviour and the value of expressing feelings that may lead to suicide.

The trustees have paid due regard to guidance issued by the Charity Commission in deciding what activities they should undertake.

WORCESTER SAMARITANS

TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

Achievements and performance

As the branch along with the rest of the country begins to re-establish normal working practices, we still felt the effects of Covid with many members of the branch succumbing to the virus, the resulting impact was a significant number of shift closures on an unpredictable basis. Some members of the branch did not return to duties and have since left Samaritans.

We continued to have four recruitment processes in the year, still delivered online and we have welcomed new volunteers into the branch at the end of this process. This process takes a lot of commitment from all involved in the different aspects of training and supporting our new colleagues through all of the stages to working individually answering telephone calls in the branch.

Our team of volunteers who support the Listening scheme at HMP Hewell have re-established regular visits, supporting Listeners and delivering training to ensure the ongoing success of the scheme. They are warmly welcomed by the Leadership team at HMP Hewell.

Sadly the financial situation which has developed in the UK over the past year has increased the number of often upsetting calls received from callers with no one to turn to, often frightened. Our volunteers work hard to provide an empathetic place for callers to share their thoughts and feelings.

Due to the national financial situation the branch has not received as many grants, however the BLT work together with the treasurer to monitor expenditure and ensure that funds are used appropriately. Branch investments continue to provide a sound financial base.

Financial review

During the year the charity received unrestricted income of £26,676 (2022 - £18,080).

Expenditure from unrestricted (including designated) funds amounted to £32,426 (2022 - £32,082). After a revaluation loss of £3,708 (2022 - £4,799), this left net outgoing resources of £9,458 (2022 - £18,801).

This gives unrestricted funds of £214,664 of which £128,707 is designated by the trustees in connection with the freehold property and improvements thereto. This leaves £85,957 (2022 - £91,532) available as free reserves to fund charitable activities.

In addition restricted funds of £6,349 (2022 - £4,404) are held in connection with prison work.

Total income included individual donations of £6,709, Corporate donations and Trust Grants of £12,656, Gift Aid of £2,007 (for the past 3 years), Investment Income of £2,043 and £9,714 from various other sources.

Expenditure included the capital cost of a new boiler and new telephone equipment.

The charity is dependent upon donations from the public and Grant Making Trusts to generate the income required to keep the branch open every day of the year for those who need it.

The Trustees have considered the most appropriate policy for investing funds and has found that the COIF Charities Fixed Interest Fund meets their requirements regarding income and capital maintenance. They consider the return on investments to be satisfactory.

The Trustees have reviewed the reserves policy of the Charity and have determined that the Charity maintain unrestricted funds not committed or invested in tangible fixed assets, the free reserves of the charity, at a level of £60,000, this to provide sufficient funds to cover the Charity's running costs for approximately one and half years.

The charity is dependent upon donations from the public and Grant Making Trusts to generate the income required to keep the branch open every day of the year for those who need it.

WORCESTER SAMARITANS

TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

The Trustees have considered the most appropriate policy for investing funds and has found that the COIF Charities Fixed Interest Fund meets their requirements regarding income and capital maintenance. They consider the return on investments to be satisfactory.

Future plans

Our strategy for the next five years will see us continuing to improve the quality and consistency of the service we offer, achieving greater access to our services, having stronger connections with our partners and developing ways to provide evidence of the difference we make. The charity is now well-placed to deliver its objectives for the foreseeable future.

Structure, governance and management

Worcester Samaritans is a Charitable Incorporated Organisation. Worcester Samaritans is an affiliated branch registered as an individual charity, number 1173726. Its governing documents include the branch constitution, branch agreement and operating agreement.

The Branch Leadership Team is comprised of the Branch Trustees (including the Branch Director) and the Deputy Directors. Trustees are elected by members of the Worcester branch at the AGM and hold office for a maximum period of six years. Prior to selection, prospective trustees are seen by the Branch Director who explains an outline of their duties. Once they have been appointed they complete mandatory online training offered by the Central Charity. Currently there are deputies covering selection and recruitment, training, outreach, caller support, volunteers support and the prison listening scheme.

The trustees who served during the year and up to the date of signature of the financial statements were:

Andrew Gibbs	(Appointed 1 September 2022)
Peter Harrington	(Resigned 20 September 2022)
Pinky Jain	(Reappointed 20 September 2022)
Evelyn Brock	(Reappointed 20 September 2022)
Jacci Hunt	(Resigned 20 September 2022)
Roy Blendell	(Resigned 8 March 2023)
Meg Richards	(Reappointed 20 September 2022)
John Simnett	(Resigned 31 March 2023)

Recruitment and appointment of new trustees

The minimum number of trustees shall be three and the maximum number of trustees shall be thirteen. The trustees of the charity shall comprise: - Branch Director - A trustee selected by the Members following a process approved by Samaritans Central Charity, with the role of secretary and treasurer being elected and up to eight additional trustees elected by the Members; and - up to two co-opted trustees appointed by the trustees, so long as the total number of trustees does not exceed thirteen.

As a means of induction new trustees are provided with an information pack and are required to complete on-line training to cover their role as trustee. Information provided includes the Charities Commission publication CC3(a) describing the responsibilities of charity trustees, and details of the constitution and governance required, which is specific to their branch. The on-line training package is readily available and has been designed specifically by the Samaritans Central Office with all needs of trustees in mind.

Organisation of the Worcester Branch

Worcester Branch operates from a building that it owns at, 10 Sansome Place, Worcester. Calls are taken on the telephone. Days are divided into shifts, each shift having a shift leader. Phone calls are made to the National number, 116 123 for free. Calls are automatically directed to a branch which has a phone line available at that time.

Teams of prisoner listeners have been trained at HMP Hewell, which are managed by Volunteers from the branch. Worcester Samaritans is a financially self-supporting Charity.

WORCESTER SAMARITANS

TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

Remuneration policy

All the activities are performed by volunteers only, there are no employees. As a consequence no remuneration is being paid and there is no policy on this matter.

Risk management

In accordance with the Statement of Recommended Practice 2000, the trustees recognise the risks to which a charity may be exposed. The trustees have carried out a review of such risks in order to identify risks that may be applicable to Worcester Samaritans, and to initiate systems in order to mitigate those risks.

The trustees' report was approved by the Board of Trustees.

Meg Richards

Trustee

Dated: 5 October 2023

WORCESTER SAMARITANS

TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

Director's Report

It was with sadness that Roy 1047 stepped down as our Director during the year, the hard work and effort that he put in during his tenure was appreciated by all and we thank him for all of his efforts.

Pauline 805 and I have been acting as joint interim directors whilst the process to find our next director is undertaken and we would like to thank members of the branch for their support during this period.

The last year has seen the branch and indeed the country try to re-establish some sort of normality after the pandemic. We have continued to recruit volunteers and it is a joy when we see them through the training and then in the duty room answering calls supported by their mentors and colleagues.

Fundraising is proving to be more difficult reflecting the financial situation in the country, however, our treasurer has been pleased to report that we are in a stable position. There is a push to apply for grants to ensure that this continues. We are always mindful that our building needs regular and ongoing maintenance to keep it a fit and safe place for our volunteers.

Call numbers have as you would expect risen as people deal with the post pandemic issues in their lives and now the financial climate which is having bad effects on so many of the population.

When they have no one else to share their worries with there is always someone to answer the Samaritans phone.

Thank you to the members of the BLT who work so hard to keep everything ticking along in so many areas, to the Trustees who have the legal responsibility for the branch, but most of all to the loyal branch members who book duties and spend hours in the branch answering the many calls which we receive.

Meg 917 and Pauline 805
Joint Interim Directors

WORCESTER SAMARITANS

TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

Treasurer

Treasurer Report 2022-23

In July 2022 Peter 013 handed over responsibility to the new Treasurer, Andrew 018.

During the first part of the financial year, Peter had initiated recovery of Gift Aid in respect of the previous three years, resulting in a payment of £2,007 to the Branch.

Contributions from corporate sponsors and grants from trusts generated around £9,408 of income during the year., of which £1,000 was designated to replace the training room chairs.

An important source of contributions was from shopping and donation sites used by supporters, such Amazon Smile, PayPal, Just Giving, Easy Fundraising and Enthuse and these collectively provided £6,939 of income to the Branch. It is hoped that this form of fundraising will continue to increase as supporters become more aware of it.

Expenses involved in supporting the Prison Listening Scheme were recouped from Samaritans Central and these amounted to £3,247. A new flat payment scheme was announced for the coming year, however, individual branches have the capacity to claim amounts over an above the flat payment, subject to detailed accounting and approval from Samaritans Central. It is hoped that these activities will continue to effectively operate at nil cost to the Branch.

Contributions from individuals amounted to £6,750 and remain an important proportion of the total annual income to the Branch. Gift Aid will be claimed from HMRC where appropriate.

Expenditure exceeded income by around £8,867 during the year, however, half of this was in respect of replacing the boiler in the Branch and provision of new telephone headsets for volunteers. No further major expenditure is anticipated in the foreseeable future.

The investment held by the charity with CCLA was valued at £59,049 and the deposit account held £27,603 as at 31st March 2023, and these provided total income of £1,625 during the year. These are still considered to be suitable to provide income and maintain the value of capital with a reasonable return.

Andrew 018

Branch Treasurer

WORCESTER SAMARITANS

TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

Prison Team Report

Another busy, challenging at times, but thoroughly worthwhile year supporting Listeners and therefore callers at Hewell – as well as Hewell staff.

A huge thanks to all on the prison team for your time and energy, and your passion and commitment to the Listeners and therefore the callers.

We know the Listeners save lives.... And we also know the Listeners appreciate our commitment to them – because they tell us. Our weekly appearance, rain or shine, also means we continue to enhance our working relationships with staff at all levels - and I believe across the board us Samaritans are known and trusted.

A multitude of happenings and events through the year. The list below is not exhaustive...., but most notably the prison team:

Increased in numbers – you know who you are. Thank you, and welcome!

Carried out 4 lots of training – Lots of new Listeners to replace those we constantly lose to transfer/release/ etc who receive the 'best training in the world from the best trainers in the world'. Thank you trainers and team members who support!

Donations of literally thousands of books and DVD's - and a goodly number of jigsaws - from branch members to the prison library. All really useful articles to provide distraction activities for the men.

Thank you everyone!

Supported Family Days and Mental Health Week (and those Diane cakes are a wonder) Supported a Listener Awareness event Donation of a foosball table to the library – which feedback shows helps reduce stress – and even got a non-communicating prisoner with autism engaging with his Offender Manager Officer for the first time...a huge step forward for this individual Was involved with and supported the Samaritans/ HMPPS post-vention initiative, via additional training and briefing of both Listeners and senior staff at the prison.

This initiative formalises the existing processes around Death in Custody by clarifying who does what and when they do it, and enhances the role of the Listeners by making them an integral part.

Maybe most importantly, following his release, we gained the services of an ex Listener, who attended the AGM to talk about his experiences – and took that forward to give zoom and other face to face lived-experience talks to a number of Samaritans branches. The benefit to that individual in terms of his sense of self-worth, self-confidence and self-esteem is priceless – and all his audiences learned a lot too. Also priceless.

Two quotes from this year:

1 A Hewell caller who had major suicidal thoughts and feelings said, 'The Listeners have been so important to me. I think prison would be a really bad place without them.'

2 Following his first 'serious' call a trainee Listener said with a sense of awe, amazement, and what also sounded like surprise, 'This listening stuff really works!' A light-bulb moment for this individual and a feeling I think we can all understand when it happens to us.... Listeners and Samaritans – we make a difference, and that is a wonderful thing to do. Well done.

If you think prison volunteering might be for you please get in touch. We can always arrange a no obligation 'taster' session. Come and find out what happens at a Listener support meeting. It might give you a new perspective when you next pick up a call at the Branch from a prisoner.

Marjorie 861

BPSO HMP HEWELL

WORCESTER SAMARITANS

TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

Training Report

Since June last year Pinky 892 and her team of skills-practice helpers have completed four Samaritans Core Training courses, (Summer and Autumn 2022, and Spring and Summer this year), consisting of trainer-led sessions via Zoom, and complemented by the required digital eLearning modules. Of the twenty trainees who completed Core up to and including our Spring cohort this year, we have eighteen remaining with us. And starting with their Mentors this week (June), after completing their Core training, we have six further New Samaritans(NS's) joining the Branch for duties.

After Core Training, our Mentors become crucial to the next stage of an NS's training journey – and new additions to this Mentor team are always very welcome! We have been lucky to have had twenty or so Mentors giving their time to this vital role over the past year. After their mentored shifts, 'Embedding Development'(ED) completes our New Samaritans' training journey towards becoming a full Samaritan and consists of a mixture of face to face and digital modules. Huge thanks go to Debbie 1040, for delivering face to face in Branch the required topics for our NS's over the past year. These ED sessions give our NS's the valuable opportunity to meet together to bring forward for discussion, issues and experiences arising from their shifts, and queries arising from their required eLearning.

'Continuous Development'(CD) necessary for all of us as full Samaritans, is available via our very large selection of Samaritans Home Intranet digital modules, which cover new and 'refresher' topics such as 'Refreshing Core Skills', 'Understanding Self Harm', 'Making Prison Calls Better', 'Mental Health – Supporting our Callers', 'Armed Forces Awareness' etc. Our mandatory modules during this past year have been a 'Safeguarding' eLearning update; and an 'Understanding our Key Polices' face to face training session, (with thanks again to Debbie 1040, for delivering this). Our mandatory CD eLearning module, announced so far this year, is one covering Data Protection.

Other training opportunities have been taken up by Branch members, provided remotely by the Regional Training Team. These include Leader Training, Emotional Support in other Settings (ESOS), Mentoring, and Training for Trainers. (Our Leaders Deputy, Sandra 925, has also delivered 'in-house' Leader Training.) The provision of this training has enabled volunteers to take on additional key roles in the Branch, for which the Branch is extremely grateful.

Pauline 805
Deputy for Training

WORCESTER SAMARITANS

TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

Recruitment and Selection

In the last year recruitment and selection returned to in-person interviews in the Branch. This was much welcomed by everyone, especially the Prospective Volunteers. We also continue to offer an Information Evening a few weeks prior to interview, sometimes in the Quaker Meeting Hall, but latterly in branch.

The IE offers an opportunity for PVs to learn more about what we do, the expectations and have their questions answered. Also to hear about other opportunities, such as our work in prisons, outreach etc. My thanks to those on the recruitment team (some 8 of us) and the Sams who regularly attend IE to talk about other activities. PVs have always found the IE very helpful and very occasionally, when they learn more, decide not to continue.

Many other branches continue to hold interviews on line. Whilst our in-person approach is welcomed by everyone involved, it is time consuming. Recruitment takes place 3 times per year –so we need stay in touch and retain interest of PVs before interview, but also be a time to test out interest – a balance to be drawn there. We regularly have some 6/7 successful volunteers after interview.

**Maggie
922**

WORCESTER SAMARITANS

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF WORCESTER SAMARITANS

I report to the trustees on my examination of the financial statements of Worcester Samaritans (the charity) for the year ended 31 March 2023.

Responsibilities and basis of report

As the trustees of the charity you are responsible for the preparation of the financial statements in accordance with the requirements of the Charities Act 2011 (the 2011 Act).

I report in respect of my examination of the charity's financial statements carried out under section 145 of the 2011 Act. In carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

Your attention is drawn to the fact that the charity has prepared financial statements in accordance with Accounting and Reporting by 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 now been withdrawn.

I understand that this has been done in order for financial statements to provide a true and fair view in accordance with 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 financial statements do not accord with those records; or
- 3 the financial statements 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 financial statements to be reached.

Sarah J. Morley BA(Hons) ACA
Kendall Wadley LLP

Merevale House
27 Sansome Walk
Worcester
WR1 1NU

Dated: 5 October 2023

WORCESTER SAMARITANS

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2023

	Notes	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £	Unrestricted funds 2022 £	Restricted funds 2022 £	Total 2022 £
Income from:							
Donations and legacies	3	23,389	1,000	24,389	15,554	-	15,554
Charitable activities	4	-	5,453	5,453	-	5,604	5,604
Other trading activities	5	1,244	-	1,244	818	-	818
Investments	6	2,043	-	2,043	1,708	-	1,708
Total income		<u>26,676</u>	<u>6,453</u>	<u>33,129</u>	<u>18,080</u>	<u>5,604</u>	<u>23,684</u>
Expenditure on:							
Raising funds	7	1,002	-	1,002	1,056	-	1,056
Charitable activities	8	31,424	4,508	35,932	31,026	4,207	35,233
Total resources expended		<u>32,426</u>	<u>4,508</u>	<u>36,934</u>	<u>32,082</u>	<u>4,207</u>	<u>36,289</u>
Net (losses)/gains on investments	12	(3,708)	-	(3,708)	(4,799)	-	(4,799)
Net movement in funds		<u>(9,458)</u>	<u>1,945</u>	<u>(7,513)</u>	<u>(18,801)</u>	<u>1,397</u>	<u>(17,404)</u>
Fund balances at 1 April 2022		<u>224,122</u>	<u>4,404</u>	<u>228,526</u>	<u>242,923</u>	<u>3,007</u>	<u>245,930</u>
Fund balances at 31 March 2023		<u><u>214,664</u></u>	<u><u>6,349</u></u>	<u><u>221,013</u></u>	<u><u>224,122</u></u>	<u><u>4,404</u></u>	<u><u>228,526</u></u>

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

WORCESTER SAMARITANS

BALANCE SHEET

AS AT 31 MARCH 2023

	Notes	2023 £	£	2022 £	£
Fixed assets					
Tangible assets	13		120,179		118,856
Investments	14		58,924		62,631
			<u>179,103</u>		<u>181,487</u>
Current assets					
Debtors	15	6,103		2,546	
Cash at bank and in hand		38,309		46,696	
		<u>44,412</u>		<u>49,242</u>	
Creditors: amounts falling due within one year	16	(2,502)		(2,203)	
Net current assets			<u>41,910</u>		<u>47,039</u>
Total assets less current liabilities			<u>221,013</u>		<u>228,526</u>
Income funds					
Restricted funds	17		6,349		4,404
<u>Unrestricted funds</u>					
Designated funds	18	128,707		132,590	
General unrestricted funds		<u>85,957</u>		<u>91,532</u>	
			<u>214,664</u>		<u>224,122</u>
			<u>221,013</u>		<u>228,526</u>

The financial statements were approved by the Trustees on 5 October 2023 and signed on their behalf:

Meg Richards
Chair of Trustees

WORCESTER SAMARITANS

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023

1 Accounting policies

Charity information

Worcester Samaritans is a Charitable Incorporated Organisation. The principal address is 10 Sansome Place, Worcester, WR1 1UA.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's [governing document], the Charities Act 2011 and "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 charity is a Public Benefit Entity as defined by FRS 102.

The charity has taken advantage of the provisions in the SORP for charities applying FRS 102 Update Bulletin 1 not to prepare a Statement of Cash Flows.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention, modified to include the revaluation certain financial instruments at fair value. The principal accounting policies adopted are set out below.

1.2 Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives.

Restricted funds are subject to specific conditions by donors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

1.4 Income

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

1.5 Expenditure

Liabilities are accounted for at the point at which a contractual obligation has been fulfilled and a liability vests on the charity.

WORCESTER SAMARITANS

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

1 Accounting policies (Continued)

1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Freehold land and buildings	2% on cost for buildings, land is not depreciated
Fixtures and fittings	20% on cost

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in the statement of financial activities.

1.7 Fixed asset investments

Fixed asset investments are initially measured at transaction price excluding transaction costs, and are subsequently measured at fair value at each reporting date. Changes in fair value are recognised in net income/(expenditure) for the year. Transaction costs are expensed as incurred.

1.8 Impairment of fixed assets

At each reporting end date, the charity reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

1.9 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, and other short-term liquid investments with original maturities of three months or less.

1.10 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest. Financial assets classified as receivable within one year are not amortised.

Basic financial liabilities

Basic financial liabilities, including creditors are initially recognised at transaction. Financial liabilities classified as payable within one year are not amortised.

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

WORCESTER SAMARITANS

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

3 Donations and legacies

	Unrestricted funds	Restricted funds	Total 2023	Total 2022
	£	£	£	£
Donations and gifts	8,321	1,000	9,321	9,250
Other	15,068	-	15,068	6,304
	<u>15,554</u>	<u>-</u>	<u>15,554</u>	<u>15,554</u>
For the year ended 31 March 2022	<u>15,554</u>	<u>-</u>	<u>15,554</u>	<u>15,554</u>

Donations, gifts and specific grants

Unrestricted

GWR Grant	2,150	-	2,150	-
Malvern College	1,175	-	1,175	-
Deritend International Ltd	1,148	-	1,148	-
Doncasters Ltd	1,148	-	1,148	-
Hanbury Church	100	-	100	-
The Hawthorne Charitable Trust	-	-	-	3,750
Waitrose Community Matters	-	-	-	300
S Pennifold	-	-	-	900
Parishes of Colwall	-	-	-	100
Monsoil	-	1,000	-	-
St John Baptist Church	100	-	100	200
Dumbreck Society	-	-	-	1,000
The Robert & Douglas Turner Charitable Trust	-	-	-	3,000
The Samaritans	-	-	-	-
Mr & Mrs P J Hughes	-	-	-	-
Turner Trust	2,000	-	2,000	-
Lloyds Foundation	500	-	500	-
	<u>8,321</u>	<u>1,000</u>	<u>9,321</u>	<u>9,250</u>

WORCESTER SAMARITANS

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

4 Charitable activities

	Prison services	Prison services
	2023	2022
	£	£
Prison services - restricted income	5,453	5,604
	<u>5,453</u>	<u>5,604</u>

5 Other trading activities

	2023	2022
	£	£
Fundraising events	1,244	818
	<u>1,244</u>	<u>818</u>

6 Investments

	2023	2022
	£	£
Income from listed investments	1,536	1,696
Interest receivable	507	12
	<u>2,043</u>	<u>1,708</u>

7 Raising funds

	Unrestricted funds	Unrestricted funds
	2023	2022
	£	£
<u>Fundraising and publicity</u>		
Advertising	198	831
Other fundraising costs	804	225
	<u>1,002</u>	<u>1,056</u>
Fundraising and publicity	1,002	1,056
	<u>1,002</u>	<u>1,056</u>

WORCESTER SAMARITANS

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

8 Charitable activities

	Branch Running costs £	Prison services £	Total £	Total 2022 £
Depreciation and impairment	4,883	-	4,883	3,987
Premises repairs and renewals	2,031	-	2,031	4,660
Printing, postage and stationery	440	-	440	397
Telephone	1,886	-	1,886	1,675
Heat, light, water and insurance	4,695	-	4,695	2,835
Housekeeping	2,867	-	2,867	2,599
Volunteers expenses	1,201	3,508	4,709	5,031
Training and conferences	78	-	78	94
Parking	1,860	-	1,860	1,080
Sundry expenses	417	-	417	186
Bank charges	72	-	72	97
	<u>21,430</u>	<u>3,508</u>	<u>24,938</u>	<u>22,641</u>
Share of governance costs (see note 10)	10,994	-	10,994	12,592
	<u>32,424</u>	<u>3,508</u>	<u>35,932</u>	<u>35,233</u>
Analysis by fund				
Unrestricted funds	31,424	-	31,424	31,026
Restricted funds	1,000	3,508	4,508	4,207
	<u>32,424</u>	<u>3,508</u>	<u>35,932</u>	<u>35,233</u>
For the year ended 31 March 2022				
Unrestricted funds	31,026	-	-	31,026
Restricted funds	-	4,207	-	4,207
	<u>31,026</u>	<u>4,207</u>	<u>-</u>	<u>35,233</u>

9 Trustees

It is the policy of the Charity to reimburse in full, all expenses properly incurred by its volunteers in connection with its charitable activities. The Charity's Trustees, those who serve on the Management Committee, are reimbursed expenses in accordance with that policy in common with all other volunteers, the total amount included in volunteers' and director's expenses which relates to 1 (2022 - 2) trustees being reimbursed is £540 (2022- £610) for mileage, postage, stationery, telephone, property repairs and sundry expenses. Where personal circumstances permit expenses are gift aided back to the charity and included in donations.

The Samaritans has centrally effected professional indemnity insurance to protect employees, Trustees, Directors and other volunteer members of all Samaritan branches.

WORCESTER SAMARITANS

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

10	Support costs	Support costs £	Governance costs £	2023 £	2022 £	Basis of allocation
	Independent examination	-	1,320	1,320	1,440	Governance
	Contribution to Samaritans G.O.	-	9,674	9,674	11,152	Governance
		<u>-</u>	<u>9,674</u>	<u>9,674</u>	<u>11,152</u>	
		<u>-</u>	<u>10,994</u>	<u>10,994</u>	<u>12,592</u>	
	Analysed between Charitable activities	-	10,994	10,994	12,592	
		<u>-</u>	<u>10,994</u>	<u>10,994</u>	<u>12,592</u>	

Governance costs includes payments to the accountants of £1,320 (2022 - £1,440) for the conduct of the independent examination.

11 Employees

There were no employees during the year.

12 Net (losses)/gains on investments

	2023 £	2022 £
Revaluation of investments	<u>(3,708)</u>	<u>(4,799)</u>

WORCESTER SAMARITANS

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

13 Tangible fixed assets

	Freehold land and buildings	Fixtures and fittings	Total
	£	£	£
Cost			
At 1 April 2022	129,037	51,202	180,239
Additions	-	6,206	6,206
	<u>129,037</u>	<u>57,408</u>	<u>186,445</u>
At 31 March 2023	129,037	57,408	186,445
	<u>129,037</u>	<u>57,408</u>	<u>186,445</u>
Depreciation and impairment			
At 1 April 2022	14,992	46,391	61,383
Depreciation charged in the year	1,875	3,008	4,883
	<u>16,867</u>	<u>49,399</u>	<u>66,266</u>
At 31 March 2023	16,867	49,399	66,266
	<u>16,867</u>	<u>49,399</u>	<u>66,266</u>
Carrying amount			
At 31 March 2023	112,170	8,009	120,179
	<u>112,170</u>	<u>8,009</u>	<u>120,179</u>
At 31 March 2022	114,045	4,811	118,856
	<u>114,045</u>	<u>4,811</u>	<u>118,856</u>

14 Fixed asset investments

	Listed investments
	£
Cost or valuation	
At 1 April 2022	62,631
Valuation changes	(3,707)
	<u>58,924</u>
At 31 March 2023	58,924
	<u>58,924</u>
Carrying amount	
At 31 March 2023	58,924
	<u>58,924</u>
At 31 March 2022	62,631
	<u>62,631</u>

15 Debtors

	2023	2022
	£	£
Amounts falling due within one year:		
Prepayments and accrued income	6,103	2,546
	<u>6,103</u>	<u>2,546</u>

WORCESTER SAMARITANS

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

16 Creditors: amounts falling due within one year

	2023 £	2022 £
Accruals and deferred income	2,502	2,203

17 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

	Movement in funds			Movement in funds			
	Balance at 1 April 2021 £	Incoming resources £	Resources expended £	Balance at 1 April 2022 £	Incoming resources £	Resources expended £	Balance at 31 March 2023 £
Prison Grant	3,007	5,604	(4,207)	4,404	5,453	(3,508)	6,349
Molson	-	-	-	-	1,000	(1,000)	-
	<u>3,007</u>	<u>5,604</u>	<u>(4,207)</u>	<u>4,404</u>	<u>6,453</u>	<u>(4,508)</u>	<u>6,349</u>

The prison grant represents funds received from Samaritans General Office to cover costs incurred in running the 'Listener scheme' in local prisons.

Molson funds were received to purchase chairs.

18 Designated funds

The income funds of the charity include the following designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes:

	Movement in funds					
	Balance at 1 April 2021 £	Resources expended £	Balance at 1 April 2022 £	Incoming resources £	Resources expended £	Balance at 31 March 2023 £
Land and Buildings	115,920	(1,875)	114,045	-	(1,875)	112,170
Property Improvement and Training	20,415	(1,870)	18,545	1,000	(3,008)	16,537
	<u>136,335</u>	<u>(3,745)</u>	<u>132,590</u>	<u>1,000</u>	<u>(4,883)</u>	<u>128,707</u>

The Charity assigns the freehold land and buildings held to a designated fund. This is done to ensure that the Charity will have a suitable level of reserves to meet future depreciation costs relating to these tangible fixed assets and to recognise the fact that future depreciation charges will not directly affect the net operating capital of the Charity. Additional sums are also set aside for future improvements and for the furtherance of training programmes.

WORCESTER SAMARITANS

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

19 Analysis of net assets between funds

	Designated Restricted funds			2023 Total £	Designated Restricted funds			2022 Total £
	Unrestricted funds 2023 £	funds 2023 £	2023 £		Unrestricted funds 2022 £	funds 2022 £	2022 £	
Fund balances at 31 March 2023 are represented by:								
Tangible assets	8,009	112,170	-	120,179	4,811	114,045	-	118,856
Investments	58,924	-	-	58,924	62,631	-	-	62,631
Current assets/(liabilities)	19,024	16,537	6,349	41,910	24,090	18,545	4,404	47,039
	<u>85,957</u>	<u>128,707</u>	<u>6,349</u>	<u>221,013</u>	<u>91,532</u>	<u>132,590</u>	<u>4,404</u>	<u>228,526</u>

WORCESTER SAMARITANS

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

20 Related party transactions

There were no disclosable related party transactions during the year (2022 - none) other than those as shown in note 9.

WORCESTER SAMARITANS

England & Wales - Charity number 1173726

Accounts

Charity Registration No. 1173726
Charitable Incorporated Organisation CE011251

WORCESTER SAMARITANS
ANNUAL REPORT AND UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

WORCESTER SAMARITANS

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Pauline Saunders Peter Harrington Pinky Jain Jacci Hunt Meg Richards Roy Blendell	(Appointed 30 September 2020) (Appointed 30 September 2020) (Appointed 30 September 2020) (Appointed 30 September 2020) (Appointed 30 September 2020) (Appointed 9 February 2022)
Charity number	1173726	
Charitable Incorporated Organisation Number	CEO11251	
Principal office	10 Sansome Place Worcester Worcestershire WR1 1UA	
Independent examiner	Kendall Wadley LLP Merevale House 27 Sansome Walk Worcester WR1 1NU	
Bankers	CAF Bank Ltd 25 Kings Hill Avenue West Malling Kent ME19 4JQ	

WORCESTER SAMARITANS

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WORCESTER SAMARITANS

TRUSTEES' REPORT

FOR THE YEAR ENDED 31 MARCH 2022

The trustees present their report and financial statements for the year ended 31 March 2022.

This Charitable Incorporated Organisation was formed in accordance with Central Office requirements to conduct the activities previously undertaken by The Samaritans (Worcester Branch), charity number 244826, and on 1 October 2017 all assets, liabilities and activities were transferred to this entity.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's governing document, the Charities Act 2011 and "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)".

Objectives and activities

History

Samaritans was founded in November 1953 to offer sympathetic, caring and confidential support at any time to anyone feeling suicidal or in despair. It was the first 24 hour helpline to be set up in the United Kingdom. There are 201 branches across the United Kingdom, the Channel Islands, the Isle of Man and the Republic of Ireland. These branches are maintained and run by over 20,000 volunteers. Worcester branch opened on 3 October 1963 in the Tything. The branch moved to 9 Sansome Place in 1976 and moved again to 10 Sansome Place in 2013 when the branch celebrated its 50th anniversary on 5 October 2013.

Until 2016 most branches were financially independent and raised funds for their running costs and managed reserves. From 2016 branches had the option to remain independent or affiliate with a central charity. Worcester Samaritans volunteers voted to remain independent, which led to the incorporation of the new charity on the 7 July 2017, registered number 1173726.

Samaritans, vision, mission and values

Samaritans' vision is that fewer people die by suicide. We work to achieve this vision by making it our mission to alleviate emotional distress and reduce the incidence of suicidal feelings and suicidal behaviour. We are committed to the following values: -

- Listening
- Confidentiality
- Being non-judgmental
- Human contact
- People making their own decisions

The objectives

1. To be available 24 hours a day
2. To provide a public benefit which gives confidential emotional support for people in despair

The activities

1. To provide confidential emotional support for people who are experiencing feelings of distress or despair, including those which may lead to suicide
2. To advance education by providing society with a better understanding of suicide, suicidal behaviour and the value of expressing feelings that may lead to suicide.

The trustees have paid due regard to guidance issued by the Charity Commission in deciding what activities they should undertake.

WORCESTER SAMARITANS

TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

Achievements and performance

This has been another exceptionally challenging year for our branch in view of the pandemic. In line with Samaritans Central Office (SCO) policy, we have had to restrict services to protect our volunteers and the users of our services. This has meant that we have been unable to provide face to face support for callers and our outreach work has been severely curtailed. However, we have continued to provide support by telephone.

The pandemic has had a continuing significant impact on our volunteers, many of whom have naturally felt concerned about coming into branch despite our vigilance with cleaning and social distancing. This has meant that a number of volunteers stayed away from the branch.

Samaritans Central Office has been keen to monitor how the pandemic has impacted the nature of the calls we receive. In line with all branches across the network, we observed just how much Covid has affected our callers, for those with mental health issues, they found services closed and the usual support they relied on was unavailable or restricted. Those facing family or relationship problems found that the pandemic exacerbated the challenges they faced and those with physical health problems felt more anxious and vulnerable. At the height of the pandemic, Covid was raised in around 75% of our calls.

Our charity relies on our ability to attract new volunteers and the pandemic continued to have a significant impact on our ability to recruit and train. However during the course of this year, we continued to use online systems to recruit and train. Having found these systems so effective we moved more meetings online.

Worcester branch is responsible for the running of the prison listeners scheme at HMP Hewell. This continued to be impacted by the pandemic. However, our team with the support of the Governor of Hewell, we continued to train and support whenever circumstances allowed this.

Outreach and fundraising a mainstay of our branch continued to be impacted. As a result of a number of generous grants and donations — some of which were made available to charities in view of the pandemic, our finances have been healthy but this is also partly due to a suspension of many services which has meant our outgoings have been less over this period.

Financial review

During the year the charity received unrestricted income of £18,080 (2021 - £45,719). The income is significantly down on 2021 as 2021 included £15,000 grants re Covid 19 and various generous donations.

Expenditure from unrestricted (including designated) funds amounted to £32,082 (2021 - £34,251). After a revaluation loss of £4,799 (2021 - £930), this left net outgoing resources of £18,801 (2021 incoming - £10,538).

This gives unrestricted funds of £224,122 of which £132,590 is designated by the trustees in connection with the freehold property and improvements thereto. This leaves £91,532 (2021 - £106,588) available as free reserves to fund charitable activities.

In addition restricted funds of £4,404 (2021 - £3,007) are held in connection with prison work.

The Trustees have reviewed the reserves policy of the Charity and have determined that the Charity maintain unrestricted funds not committed or invested in tangible fixed assets, the free reserves of the charity, at a level of £60,000, this to provide sufficient funds to cover the Charity's running costs for approximately one and half years.

The charity is dependent upon donations from the public and Grant Making Trusts to generate the income required to keep the branch open every day of the year for those who need it.

The Trustees have considered the most appropriate policy for investing funds and has found that the COIF Charities Fixed Interest Fund meets their requirements regarding income and capital maintenance. They consider the return on investments to be satisfactory.

WORCESTER SAMARITANS

TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

Future plans

Our strategy for the next five years will see us continuing to improve the quality and consistency of the service we offer, achieving greater access to our services, having stronger connections with our partners and developing ways to provide evidence of the difference we make. The charity is now well-placed to deliver its objectives for the foreseeable future.

Structure, governance and management

Worcester Samaritans is a Charitable Incorporated Organisation. Worcester Samaritans is an affiliated branch registered as an individual charity, number 1173726. Its governing documents include the branch constitution, branch agreement and operating agreement.

The Branch Leadership Team is comprised of the Branch Trustees (including the Branch Director) and the Deputy Directors. Trustees are elected by members of the Worcester branch at the AGM and hold office for a maximum period of six years. Prior to selection, prospective trustees are seen by the Branch Director who explains an outline of their duties. Once they have been appointed they complete mandatory online training offered by the Central Charity. Currently there are deputies covering selection and recruitment, training, outreach, caller support, volunteers support and the prison listening scheme.

The trustees who served during the year and up to the date of signature of the financial statements were:

Pauline Saunders	(Reappointed 30 September 2020)
Peter Harrington	(Reappointed 30 September 2020)
Pinky Jain	(Reappointed 30 September 2020)
Kerry Graham	(Resigned 28 February 2022)
Jacci Hunt	(Reappointed 30 September 2020)
Roy Blendell	(Appointed 9 February 2022)
Meg Richards	(Reappointed 30 September 2020)

Recruitment and appointment of new trustees

The minimum number of trustees shall be three and the maximum number of trustees shall be thirteen. The trustees of the charity shall comprise: - Branch Director - A trustee selected by the Members following a process approved by Samaritans Central Charity, with the role of secretary and treasurer being elected and up to eight additional trustees elected by the Members; and - up to two co-opted trustees appointed by the trustees, so long as the total number of trustees does not exceed thirteen.

As a means of induction new trustees are provided with an information pack and are required to complete on-line training to cover their role as trustee. Information provided includes the Charities Commission publication CC3(a) describing the responsibilities of charity trustees, and details of the constitution and governance required, which is specific to their branch. The on-line training package is readily available and has been designed specifically by the Samaritans Central Office with all needs of trustees in mind.

Organisation of the Worcester Branch

Worcester Branch operates from a building that it owns at, 10 Sansome Place, Worcester. Calls are taken on the telephone. Days are divided into shifts, each shift having a shift leader. Phone calls are made to the National number, 116 123 for free. Calls are automatically directed to a branch which has a phone line available at that time.

Teams of prisoner listeners have been trained at HMP Hewell, which are managed by Volunteers from the branch. Worcester Samaritans is a financially self-supporting Charity.

Remuneration policy

All the activities are performed by volunteers only, there are no employees. As a consequence no remuneration is being paid and there is no policy on this matter.

WORCESTER SAMARITANS

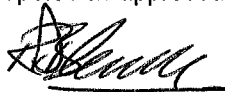
TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

Risk management

In accordance with the Statement of Recommended Practice 2000, the trustees recognise the risks to which a charity may be exposed. The trustees have carried out a review of such risks in order to identify risks that may be applicable to Worcester Samaritans, and to initiate systems in order to mitigate those risks.

The trustees' report was approved by the Board of Trustees.



R Blendell

Trustee

Dated: 22 August 2022

WORCESTER SAMARITANS

TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

Director's Report

I have always had great passion and enthusiasm for the work and services provided by the Worcester Samaritans since joining the branch in July 2021. However, it was a great surprise to me, and no doubt to many others, to find myself in the director's role in February this year after having been a listening volunteer for only seven months. Without doubt there are many other volunteers who are more experienced and knowledgeable who could fulfil the responsibilities of this role in a highly effective and proficient manner. Nonetheless, I have embraced the opportunity presented to me along with all aspects of the role, and therefore continue to work very hard to discharge my responsibilities and obligations willingly and humbly in service to the branch and our contacts.

Without doubt the world around us is changing fast, and we as a branch and as a wider organisation, must keep pace with such changes. We are not only being challenged by new legislation aimed at ensuring the safety of everyone who comes into contact with the organisation, but also the socio-political demands of a society that is becoming increasingly diverse and multi-cultural. The next three years will certainly bring about a continued realignment of our core policies and procedures to meet these challenges.

I therefore look forward with enthusiasm and determination to the challenges and rewards of the coming two years as director of Worcester Samaritans. My overarching aim is to make the Worcester Samaritans a safe, friendly and welcoming branch for people volunteer their time in service to those in need of emotional support and the warmth of human kindness. However, I can only achieve this aim with the continued cooperation and support of the branch membership whom I thank with all my heart for their contribution to help make this world a little kinder.

Roy 1047
Director, Worcester Samaritans

Treasurer

The year began with a very uncertain outlook for funding as the pandemic continued to restrict the usual fundraising activities from the many outreach events in which volunteers normally engage.

Thankfully, the contributions from regular supporters and the general public continued, although, as with many charities nationally, to a lesser degree. As a result – and without last year's Covid 19 grants – our overall income for the year dropped to £23,684 from £49,055. The charity therefore remains dependent on support from the prison services (to refund volunteers' travel expenses and catering) and fundraising and miscellaneous donations.

The trustees would like to thank everyone involved in the charity's activities during the year. The aim of the board of trustees is to ensure that the charity remains financially self-sustaining and resilient to unplanned economic shocks in order to continue to deliver and improve upon our services in ways that best meet the varying needs of society.

Looking forward, the trustees consider that in 2022/23 the charity can meet its liabilities as and when they fall due. The Branch Leadership Team also works very hard to prioritise maintaining the branch's current assets whilst responding appropriately to both volunteer's and caller's suggestions and needs.

Peter 013
Treasurer

WORCESTER SAMARITANS

TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

Prison Team Report

Covid continued to rule the world and generally made life very difficult for the Listeners, the prison team volunteers and the Hewell Staff and Governors. Covid lockdowns came and went, and then came again, and it is only really since the start of 2022 that a semblance of normality re the prison daily regime has started to return, and that the prison team has been able to regularly support Listener meetings face to face.

When we could not go in we discovered that the Email a Prisoner Scheme was a highly effective way of keeping in touch with the Listener team. This was much appreciated by the men – they told us so in their replies. For part of the year, our new Safer Custody contact, Emma, and her Safer Custody team, were proactive in supporting phone calls between the prison team and Listeners so we could maintain that vital contact.

We even managed to train some new Listeners on 2021, though covid lockdowns continually interrupted the planning and execution and meant it took us 5 months to complete one lot of training. Listener training is normally finished within a 3-week timescale. Some of our trainees ended up repeating Day 1 twice but I don't think they minded too much as they were, of course, receiving, 'The Best Training in the World from the Best Trainers in the World'!

During those lockdowns Worcester Samaritans and the prison team managed to provide much welcomed support to the Chaplaincy and the Children and Families teams in the shape of reading glasses, paper, crayons and so forth – all items that could be used to provide distraction to prisoners, many of whom who were spending up to 22.5 hours a day locked in cells.

Other things worthy of note in 2021 include:

All staff and volunteers now have to enter the prison via a walk-through metal detector. Trust me any metal sets them off and you will then be 'patted down'. Us female prison volunteers know precisely what item of clothing is likely to get the bleeper going....!

In May 2021 the prison team supported a Mental Health Awareness event run by Hewell. Our message was that Samaritans are there for everyone, and that Listeners can help staff by providing that confidential emotional support that could take the pressure off other prison services.

Photos of the mural completed by prisoners that has gone into the Visits room were supplied. Worcester Samaritans supported this and have been credited as such. Well done us!

The number of calls and the number of Misuse of Service calls from prisoners became a hugely significant organisational issue. The growth in in-cell phones, and the limited capability of Listeners to be out and about when lock-downs were enforced have been contributing factors. While more formal SCO training sessions on making calls with prisoners better became available, I still sensed some Samaritans often felt a little lost at how to handle calls with prisoners. To help, the prison team supplied a list of suggested questions and topics which were put in the duty handbooks. (They are still there as of June 2022.) We also updated the glossary of prison terms – see the duty handbooks.

It was hard work and needed a lot of effort in 2021, but was worth it as I truly believe the Listeners save lives. Some of the calls they take are harrowing, yet they continue to do the work. Like us they are volunteers, but they work in a much tougher environment than us 'ordinary' Samaritans. I also truly believe that we have a really good working relationship with many staff across the prison, and we on the prison team and the Listeners could not do what we do without them. Thank you Hewell!

Heartfelt thanks to the Listeners, my fellow prison team members for everything that you consistently and willingly do for the Listeners at Hewell, and also to my fellow Branch volunteers who enable us to do this work.

If you think prison volunteering might be for you please get in touch. We can always arrange a no-obligation 'taster' session. Come and find out what happens at a Listener support meeting. It might give you a new perspective when you next pick up a call at the Branch from a prisoner.

Marjorie 861 BPSO HMP HEWELL

WORCESTER SAMARITANS

TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

Training Report

Pinky 892 and her team of skills-practice helpers have provided two Samaritans Core Training courses, one in Autumn 2021 and one in Spring 2022 - consisting of trainer-led sessions via Zoom, and complemented by the required digital eLearning modules.

Of our Autumn 2021 cohort, twelve trainees completed the Core training and eleven went on to join their mentors and become our New Samaritan 'NS3s', and have continued their journey towards becoming full Samaritans.

Due to a recruitment hiatus, while the vacant post of Recruitment Deputy waited to be filled, we had a smaller cohort of trainees for our Spring 2022 trainees. So we had six participants this time round, all of whom completed their training and have stayed with us: our present 'NS1's'.

(While we would habitually would have had a recent Summer 2022 cohort of trainees, this was put on hold, while the vacant of post of Recruitment Deputy was filled.)

Mentors are crucial to the next stage of a New Samaritans training journey after Core – and new additions to this team are always welcome! We have been lucky to had 20 or so mentors giving their time to this vital role in the past 12 months. (A useful piece of eLearning on 'Mentoring at Samaritans' has recently been made available to us, as a piece of blended learning to complement the already existing face to face training material.)

After their mentored shifts, 'Embedding Development(ED)' is the training that completes our New Samaritans' journey towards becoming a full Samaritan, and consists of a mixture of face to face and digital modules. Huge thanks go to Dave 1046 and Debbie 1040, who between them delivered the required topics for our NS3's via Zoom; and then again to Debbie who has recently delivered the required ED to our NS1's, in face to face sessions in the Branch. These ED sessions give our NS's the valuable opportunity to meet together to bring forward for discussion, issues and experiences arising from their shifts, and queries arising from their required eLearning.

'Continuous Development' (previously termed Ongoing Training) necessary for all of us as full Samaritans, is available via our very large selection of Samaritans Home Intranet digital modules, which cover new and 'refresher' topics such as 'Refreshing Core Skills', 'Understanding Self Harm', 'Making Prison Calls Better', 'Mental Health – Supporting our Callers', 'Armed Forces Awareness' etc. Our mandatory modules during this past year have been the various 'Safeguarding Updates' and the 'Understanding our Key Policies' eLearning. This 'Understanding our Key Policies' mandatory digital module has recently been complemented by a mandatory face to face session for us all to complete this Autumn/Winter, thus providing a 'blended learning' approach to this topic.

Other training opportunities have been taken up by Branch members, provided remotely by the Regional Training Team. These include Leader Training, Emotional Support in other Settings(ESOS), and Training for Trainers. (Our Leaders Deputy, Sandra 925, has also delivered 'in-house' Leader Training.) The provision of this training has enabled volunteers to take on additional key roles in the Branch, for which the Branch is extremely grateful.

Pauline 805

WORCESTER SAMARITANS

TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

Volunteer Care Report

It was good to see returning volunteers after a challenging few years. The wellbeing of our volunteers is the priority, without them we would not be able to provide the service we do to members of the public who find themselves in distress and despair.

Our amazing Volunteer Care Team: Nigel 893, Maggie 922, Robin 722, Evelyn 292 and Anne 770 have continued to offer support by a friendly email or phone call. This year the team has been joined by Meg 917. I would like to thank them for all for the support they have given.

Jacci 955 DD for Volunteer Care

Recruitment and Selection

Recruitment and Selection has been an 'online' process throughout 2021/22, a necessity as the pandemic continued to have a huge effect on personal interactions throughout the whole population.

However, it is a pleasure to be able to say that the process has been successful, led and supported through the year by one of former Samaritans, Charlotte 980 as Deputy Director for this area. We have during the year recruited and trained three cohorts of new volunteers, the majority of whom completed their training and have now established themselves as valuable members of the branch.

As we move forward to 2022/23, we have recently appointed a new Deputy Director for Recruitment and Selection, Maggie 922, Maggie is hoping that more face to face meetings and training will be possible. The BLT are aware of how important and valued the 'in person' contact is. But that at the moment that remains rather a 'wait and see' situation.

The current R&S team now comprises 11 Sams.

Maggie 922 DD for Recruitment and Selection, Roy 1047 Director

Rota Management

This is a new area of responsibility, created with Roy's approval on his becoming Branch Director.

The remit covers ensuring that the rota is as full as Covid and volunteer availability allow, in addition to working with directorate colleagues to make returning to, or beginning, regular duties easier and well supported.

I look forward to presenting a full report for next year's AGM.

Evelyn 292 DD for Rota Management

WORCESTER SAMARITANS

TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

Information and governance

As an affiliated Branch, Worcester Samaritans is set up as an individual charity with governing documents based on Samaritans templates and with specific agreements with the central charity.

This arrangement allows the branch to:

- Preserve the diversity, local understanding and innovation of our branch, whilst building a greater level of cohesion and improving the ability to operate together as a united body
- Build on and strengthen our existing regional and national infrastructure to make sure that all parts can contribute to the delivery of an excellent service
- Implement robust agreements with our branch to guarantee the quality and consistency of our services

Assessing and improving the Branch services is essential if we are able to offer the best possible support to our callers. The branch director works with our Regional Director and Regional officers to maintain and improve quality in line with the strategy set out by Samaritans Central office (SCO). There is a rigorous quality regime set out by SCO that we engage in as a branch.

Roy 1047

WORCESTER SAMARITANS

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF WORCESTER SAMARITANS

I report to the trustees on my examination of the financial statements of Worcester Samaritans (the charity) for the year ended 31 March 2022.

Responsibilities and basis of report

As the trustees of the charity you are responsible for the preparation of the financial statements in accordance with the requirements of the Charities Act 2011 (the 2011 Act).

I report in respect of my examination of the charity's financial statements carried out under section 145 of the 2011 Act. In carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

Your attention is drawn to the fact that the charity has prepared financial statements in accordance with Accounting and Reporting by 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 now been withdrawn.

I understand that this has been done in order for financial statements to provide a true and fair view in accordance with 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 financial statements do not accord with those records; or
- 3 the financial statements 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 financial statements to be reached.



Sarah J. Morley BA(Hons) ACA
Kendall Wadley LLP

Merevale House
27 Sansome Walk
Worcester
WR1 1NU

Dated: 22 August 2022

WORCESTER SAMARITANS

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2022

	Notes	Unrestricted funds 2022 £	Restricted funds 2022 £	Total 2022 £	Unrestricted funds 2021 £	Restricted funds 2021 £	Total 2021 £
Income from:							
Donations and legacies	3	15,554	-	15,554	38,970	-	38,970
Charitable activities	4	-	5,604	5,604	-	3,336	3,336
Other trading activities	5	818	-	818	4,505	-	4,505
Investments	6	1,708	-	1,708	2,244	-	2,244
Total income		18,080	5,604	23,684	45,719	3,336	49,055
Expenditure on:							
Raising funds	7	1,056	-	1,056	1,375	-	1,375
Charitable activities	8	31,026	4,207	35,233	32,876	2,113	34,989
Total resources expended		32,082	4,207	36,289	34,251	2,113	36,364
Net (losses)/gains on investments	12	(4,799)	-	(4,799)	(930)	-	(930)
Net movement in funds		(18,801)	1,397	(17,404)	10,538	1,223	11,761
Fund balances at 1 April 2021		242,923	3,007	245,930	232,385	1,784	234,169
Fund balances at 31 March 2022		224,122	4,404	228,526	242,923	3,007	245,930

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

WORCESTER SAMARITANS

BALANCE SHEET

AS AT 31 MARCH 2022

	Notes	2022		2021	
		£	£	£	£
Fixed assets					
Tangible assets	13		118,856		119,657
Investments	15		62,631		67,430
			<u>181,487</u>		<u>187,087</u>
Current assets					
Debtors	16	2,546		3,955	
Cash at bank and in hand		46,696		57,452	
		<u>49,242</u>		<u>61,407</u>	
Creditors: amounts falling due within one year	17	(2,203)		(2,564)	
Net current assets			47,039		58,843
Total assets less current liabilities			<u>228,526</u>		<u>245,930</u>
Income funds					
Restricted funds	18		4,404		3,007
<u>Unrestricted funds</u>					
Designated funds	19	132,590		136,335	
General unrestricted funds		91,532		106,588	
		<u>224,122</u>		<u>242,923</u>	
			<u>228,526</u>		<u>245,930</u>

The financial statements were approved by the Trustees on 22 August 2022 and signed on their behalf:



R Blendell
Chair of Trustees

WORCESTER SAMARITANS

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2022

1 Accounting policies

Charity information

Worcester Samaritans is a Charitable Incorporated Organisation. The principal address is 10 Sansome Place, Worcester, WR1 1UA.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's [governing document], the Charities Act 2011 and "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 charity is a Public Benefit Entity as defined by FRS 102.

The charity has taken advantage of the provisions in the SORP for charities applying FRS 102 Update Bulletin 1 not to prepare a Statement of Cash Flows.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention, modified to include the revaluation certain financial instruments at fair value. The principal accounting policies adopted are set out below.

1.2 Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives.

Restricted funds are subject to specific conditions by donors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

1.4 Income

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

1.5 Expenditure

Liabilities are accounted for at the point at which a contractual obligation has been fulfilled and a liability vests on the charity.

WORCESTER SAMARITANS

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

1 Accounting policies (Continued)

1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Freehold land and buildings	2% on cost for buildings, land is not depreciated
Fixtures and fittings	20% on cost

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in the statement of financial activities.

1.7 Fixed asset investments

Fixed asset investments are initially measured at transaction price excluding transaction costs, and are subsequently measured at fair value at each reporting date. Changes in fair value are recognised in net income/(expenditure) for the year. Transaction costs are expensed as incurred.

1.8 Impairment of fixed assets

At each reporting end date, the charity reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

1.9 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, and other short-term liquid investments with original maturities of three months or less.

1.10 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest. Financial assets classified as receivable within one year are not amortised.

Basic financial liabilities

Basic financial liabilities, including creditors are initially recognised at transaction. Financial liabilities classified as payable within one year are not amortised.

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

WORCESTER SAMARITANS

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

3 Donations and legacies

	2022	2021
	£	£
Donations and gifts	9,250	4,272
Grants	-	20,000
Other	6,304	14,698
	<u>15,554</u>	<u>38,970</u>
Donations, gifts and specific grants		
Restricted		
Unrestricted		
The Hawthorne Charitable Trust	3,750	3,000
Waitrose Community Matters	300	333
S Penniford	900	-
Parishes of Colwall	100	300
Worcester Rotary Club	-	99
St John Baptist Church	200	-
Dumbreck Society	1,000	500
Edward Cadbury Charitable Trust	-	5,000
The Robert & Douglas Turner Charitable Trust	3,000	-
The Samaritans	-	40
Worcestershire Community Foundation - Covid-19 relief	-	5,000
National Lottery Covid-19 Relief Fund	-	10,000
	<u>9,250</u>	<u>24,272</u>

WORCESTER SAMARITANS

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

4 Charitable activities

	Prison services	Prison services
	2022	2021
	£	£
Prison services - restricted income	5,604	3,336
	<u> </u>	<u> </u>

5 Other trading activities

	2022	2021
	£	£
Fundraising events	818	4,505
	<u> </u>	<u> </u>

6 Investments

	2022	2021
	£	£
Income from listed investments	1,696	2,222
Interest receivable	12	22
	<u> </u>	<u> </u>
	<u>1,708</u>	<u>2,244</u>

7 Raising funds

	Unrestricted funds	Unrestricted funds
	2022	2021
	£	£
<u>Fundraising and publicity</u>		
Advertising	831	1,375
Other fundraising costs	225	-
	<u> </u>	<u> </u>
Fundraising and publicity	1,056	1,375
	<u> </u>	<u> </u>
	<u>1,056</u>	<u>1,375</u>

WORCESTER SAMARITANS

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

8 Charitable activities

	Branch Running costs £	Prison services £	Total £	Total 2021 £
Depreciation and impairment	3,987	-	3,987	5,700
Premises repairs and renewals	4,660	-	4,660	7,332
Printing, postage and stationery	397	-	397	892
Telephone	1,675	-	1,675	1,864
Heat, light, water and insurance	2,835	-	2,835	3,183
Housekeeping	2,599	-	2,599	3,372
Volunteers expenses	824	4,207	5,031	2,766
Training and conferences	94	-	94	-
Parking	1,080	-	1,080	1,110
Sundry expenses	186	-	186	35
Bank charges	97	-	97	69
	<u>18,434</u>	<u>4,207</u>	<u>22,641</u>	<u>26,323</u>
Share of governance costs (see note 10)	12,592	-	12,592	8,666
	<u>31,026</u>	<u>4,207</u>	<u>35,233</u>	<u>34,989</u>
Analysis by fund				
Unrestricted funds	31,026	-	31,026	32,876
Restricted funds	-	4,207	4,207	2,113
	<u>31,026</u>	<u>4,207</u>	<u>35,233</u>	<u>34,989</u>
For the year ended 31 March 2021				
Unrestricted funds	32,876	-	32,876	32,876
Restricted funds	-	2,113	2,113	2,113
	<u>32,876</u>	<u>2,113</u>	<u>34,989</u>	<u>34,989</u>

9 Trustees

It is the policy of the Charity to reimburse in full, all expenses properly incurred by its volunteers in connection with its charitable activities. The Charity's Trustees, those who serve on the Management Committee, are reimbursed expenses in accordance with that policy in common with all other volunteers, the total amount included in volunteers' and director's expenses which relates to 2 (2021 - 2) trustees being reimbursed is £610 (2021- £630) for mileage, postage, stationery, telephone, property repairs and sundry expenses. Where personal circumstances permit expenses are gift aided back to the charity and included in donations.

The Samaritans has centrally effected professional indemnity insurance to protect employees, Trustees, Directors and other volunteer members of all Samaritan branches.

WORCESTER SAMARITANS

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

10 Support costs	Support costs £	Governance costs £	2022 £	2021 £	Basis of allocation
Independent examination	-	1,440	1,440	1,260	Governance
Contribution to Samaritans G.O.	-	11,152	11,152	7,406	Governance
	<u>-</u>	<u>11,152</u>	<u>11,152</u>	<u>7,406</u>	
	<u>-</u>	<u>12,592</u>	<u>12,592</u>	<u>8,666</u>	
Analysed between Charitable activities	-	12,592	12,592	8,666	
	<u>-</u>	<u>12,592</u>	<u>12,592</u>	<u>8,666</u>	

Governance costs includes payments to the accountants of £1,440 (2021 - £1,260) for the conduct of the independent examination.

11 Employees

There were no employees during the year.

12 Net (losses)/gains on investments

	2022 £	2021 £
Revaluation of investments	<u>(4,799)</u>	<u>(930)</u>

WORCESTER SAMARITANS

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

13 Tangible fixed assets

	Freehold land and buildings £	Fixtures and fittings £	Total £
Cost			
At 1 April 2021	129,037	48,016	177,053
Additions	-	3,186	3,186
At 31 March 2022	129,037	51,202	180,239
Depreciation and impairment			
At 1 April 2021	13,117	44,279	57,396
Depreciation charged in the year	1,875	2,112	3,987
At 31 March 2022	14,992	46,391	61,383
Carrying amount			
At 31 March 2022	114,045	4,811	118,856
At 31 March 2021	115,920	3,737	119,657

14 Financial instruments

	2022 £	2021 £
Carrying amount of financial assets		
Instruments measured at fair value through profit or loss	62,631	67,430

15 Fixed asset investments

	Listed investments £
Cost or valuation	
At 1 April 2021	67,430
Valuation changes	(4,799)
At 31 March 2022	62,631
Carrying amount	
At 31 March 2022	62,631
At 31 March 2021	67,430

16 Debtors

	2022 £	2021 £
Amounts falling due within one year:		
Prepayments and accrued income	2,546	3,955

WORCESTER SAMARITANS

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

17 Creditors: amounts falling due within one year

	2022 £	2021 £
Accruals and deferred income	2,203	2,564

18 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

	Movement in funds			Movement in funds			
	Balance at 1 April 2020 £	Incoming resources £	Resources expended £	Balance at 1 April 2021 £	Incoming resources £	Resources expended £	Balance at 31 March 2022 £
Prison Grant	1,784	3,336	(2,113)	3,007	5,604	(4,207)	4,404

The prison grant represents funds received from Samaritans General Office to cover costs incurred in running the 'Listener scheme' in local prisons.

19 Designated funds

The income funds of the charity include the following designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes:

	Balance at 1 April 2020 £	Resources expended £	Balance at 1 April 2021 £	Resources expended £	Balance at 31 March 2022 £
Land and Buildings	117,795	(1,875)	115,920	(1,875)	114,045
Property Improvement and Training	21,649	(1,234)	20,415	(1,870)	18,545
	139,444	(3,109)	136,335	(3,745)	132,590

The Charity assigns the freehold land and buildings held to a designated fund. This is done to ensure that the Charity will have a suitable level of reserves to meet future depreciation costs relating to these tangible fixed assets and to recognise the fact that future depreciation charges will not directly affect the net operating capital of the Charity. Additional sums are also set aside for future improvements and for the furtherance of training programmes.

WORCESTER SAMARITANS

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

20 Analysis of net assets between funds

	Designated Restricted funds			2022 Total £	Designated Restricted funds			2021 Total £
	Unrestricted funds 2022 £	funds 2022 £	2022 £		Unrestricted funds 2021 £	funds 2021 £	2021 £	
Fund balances at 31 March 2022 are represented by:								
Tangible assets	4,811	114,045	-	118,856	1,862	117,795	-	119,657
Investments	62,631	-	-	62,631	67,430	-	-	67,430
Current assets/(liabilities)	24,090	18,545	4,404	47,039	37,295	18,541	3,007	58,843
	<u>91,532</u>	<u>132,590</u>	<u>4,404</u>	<u>228,526</u>	<u>106,587</u>	<u>136,336</u>	<u>3,007</u>	<u>245,930</u>

WORCESTER SAMARITANS

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) *FOR THE YEAR ENDED 31 MARCH 2022*

21 Related party transactions

There were no disclosable related party transactions during the year (2021 - none) other than those as shown in note 9.

WORCESTER SAMARITANS

England & Wales - Charity number 1173726

Accounts

Charity Registration No. 1173726
Charitable Incorporated Organisation CE011251

WORCESTER SAMARITANS
ANNUAL REPORT AND UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

WORCESTER SAMARITANS

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Pauline Saunders Peter Harrington Pinky Jain Kerry Graham Jacci Hunt Meg Richards	(Appointed 30 June 2020) (Appointed 30 June 2020) (Appointed 30 September 2020)
Charity number	1173726	
Charitable Incorporated Organisation Number	CEO11251	
Principal office	10 Sansome Place Worcester Worcestershire WR1 1UA	
Independent examiner	Kendall Wadley LLP Merevale House 27 Sansome Walk Worcester WR1 1NU	
Bankers	CAF Bank Ltd 25 Kings Hill Avenue West Malling Kent ME19 4JQ	

WORCESTER SAMARITANS

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WORCESTER SAMARITANS

TRUSTEES' REPORT

FOR THE YEAR ENDED 31 MARCH 2021

The trustees present their report and financial statements for the year ended 31 March 2021.

This Charitable Incorporated Organisation was formed in accordance with Central Office requirements to conduct the activities previously undertaken by The Samaritans (Worcester Branch), charity number 244826, and on 1 October 2017 all assets, liabilities and activities were transferred to this entity.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's governing document, the Charities Act 2011 and "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)".

Objectives and activities

History

Samaritans was founded in November 1953 to offer sympathetic, caring and confidential support at any time to anyone feeling suicidal or in despair. It was the first 24 hour helpline to be set up in the United Kingdom. There are 201 branches across the United Kingdom, the Channel Islands, the Isle of Man and the Republic of Ireland. These branches are maintained and run by over 20,000 volunteers. Worcester branch opened on 3 October 1963 in the Tything. The branch moved to 9 Sansome Place in 1976 and moved again to 10 Sansome Place in 2013 when the branch celebrated its 50th anniversary on 5 October 2013.

Until 2016 most branches were financially independent and raised funds for their running costs and managed reserves. From 2016 branches had the option to remain independent or affiliate with a central charity. Worcester Samaritans volunteers voted to remain independent, which led to the incorporation of the new charity on the 7 July 2017, registered number 1173726.

Samaritans, vision, mission and values

Samaritans' vision is that fewer people die by suicide. We work to achieve this vision by making it our mission to alleviate emotional distress and reduce the incidence of suicidal feelings and suicidal behaviour. We are committed to the following values: -

- Listening
- Confidentiality
- Being non-judgmental
- Human contact
- People making their own decisions

The objectives

1. To be available 24 hours a day
2. To provide a public benefit which gives confidential emotional support for people in despair

The activities

1. To provide confidential emotional support for people who are experiencing feelings of distress or despair, including those which may lead to suicide
2. To advance education by providing society with a better understanding of suicide, suicidal behaviour and the value of expressing feelings that may lead to suicide.

The trustees have paid due regard to guidance issued by the Charity Commission in deciding what activities they should undertake.

WORCESTER SAMARITANS

TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

Achievements and performance

This has been an exceptionally challenging year for our branch in view of the pandemic. In line with Samaritans Central Office (SCO) policy, we have had to restrict services to protect our volunteers and the users of our services. This has meant that we have been unable to provide face to face support for callers and our outreach work has been severely curtailed. However, we have continued to provide support by telephone and email.

The pandemic has had a significant impact on our volunteers, many of whom have naturally felt concerned about coming into branch despite our vigilance with cleaning and social distancing. This has meant that a good number of volunteers stayed away from the branch. Many of our volunteers stepped in to do extra shifts in order to maintain our services over this period and some of our volunteers supported the NHS line during this time.

Samaritans Central Office has been keen to monitor how the pandemic has impacted the nature of the calls we receive. In line with all branches across the network, we observed just how much Covid has affected our callers. For those with mental health issues, they found services closed and the usual support they relied on was unavailable. Those facing family or relationship problems found that the pandemic exacerbated the challenges they faced and those with physical health problems felt more anxious and vulnerable. At the height of the pandemic, Covid was raised in around 75% of our calls.

Our charity relies on our ability to attract new volunteers and the pandemic had a severe impact on our ability to recruit and train. However during the course of this year, we have transformed the way that we now recruit and train. We had a huge backlog of over 200 prospective volunteers waiting to be contacted by the summer of 2020 but huge efforts were made by our training and recruitment teams to move our processes online and over the course of Autumn and Winter 2020, we had tackled our backlog and were back training again. In addition, we undertook an internal drive to move our meetings online and to carry out more of our business digitally. Our IT team procured and delivered the commercial version of the G Suite which has enabled us to make use of the cloud for storing and sharing information and Samaritans Central Office made the Zoom platform available to all branches which has enabled us to meet as a whole branch online. Although there has been a mixed response to more digital working, on the whole most of our volunteers have found it a more convenient way to work and stay in touch.

Worcester branch is responsible for the running of the prison listeners scheme at HMP Hewell. This too had to be suspended for a period during the pandemic. However, in consultation with Samaritans Central Office and with the support of the Governor of Hewell, we were able to begin training and support again which has been critical in view of the very difficult circumstances prisoners found themselves in during this period – locked in cells for the majority of the day at the height of the pandemic.

Outreach and fundraising has been a mainstay of our branch but has also been impacted. As a result of a number of generous grants – some of which were made available to charities in view of the pandemic, our finances have been healthy but this is also partly due to a suspension of many services which has meant our outgoings have been less over this period.

Branch inspections and quality assurance

In line with Samaritans Central Office quality regime, Worcester Branch underwent a quality review in January 2020. This is a new process for the charity and involves branches setting out their aims and objectives as well as reviewing systems and processes. There were no significant issues for Worcester branch and overall our quality mentors recognised that we are a well run branch.

WORCESTER SAMARITANS

TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

Financial review

During the year the charity received unrestricted income of £45,719 (2020 - £4,713). The income is significantly up on 2020 as it includes £15,000 grants re Covid 19 and various generous donations and 2020 included unrecoverable gift aid of £11,673. Expenditure from unrestricted (including designated) funds amounted to £34,251 (2020 - £38,113). After a revaluation loss of £930 (2020 gain - £290), this left net incoming resources of £10,538 (2020 outgoing - £28,694). This gives unrestricted funds of £242,923 of which £136,335 is designated by the trustees in connection with the freehold property and improvements thereto. This leaves £106,588 (2020 - £92,941) available as free reserves to fund charitable activities.

In addition restricted funds of £3,007 (2020 - £1,784) are held in connection with prison work.

The Trustees have reviewed the reserves policy of the Charity and have determined that the Charity maintain unrestricted funds not committed or invested in tangible fixed assets, the free reserves of the charity, at a level of £60,000, this to provide sufficient funds to cover the Charity's running costs for approximately one and half years.

The charity is dependent upon donations from the public and Grant Making Trusts to generate the income required to keep the branch open every day of the year for those who need it.

The Trustees have considered the most appropriate policy for investing funds and has found that the COIF Charities Fixed Interest Fund meets their requirements regarding income and capital maintenance. They consider the return on investments to be satisfactory.

Future plans

Our strategy for the next five years will see us continuing to improve the quality and consistency of the service we offer, achieving greater access to our services, having stronger connections with our partners and developing ways to provide evidence of the difference we make. The charity is now well-placed to deliver its objectives for the foreseeable future.

Structure, governance and management

Worcester Samaritans is a Charitable Incorporated Organisation. Worcester Samaritans is an affiliated branch registered as an individual charity, number 1173726. Its governing documents include the branch constitution, branch agreement and operating agreement.

The Branch Leadership Team is comprised of the Branch Trustees (including the Branch Director) and the Deputy Directors. Trustees are elected by members of the Worcester branch at the AGM and hold office for a maximum period of six years. Prior to selection, prospective trustees are seen by the Branch Director who explains an outline of their duties. Once they have been appointed they complete mandatory online training offered by the Central Charity. Currently there are deputies covering selection and recruitment, training, outreach, caller support, volunteers support and the prison listening scheme.

The trustees who served during the year and up to the date of signature of the financial statements were:

Rebecca Gadd-Cooke	(Resigned 10 July 2020)
Pauline Saunders	
Kate Hudman	(Resigned 19 August 2020)
Evelyn Brock	(Resigned 30 September 2020)
Sandra Coopey	(Resigned 20 August 2020)
Peter Harrington	
Beverley Bleasdale	(Resigned 31 October 2020)
Pinky Jain	(Appointed 30 June 2020)
Kerry Graham	(Appointed 30 June 2020)
Michael Shrubbs	(Resigned 30 September 2020)
Jacci Hunt	
Meg Richards	(Appointed 30 September 2020)

WORCESTER SAMARITANS

TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

Recruitment and appointment of new trustees

The minimum number of trustees shall be three and the maximum number of trustees shall be thirteen. The trustees of the charity shall comprise: - Branch Director - A trustee selected by the Members following a process approved by Samaritans Central Charity, with the role of secretary and treasurer being elected and up to eight additional trustees elected by the Members; and - up to two co-opted trustees appointed by the trustees, so long as the total number of trustees does not exceed thirteen.

As a means of induction new trustees are provided with an information pack and are required to complete on-line training to cover their role as trustee. Information provided includes the Charities Commission publication CC3(a) describing the responsibilities of charity trustees, and details of the constitution and governance required, which is specific to their branch. The on-line training package is readily available and has been designed specifically by the Samaritans Central Office with all needs of trustees in mind.

Organisation of the Worcester Branch

Worcester Branch operates from a building that it owns at, 10 Sansome Place, Worcester. Calls are taken on the telephone, by e-mail and face to face (Covid-19 restrictions permitting) in the interview room. Days are divided into shifts, each shift having a shift leader. Phone calls are made to the National number, 116 123 for free. Calls are automatically directed to a branch which has a phone line available at that time.

Teams of prisoner listeners have been trained at HMP Hewell, which are managed by Volunteers from the branch. Worcester Samaritans is a financially self-supporting Charity.

Remuneration policy

All the activities are performed by volunteers only, there are no employees. As a consequence no remuneration is being paid and there is no policy on this matter.

Risk management

In accordance with the Statement of Recommended Practice 2000, the trustees recognise the risks to which a charity may be exposed. The trustees have carried out a review of such risks in order to identify risks that may be applicable to Worcester Samaritans, and to initiate systems in order to mitigate those risks.

The trustees' report was approved by the Board of Trustees.

Kerry Graham

Trustee

Dated: 22 September 2021

WORCESTER SAMARITANS

TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

Director's Report

This is my first report as the incoming Director for Worcester Samaritans. I took over from our interim Director Beverley Bleasdale who stepped in to lead the branch whilst we completed a Director selection process. Many thanks to Beverley for her support during this time.

It has been strange to take over as Director during the pandemic. Nothing has been normal during this time but I want to pay tribute to all of our volunteers who have worked so hard to continue to provide vital support to our callers. So many of our calls have referenced the impact of covid – whatever the challenges our callers have faced, Covid has made those challenges more acute and Samaritans has seen a big rise in the demand for our services.

I also want to thank those volunteers who have leant forward to support the NHS helpline.

In November when I was formally appointed as branch director, I created a new Branch Leadership Team and they have done a fantastic job in moving things forward during a time of big change for Samaritans. The charity has undergone a review of its safeguarding and quality procedures and will be putting in place new measures to monitor call quality as well as creating a new central email hub which means that in due course, we will not be handling emails in branch. We will also be looking to implement online chat. This is a big change for our services and for our volunteers. It remains to be seen how these changes will impact branch life, but I appreciate the support and engagement from all volunteers as we respond to these developments.

We have made huge strides to become more digital in response to the pandemic and have moved many of our processes and ways of working online. I recognise that this has not been universally welcomed by all volunteers but for many, it has made it more convenient to engage with the branch and it has been a lifeline in keeping our training and recruitment going. I suspect these new ways of working will remain a way of life for our branch and for the wider charity.

We welcomed the support given by our Quality mentors, appointed by Samaritans Central Office to take us through our first quality review. This is a new quality process aimed at helping branches to set out their goals and objectives and overall, it was a positive process to engage with. I am pleased that the branch was recognised as being well run with a strong and committed set of volunteers. We have a clear set of aims to set direction for our branch over the next 3 years.

Many thanks to everyone in Worcester Branch for all their hard work and commitment during such unprecedented times. We all look forward to a time when we might start to get back to some kind of normality.

Kerry 969
Branch Director

WORCESTER SAMARITANS

TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

Treasurer

Thanks to the generosity of fundraisers, including Worcester Samaritans members, donations from well wishers, families and friends of the bereaved, and the Nick Joyce Trust, the branch has been able to finance its running costs during the year 2020/21. In addition, our overheads have been lower during this period as many of our services have been suspended due to the pandemic.

We start 2020/21 in a position of strength, owning the building from which the branch operates and holding over a year's reserves. The end of 2019/20 financial year saw the start of the coronavirus lockdown and the beginning of a new challenging year where fundraising was and will be minimised due to the pandemic and we will rely on the generosity of our donors.

Peter (013S)
Treasurer

WORCESTER SAMARITANS

TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

Deputy for Prisons Report

If we had previously felt we worked closely with staff at HMP Hewell then 2020 took it to a new level. It was the year we all learned we could continue to do what we do – but do it differently! It required the support and willingness of everyone to make things happen, while working safely within the, often frequently, changing covid rules and was a challenge (not a word to use lightly), but we did it!

Noteworthy items this year included:

A new No 1 Governor in the shape of Ralph Lubkowski who quickly demonstrated he was a firm champion and supporter of Samaritans, the Listener Scheme and Listeners.

A move to a new Regional Prison area – a very supportive Regional Director in the shape of Dave and monthly zoom meetings when Dave kept all us BPSOs up to speed with SCO and HMPPS thinking and advice.

The production of local Risk Assessments by us and Hewell which enabled us to get back in to personally support the Listeners as soon as we were permitted.

Support of the Listeners via weekly phone calls when we could not go in, and regular email contact with them all via the 'email a prisoner' scheme. Huge thanks to Safer Custody for enabling the calls.

Our Safer Custody and SCO contacts sorting out issues with residents not being able to get through to Samaritans on their in-cell phones.

Production of a 'Talk to Us' video advertising Samaritans and Listeners that was run on the 'Way Out' TV channel at HMP Hewell throughout July (huge thanks to Diane for that!)

Production of a series of distraction packs for the residents – who have mainly been on 23-hour lock-down throughout 2020. (Perhaps we have all had a tiny taste of what it might like to be a prisoner during our own personal lock-downs?)

Supported Hidden Heroes Day – more delicious cakes from Diane!!

Worcester Branch provided over 200 used, but beautiful, children's books to the Children and Families team at Hewell to support the Storybook Dad scheme - where residents read the story which is recorded on CD and the book and CD are then posted off to the resident's family.

Carried out several Listener training events from October 2020 onwards.

Went in and supported staff and residents following a self-inflicted death in custody.

Provided a set of paperwork to the Branch in the middle of the year to help support Samaritans taking calls from residents.

All this – and more – in a year that was not normal. My thanks goes out to all at the Branch, Hewell and particularly to the Listeners, for what you do to support residents. Us on the prison team could not do what we do without you. In particular I thank my fellow team-mates for your passion and commitment. Between us all I truly believe we can and DO make a positive difference and that is a wonderful and marvellous thing to do.

Our visibility and willingness to engage with all at Hewell, especially during such difficult times, I believe has raised awareness of Samaritans and what we are about. As a result I also believe we have helped further the aims of the Listener Scheme and our Listeners – who do such difficult work.

WORCESTER SAMARITANS

TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

Please do get in touch if you think you might be interested in prison work..... We are always on the look-out for new members for the prison team! Or come along to a no-obligation 'taster' session and get a feel for what prison is like and what happens at a Listener meeting..... It might give you a new perspective when you next pick up a call at the Branch from a resident.

Marjorie861

Deputy for Training Report

Over the past 12 months, Pinky 892 and her team of skills practice helpers have again provided 3 Samaritans Core Training courses - consisting of trainer-led sessions via Zoom and complemented by the required digital eLearning modules.

Of our Autumn 2020 Core Training trainees, all stayed with us and we gained 11 New Samaritans – our 'NS3s'.

Of our Spring 2021 trainees, the 6 participants completed the training, and we have 5 of these remaining – our 'NS2s'.

Of our Summer 2021 trainees, the 9 participants completed the training and have become our 'NS2s'.

Lockdown and Covid family responsibilities prevented 2 of these above trainees from immediately taking up the next stage of their training, but they are due to resume, starting duties with their mentors in the near future.

Mentors are crucial to this next stage of a New Samaritans training journey – and new additions to this team are always welcome! We have been lucky to have had 20 or so mentors giving their time to this vital role in the past 12 months.

'SIT2', which used to be the next suite of training modules for our New Samaritans, has during this past year been replaced/updated, and is now termed 'Embedding Development(ED)'. ED now consists of a mixture of 'classroom' and digital modules. Huge thanks go to Steve 845 who during this past year has covered the required topics via Zoom and given our New Samaritans the opportunity to bring forward for discussion issues and experiences arising from their shifts. Huge thanks too to Diane 916 and Marjorie 861 for their excellent session on 'Making Prison Calls Better' – an excellent piece of blended learning complemented by the digital module of the same name.

OGT has been available via our large variety of Samaritans Home digital modules, with compulsory modules this year being the 'Refreshing Core Skills' and the 'Safeguarding Update'. Volunteers returning after perhaps taking time away while isolating, have been appreciative of the great range of 'refresher' topics available.

Other skills training, delivered remotely by the Regional Training Team has been taken up: Leader Training and Interview Skills training.

'Ongoing Mentoring', which was paused due to issues around Covid and the Lockdowns, is due to resume.

Pauline 805

WORCESTER SAMARITANS

TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

Deputy for Volunteer Care Report

What a challenging year it has been for everyone but our volunteers maintained a 'business as usual' approach in remarkable fashion knowing that they had the support of their 'Samaritan Friend'. Our amazing volunteer care team: Nigel 893, Maggie 922, Robin 722, Evelyn 292 and Anne 770 have continued in their caring role by keeping in regular contact with each volunteer, gently reminding them that they are always there for a friendly confidential chat if needed. For that I would like to thank them for the valuable contribution they make to Samaritans.

We did have a number of volunteers shield or go on leave of absence for a variety of reasons, but the majority of those shielding have now returned. We were extremely lucky through this difficult time in retaining volunteers, only losing eight for a variety of reasons, but mainly work related.

With a constant intake of new volunteers who will be allocated a 'Samaritan Friend' when they receive their number, we will ensure that all volunteers are supported and recognised for their commitment to the Branch

Jacci 955

Recruitment

Charlotte 980 picked up the role of Deputy Director for Recruitment and has done a fantastic job at restarting our recruitment after we had to pause due to the pandemic. She picked up a large backlog and has now got our recruitment back on track as well as contending with a new technical solution from Samaritans Central Office. She has also introduced a new streamlined process for delivering information sessions to potential volunteers and has moved all of our interviewing online. This has been a significant achievement and has really modernised the way we now recruit.

Leaders

John 968 has picked up the role as Deputy Director for Leaders. It has been challenging for our shift leaders during this period and many have done extra shifts to help to keep our services running. Our focus has been on inviting additional volunteers to be leaders. The shift leader is a key role in supporting volunteers and we want to encourage as many people as possible to join the team. It is not necessary to have years of experience to become a shift leader – you just need enough branch experience to be able to help others and to use all of the listening skills we all develop as Samaritans. John will continue to grow the team over the coming year.

WORCESTER SAMARITANS

TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

Deputy Director for Caller Support Report

It has been a very eventful year in Caller Support and our team have worked hard to make sure that Callers who reach Worcester branch are supported in the best possible way. We have tried to promote the idea that Caller Support is everyone's business and at the heart of what Samaritans do. To make sure that all new Samaritans are on board with this idea, Pinkie 892 kindly invited us to introduce ourselves to the Samaritans in training on their SIT1 module, and I have been able to join the Zoom sessions of two new cohorts to date, who have all been very engaged and interested in the concept of the Caller Support function. On the advice of the Regional Caller Support Director, the branch funded some large whiteboards so that the monthly list of the most active misuse-of-service callers could be highly visible and accessible to the volunteers on duty (whilst still being locked away when the branch is closed or there were non-Samaritan visitors in the ops room), and this worked very well and received some good feedback from volunteers. Due to the rapidly changing nature of misuse-of-service calls, the "active list" is now revised each week on a national basis and is accessible in the on-shift documents section of the link online tools, so it is no longer necessary for one of the team to revise the whiteboard every week and we are now using these to highlight other useful Caller Support information such as reporting a "dropped call" to the help desk.

Emails have been a particular focus of the team this year with Anne 770 and Debbie 896 stepping up to become the branch's first Email Ambassadors. Statistically, Worcester branch had fallen slightly behind in the number of emails we were responding to and our email ambassadors have been promoting the email function as well as disseminating good writing techniques and drumming up enthusiasm for the email function. Our branch virtual visitors were very excited by this idea and pleased with the concept. In other email news, we instigated a Red-Amber-Green-Gold rating for our email audit, red being problematic responses, amber acceptable, green good and gold outstanding. Both red- and gold-rated merited intervention, red needing discussion with the volunteer concerned and gold emails meriting personal recognition and thanks from Kerry our branch director. We have tried to audit ten percent of the outgoing responses from numbered volunteers as we felt that NS's who were working with their mentors were receiving substantial oversight and we did not want to over-burden them with feedback. We dealt with two emails which were picked up by the central quality control function and we were able to discuss these with the volunteer concerned in order to ascertain their thoughts and workshop reasons for the return and possible future alternative responses. These were dealt with in good faith and with goodwill on all sides.

In addition to the whiteboards, we have collated a Caller Support folder for each duty station so that useful and helpful information is on hand to support our on-shift volunteers. We began with a document from the West Midlands Regional Caller Support forum which suggests useful responses to difficult emails and the feedback from volunteers who have used that has been excellent. We will continue to include information that we feel will be of use to our volunteers and needs to be immediately on-hand during a call – for example our outstanding prison team has put together a glossary of slang which may be used by prisoners when they call, and they continue to add to this when new phrases arise. It is informative and gives some insight into the daily lives and concerns of our prison callers and will be included in the Caller Support files very soon.

Callers of all types continue to be referred to Caller Support via e-log and Catherine 1020 has dealt with most of these referrals. A number have fallen outside the Caller Support function, representing callers who were in desperate straits but who were outside our remit to help, but who had nevertheless received exceptional support from our volunteers during their call. Others were referred to the West Midlands Regional Caller Support Hub for advice from our excellent Regional Director and input from other branches who may have also had contact with the caller. In some cases, the callers have been assigned to a single branch and given a structured care plan. Whenever a referral to Caller Support is made via the e-log we ensure that the volunteer receives an email updating them on the actions and decisions and outcomes that have followed as a result of their referral.

WORCESTER SAMARITANS

TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

The Caller Support function is undergoing a radical change. From September 2021 there will be a central Caller Support hub and a central Email hub and these functions, as we recognise them, are being removed from the branch. However, there will always be a need for a Caller Support team in branch to promote excellent practice, liaise with the central hubs and be an advocate for our callers. Over the next year we hope to collaborate with the Training team in order to collect the accumulated wisdom and experience of our wonderful volunteers for a "Worcester Top Tips" file, and work closely with the Volunteer Support team to ensure that both callers and volunteers have a good experience of Samaritans. We hope to undertake a project to promote and normalise a culture of giving and receiving ongoing feedback on the way that we interact with our callers and promote the best care for our callers and for each other.

Michelle 1001 and team Catherine 1020, Maggie 922, Sam 1006, Lynsey NS3, Anne 770, Debbie 896, Teresa 983

Information and governance

As an affiliated Branch, Worcester Samaritans is set up as an individual charity with governing documents based on Samaritans templates and with specific agreements with the central charity.

This arrangement allows the branch to:

- Preserve the diversity, local understanding and innovation of our branch, whilst building a greater level of cohesion and improving the ability to operate together as a united body
- Build on and strengthen our existing regional and national infrastructure to make sure that all parts can contribute to the delivery of an excellent service
- Implement robust agreements with our branch to guarantee the quality and consistency of our services

Assessing and improving the Branch services is essential if we are able to offer the best possible support to our callers. The branch director works with our Regional Director and Regional officers to maintain and improve quality in line with the strategy set out by Samaritans Central office (SCO). There is a rigorous quality regime set out by SCO that we engage in as a branch.

Kerry 969

WORCESTER SAMARITANS

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF WORCESTER SAMARITANS

I report to the trustees on my examination of the financial statements of Worcester Samaritans (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 financial statements in accordance with the requirements of the Charities Act 2011 (the 2011 Act).

I report in respect of my examination of the charity's financial statements carried out under section 145 of the 2011 Act. In carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

Your attention is drawn to the fact that the charity has prepared financial statements in accordance with Accounting and Reporting by 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 now been withdrawn.

I understand that this has been done in order for financial statements to provide a true and fair view in accordance with 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 financial statements do not accord with those records; or
- 3 the financial statements 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 financial statements to be reached.

T C Calder FCA
Kendall Wadley LLP

Merevale House
27 Sansome Walk
Worcester
WR1 1NU

Dated: 22 September 2021

WORCESTER SAMARITANS

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31 MARCH 2021

	Notes	Unrestricted funds 2021 £	Restricted funds 2021 £	Total 2021 £	Unrestricted funds 2020 £	Restricted funds 2020 £	Total 2020 £
Income from:							
Donations and legacies	3	38,970	-	38,970	1,130	4,416	5,546
Charitable activities	4	-	3,336	3,336	-	3,974	3,974
Other trading activities	5	4,505	-	4,505	1,201	-	1,201
Investments	6	2,244	-	2,244	2,382	-	2,382
Total income		45,719	3,336	49,055	4,713	8,390	13,103
Expenditure on:							
Raising funds	7	1,375	-	1,375	3,529	-	3,529
Charitable activities	8	32,876	2,113	34,989	34,584	3,112	37,696
Total resources expended		34,251	2,113	36,364	38,113	3,112	41,225
Net (losses)/gains on investments	12	(930)	-	(930)	290	-	290
Gross transfers between funds		-	-	-	4,416	(4,416)	-
Net movement in funds		10,538	1,223	11,761	(28,694)	862	(27,832)
Fund balances at 1 April 2020		232,385	1,784	234,169	261,079	922	262,001
Fund balances at 31 March 2021		242,923	3,007	245,930	232,385	1,784	234,169

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

WORCESTER SAMARITANS

BALANCE SHEET

AS AT 31 MARCH 2021

	Notes	2021		2020	
		£	£	£	£
Fixed assets					
Tangible assets	13		119,657		125,357
Investments	14		67,430		68,360
			<u>187,087</u>		<u>193,717</u>
Current assets					
Debtors	16	3,955		4,967	
Cash at bank and in hand		57,452		40,431	
		<u>61,407</u>		<u>45,398</u>	
Creditors: amounts falling due within one year	17	(2,564)		(4,946)	
Net current assets			58,843		40,452
Total assets less current liabilities			<u>245,930</u>		<u>234,169</u>
Income funds					
Restricted funds	18		3,007		1,784
<u>Unrestricted funds</u>					
Designated funds	19	136,335		139,444	
General unrestricted funds		106,588		92,941	
			<u>242,923</u>		<u>232,385</u>
			<u>245,930</u>		<u>234,169</u>

The financial statements were approved by the Trustees on 22 September 2021 and signed on their behalf:

Kerry Graham
Chair of Trustees

WORCESTER SAMARITANS

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

1 Accounting policies

Charity information

Worcester Samaritans is a Charitable Incorporated Organisation. The principal address is 10 Sansome Place, Worcester, WR1 1UA.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's [governing document], the Charities Act 2011 and "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 charity is a Public Benefit Entity as defined by FRS 102.

The charity has taken advantage of the provisions in the SORP for charities applying FRS 102 Update Bulletin 1 not to prepare a Statement of Cash Flows.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention, modified to include the revaluation certain financial instruments at fair value. The principal accounting policies adopted are set out below.

1.2 Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives.

Restricted funds are subject to specific conditions by donors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

1.4 Income

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

1.5 Expenditure

Liabilities are accounted for at the point at which a contractual obligation has been fulfilled and a liability vests on the charity.

WORCESTER SAMARITANS

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

1 Accounting policies (Continued)

1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Freehold land and buildings	2% on cost for buildings, land is not depreciated
Fixtures and fittings	20% on cost

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in net income/(expenditure) for the year.

1.7 Fixed asset investments

Fixed asset investments are initially measured at transaction price excluding transaction costs, and are subsequently measured at fair value at each reporting date. Changes in fair value are recognised in net income/(expenditure) for the year. Transaction costs are expensed as incurred.

1.8 Impairment of fixed assets

At each reporting end date, the charity reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

1.9 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, and other short-term liquid investments with original maturities of three months or less.

1.10 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest. Financial assets classified as receivable within one year are not amortised.

Basic financial liabilities

Basic financial liabilities, including creditors are initially recognised at transaction. Financial liabilities classified as payable within one year are not amortised.

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

WORCESTER SAMARITANS

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

3 Donations and legacies

	Unrestricted funds	Restricted funds	Total 2021	Total 2020
	£	£	£	£
Donations and gifts	4,272	-	4,272	7,560
Grants	20,000	-	20,000	4,416
Other	14,698	-	14,698	(6,430)
	<u>38,970</u>	<u>-</u>	<u>38,970</u>	<u>5,546</u>
For the year ended 31 March 2020	<u>1,130</u>	<u>4,416</u>		<u>5,546</u>

Donations, gifts and specific grants

Restricted

The Nick Joyce Trust	-	-	-	4,416
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Unrestricted

The Hawthorne Charitable Trust	3,000	-	3,000	-
Waitrose Community Matters	333	-	333	-
S Penniford	-	-	-	335
Parishes of Colwall	300	-	300	200
Worcester Rotary Club	99	-	99	-
St John Baptist Church	-	-	-	200
Dumbreck Society	500	-	500	500
Edward Cadbury Charitable Trust	5,000	-	5,000	-
Roger & Douglas	-	-	-	3,000
The Samaritans	40	-	40	-
Mr & Mrs P J Hughes	-	-	-	1,000
L James	-	-	-	825
RSM	-	-	-	1,500
Worcestershire Community Foundation - Covid-19 relief	5,000	-	5,000	-
National Lottery Covid-19 Relief Fund	10,000	-	10,000	-
	<u>24,272</u>	<u>-</u>	<u>24,272</u>	<u>11,976</u>

WORCESTER SAMARITANS

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

4 Charitable activities

	Prison services	Prison services
	2021	2020
	£	£
Prison services - restricted income	3,336	3,974

5 Other trading activities

	2021	2020
	£	£
Fundraising events	4,505	1,201

6 Investments

	2021	2020
	£	£
Income from listed investments	2,222	2,222
Interest receivable	22	160
	<u>2,244</u>	<u>2,382</u>

7 Raising funds

	Unrestricted funds	Unrestricted funds
	2021	2020
	£	£
<u>Fundraising and publicity</u>		
Advertising	1,375	3,367
Other fundraising costs	-	162
	<u>1,375</u>	<u>3,529</u>
Fundraising and publicity	1,375	3,529
	<u>1,375</u>	<u>3,529</u>

WORCESTER SAMARITANS

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

8 Charitable activities

	Branch Running costs £	Prison services £	Total £	Total 2020 £
Depreciation and impairment	5,700	-	5,700	5,700
Premises repairs and renewals	7,332	-	7,332	3,402
Printing, postage and stationery	892	-	892	440
Telephone	1,864	-	1,864	1,686
Heat, light, water and insurance	3,183	-	3,183	2,350
Housekeeping	3,372	-	3,372	2,111
Volunteers expenses	653	2,113	2,766	5,431
Training and conferences	-	-	-	827
Parking	1,110	-	1,110	2,175
Sundry expenses	35	-	35	669
Bank charges	69	-	69	60
	<u>24,210</u>	<u>2,113</u>	<u>26,323</u>	<u>24,851</u>
Share of governance costs (see note 10)	8,666	-	8,666	12,845
	<u>32,876</u>	<u>2,113</u>	<u>34,989</u>	<u>37,696</u>
Analysis by fund				
Unrestricted funds	32,876	-	32,876	34,584
Restricted funds	-	2,113	2,113	3,112
	<u>32,876</u>	<u>2,113</u>	<u>34,989</u>	<u>37,696</u>
For the year ended 31 March 2020				
Unrestricted funds	34,584	-		34,584
Restricted funds	-	3,112		3,112
	<u>34,584</u>	<u>3,112</u>		<u>37,696</u>

9 Trustees

It is the policy of the Charity to reimburse in full, all expenses properly incurred by its volunteers in connection with its charitable activities. The Charity's Trustees, those who serve on the Management Committee, are reimbursed expenses in accordance with that policy in common with all other volunteers, the total amount included in volunteers' and director's expenses which relates to 2 (2020 - 5) trustees being reimbursed is £630 (2020 - £2,817) for mileage, postage, stationery, telephone, property repairs and sundry expenses. Where personal circumstances permit expenses are gift aided back to the charity and included in donations.

In addition nil (2020- £660) was paid to one trustee as permitted by the governing document for housekeeping duties.

The Samaritans has centrally effected professional indemnity insurance to protect employees, Trustees, Directors and other volunteer members of all Samaritan branches.

WORCESTER SAMARITANS

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

10 Support costs

	Support costs £	Governance costs £	2021 £	2020 £	Basis of allocation
Independent examination	-	1,260	1,260	1,340	Governance
Contribution to Samaritans G.O.	-	7,406	7,406	11,505	Governance
	<u>-</u>	<u>8,666</u>	<u>8,666</u>	<u>12,845</u>	
Analysed between Charitable activities	-	8,666	8,666	12,845	

Governance costs includes payments to the accountants of £1,260 (2020 - £1,340) for the conduct of the independent examination.

11 Employees

There were no employees during the year.

12 Net (losses)/gains on investments

	2021 £	2020 £
Revaluation of investments	<u>(930)</u>	<u>290</u>

WORCESTER SAMARITANS

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

13 Tangible fixed assets

	Freehold land and buildings £	Fixtures and fittings £	Total £
Cost			
At 1 April 2020	129,037	48,016	177,053
At 31 March 2021	129,037	48,016	177,053
Depreciation and impairment			
At 1 April 2020	11,242	40,454	51,696
Depreciation charged in the year	1,875	3,825	5,700
At 31 March 2021	13,117	44,279	57,396
Carrying amount			
At 31 March 2021	115,920	3,737	119,657
At 31 March 2020	117,795	7,562	125,357

14 Fixed asset investments

	Listed investments £
Cost or valuation	
At 1 April 2020	68,360
Valuation changes	(930)
At 31 March 2021	67,430
Carrying amount	
At 31 March 2021	67,430
At 31 March 2020	68,360

15 Financial instruments

	2021 £	2020 £
Carrying amount of financial assets		
Instruments measured at fair value through profit or loss	67,430	68,360

16 Debtors

	2021 £	2020 £
Amounts falling due within one year:		
Prepayments and accrued income	3,955	4,967

WORCESTER SAMARITANS

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

17 Creditors: amounts falling due within one year	2021	2020
	£	£
Accruals and deferred income	2,564	4,946
	<u>2,564</u>	<u>4,946</u>

WORCESTER SAMARITANS

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

18 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

	Balance at 1 April 2019		Movement in funds		Movement in funds		Balance at 31 March 2021	
	£	£	Incoming resources	Resources expended	Transfers	Balance at 1 April 2020	Incoming resources	Resources expended 31 March 2021
Prison Grant	922	3,974	3,974	(3,112)	-	1,784	3,336	(2,113)
The Nick Joyce Trust	-	4,416	4,416	-	(4,416)	-	-	-
	922	8,390	8,390	(3,112)	(4,416)	1,784	3,336	(2,113)

The prison grant represents funds received from Samaritans General Office to cover costs incurred in running the 'Listener scheme' in local prisons.

The funds received from the Nick Joyce Trust were to assist in updating the alarm system, the project was completed during the same period.

WORCESTER SAMARITANS

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

19 Designated funds

The income funds of the charity include the following designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes:

	Balance at 1 April 2019 £	Resources expended £	Transfers £	Balance at 1 April 2020 £	Resources expended 31 March 2021 £	Balance at 31 March 2021 £
Land and Buildings	119,670	(1,875)	-	117,795	(1,875)	115,920
Property Improvement and Training	18,467	(1,234)	4,416	21,649	(1,234)	20,415
	<u>138,137</u>	<u>(3,109)</u>	<u>4,416</u>	<u>139,444</u>	<u>(3,109)</u>	<u>136,335</u>

The Charity assigns the freehold land and buildings held to a designated fund. This is done to ensure that the Charity will have a suitable level of reserves to meet future depreciation costs relating to these tangible fixed assets and to recognise the fact that future depreciation charges will not directly affect the net operating capital of the Charity. Additional sums are also set aside for future improvements and for the furtherance of training programmes.

WORCESTER SAMARITANS

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

20 Analysis of net assets between funds	Unrestricted funds		Designated funds		Restricted funds		Unrestricted funds		Designated Restricted funds		2020 Total	
	2021	£	2021	£	2021	£	2020	£	2020	£	2020	£
Fund balances at 31 March 2021 are represented by:												
Tangible assets	3,737		115,920		-		7,562		117,795		-	125,357
Investments	67,430		-		-		68,360		-		-	68,360
Current assets/ (liabilities)	35,421		20,415		3,007		17,019		21,649		1,784	40,452
	106,588		136,335		3,007		92,941		139,444		1,784	234,169

WORCESTER SAMARITANS

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

21 Related party transactions

There were no disclosable related party transactions during the year (2020 - none) other than those as shown in note 9.

