

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	(Appointed 30 June 2020)
	Kerry Graham	(Appointed 30 June 2020)
	Jacci Hunt	
	Meg Richards	(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 £
<u>Income from:</u>							
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
<u>Expenditure on:</u>							
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		<u>106,588</u>		<u>92,941</u>	
			<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)
	38,970	-	38,970	5,546
For the year ended 31 March 2020	1,130	4,416		5,546
Donations, gifts and specific grants				
Restricted				
The Nick Joyce Trust	-	-	-	4,416
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	-
	24,272	-	24,272	11,976

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
	2,244	2,382

7 Raising funds

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

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	
	<u>-</u>	<u>8,666</u>	<u>8,666</u>	<u>12,845</u>	

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

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			Transfers £	Balance at 1 April 2020 £	Movement in funds			Balance at 31 March 2021 £
		Incoming resources £	Resources expended £				Incoming resources £	Resources expended £		
Prison Grant	922	3,974	(3,112)	-	-	1,784	3,336	(2,113)	3,007	
The Nick Joyce Trust	-	4,416	-	(4,416)	-	-	-	-	-	
	922	8,390	(3,112)	(4,416)		1,784	3,336	(2,113)	3,007	

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.

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

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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.

