

Sheffield Samaritans AGM

Annual Report and Accounts

Year ended 31st March 2022



Errol the Eagle— Mascot for Sheffield Eagles Rugby Club

Tony Currie Suite, Bramall Lane, 7—9 pm 26th October 2022

9—10 pm social opportunity

SAMARITANS

About Samaritans

Sheffield Samaritans is committed to providing the Samaritans service for people in Sheffield and the surrounding area.

Phone: 116123 (free call)

Email: jo@samaritans.org

Web chat:

Call in: 272 Queens Road, 10am—8 pm (when resources permit)

Samaritans provides completely confidential emotional support 24 hours a day by telephone, face to face and email, at festivals and outside our centres in prison, in hospitals, schools and the workplace and with the homeless through a network of 201 branches in the UK and Republic of Ireland. The charity's main objectives are:

- To provide assistance to individuals who are suicidal, despairing, or in distress in order to reduce the incidences of suicide;
- 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.

This is reflected in Samaritans' Mission, Vision and Values statement;

Vision

Our 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 do this by:

- Being available 24 hours a day to provide emotional support for people who are experiencing feelings of emotional distress or despair, including those that may lead to suicide;
- Reaching out to high risk groups and communities to reduce the risk of suicide
- Working in partnership with other organisations, agencies and experts to achieve our Vision

Our Values

We have five core values. They're supported by these behaviours, which we share within the Samaritans organisation: support, trust, aspirational and respect.

- **Listening** — Exploring feelings alleviates distress and helps people to reach a better understanding of their situation and the options open to them.
- **Confidentiality**—If people feel safe, they are more likely to be open about their feelings.
- **Non-judgemental**—We want people to be able to talk to us without fear of prejudice or rejection. People making their own decisions wherever possible
- **People making their own decisions**—We believe that people have the right to find their own solution and that telling people what to do takes responsibility away from them.
- **Human contact**—Giving people time, undivided attention and empathy meets a fundamental emotional need and reduces distress and despair.

Directors Report. AGM 2022

Since our last AGM at the Sheffield United Football Ground where it was lovely to see a good turnout, things have slowly been getting back to some sort of normal. The spectre of COVID is still with us so we are continuing to be as careful as we can keeping the building clean and airy. Thank you to everyone for respecting the need to keep each other safe. Unfortunately some volunteers have had to drop out of shifts at short notice due to this and thank you to everyone who has stepped in to take up the slack where possible.

Due to being unable to train the numbers of new volunteers as in the past and also losing some people who decided not to come back after isolation finished we have struggled to keep the branch open at times. We conducted a rota survey and as a result have tweaked our opening times and closed a few shifts in order to fill the shifts which are open. We have also opened a “mentoring room” where mentors and trainees can work together while other people are in the ops room. This has received a positive response as it also means that the room can be used outside normal shift times giving more flexibility.

The refreshing of the building has continued with the General Office, bedrooms, and toilets receiving a coat of paint along with new blinds. The Kitchen is programmed for later in the year and then the whole building will be completed.

Helen has continued to provide water and individual snacks for people on shifts, thank you Helen for all the trips you make over the road.

There have been a few people changes since last year. Julie Beattie has handed over fundraising to David Morton, thank you Julie for keeping the fundraising going through COVID and getting every grant that we were eligible for! Welcome David, I know you have lots of ideas to take us forward. We now have Abi Goodman as our publicity officer and she is making contacts and twittering for us. Thank you to Jenny for taking on the Mentoring DD mantle from Lisa and matching mentors and trainees so well.

This is my final Directors Report and although there is so much more I could say and so many of you to thank for everything you have done for me and supported me through these last three years, I can only say I have learned so much and could not have done it without you.

Thank you

Sally 1839

Recruitment and Selection

The team - Ann 1570, Charlie2053, Claudia 2039, Ella 2129, Judith 1150, Kay 1981, Lisa 1994, Lucy 2061, Lynne1967, Matt 1946, Matt 2092, Nigel 1786, Sandra 1689. We all completed new compulsory interview training to be able to interview Potential Volunteers. [PVs]

In April 21, the Branch Management Tool [BMT] was introduced nationally which has made the whole administrative process for PVs much easier to manage and it means all data we have on PVs is securely held as access to the BMT is through the online tools on my Samaritans login. I attended several excellent show and tell online training sessions on how to manage applications using the BMT.

We still needed to manually complete the interview selection process for all those who were either not on the BMT or were part way through the old system of references before interviews. On the new BMT system in April 21, there were over 500 applicants awaiting interviews with Sheffield. Emails asking to confirm interest were sent to all those who had been waiting more than 6 months and many withdrew or were withdrawn if they did not respond. We held 3 rounds of interviews in June, November, and March. We offered both video and in branch face to face interviews. In June from 16 who were interviewed on the old system, 13 were put forward for training.

We started to arrange interviews from the waiting list on the BMT in the autumn. There were 300 on the waiting list in October. We initially tried offering interviews through the BMT but the system crashed and proved an unfair unsatisfactory way of offering them as anyone who had just applied in the days before the interviews were offered, had the same chance of getting one as those who had been waiting over 18 months. Several of those offered interviews either cancelled or didn't show up so we contacted those who had been waiting the longest and manually offered them interviews while continuing to use the BMT to process their applications.

In November of the 25 interview slots arranged we had the following outcomes:- 16 successful, put forward for training, 2 unsuccessful, 4 withdrew before interview, 3 'No-shows' We felt as a team that we needed to do something about the number who withdrew or didn't turn up to the interview. We decided that we would offer information sessions prior to interview that PVs would have to attend.

In February I contacted 41 Potential volunteers who had been waiting the longest [12 to 15 months] to invite them to an information session. Jess, Alex and I offered 3 sessions, 2 face to face in branch and 1 on zoom each lasted about 45minutes. 16 attended a session and I also had a video call with 2 who couldn't attend the sessions. Many said how helpful it was. We found it very useful being able to talk about Samaritans, our Branch, the Role, Process and Commitment. 15 were offered interviews in March and 13 were put forward for training

Of those who did not attend an information sessions, 11 responded saying they no longer wanted to volunteer. Various reasons were given eg. Moved out of Sheffield, commitments changed, volunteering elsewhere. 9 did not respond after 2 emails, 5 were 'no shows' at the information sessions

There were over 250 awaiting interview on the BMT at the end of March 2022

The BMT has been a brilliant admin tool and all references are requested, written and actioned on it, following interview success.

While there have been a number of teething problems and some glitches in the system on the BMT, the support staff are always very quick to respond when I've raised a ticket to ask for help or to raise an issue.

I would like to thank all the Recruitment team and also Jess and Alex on the training team who have made the whole recruitment and selection process as good as it could be in these challenging times.

Lynne 1967

Training

In April 2021, we took on the joint role of Deputy Directors for Training. This felt a fairly enormous task, especially given all the great work done by the previous DD for Training (Tracy 1965) and training team. Also, as long-term members of the training team, we envisioned training more volunteers than ever before in order to help replenish branch numbers after the significant number of people who had understandably left the organisation during the pandemic. We felt like we had our work cut out! The following things have happened though:

Three new intakes of volunteers have joined the branch. This is fantastic for us as a branch, as it brings in new talent to support our callers and adds to the incredible volunteers we already have in branch! We also have two more intakes planned for September 2022 and January 2023, and we want to continue to run 3 intakes per year going forward.

Restrictions with the pandemic meant Embedded Learning was not run as frequently as we wanted in 2021. However, we've now managed to organise several blocks of it to catch up people from recent intakes who have missed it due to pandemic restrictions and other issues. One block has already taken place and another is queued for October 2022.

The last couple of years in Samaritans has seen several new training modules for new and existing volunteers, especially in the context of changing policies and national safeguarding concerns. This has meant the entire branch has had to take on new training, which is a significant undertaking! However, responsive as ever, you all attended extra training and did your bit to ensure our callers are supported by volunteers with the most up-to-date knowledge!

We've been organising re-training for volunteers who took time out during the lockdowns. Coming back to branch after a leave of absence can feel difficult in any situation, but even more so during a pandemic, and can involve having to learn a lot of new policies. But the entire branch has welcomed these volunteers back as if they never left. Seeing this really drives home the sense of Sheffield branch being like a second family for many of us. It's been brilliant to see so many people returning to support our callers, whilst also supporting one another on shift.

One of the best things about this last year from our perspective is that the training team has grown. Although some have left, we're still confident that the team can deliver the best training possible. This really shines through when feedback is given by new volunteers, and we're so proud of the team for all they've accomplished!

In the coming year we hope to continue to expand training in the branch, with more volunteers being trained more regularly. We're also hoping to revitalise ongoing training with new topics and engaging speakers. If anyone has ideas or contacts for this then please let us know. We also want to continue growing the training team, so if you're interested in helping to train new or existing Samaritans then we'd love to hear from you.

Finally, thank you very much to everyone who has helped in the past year. It's been tough for us all as we begin to emerge from lockdowns and navigate the new realities of living alongside COVID, both in our personal lives and in branch. We've been bowled over by people's continued willingness to help where they can though, and so much of what the training team has accomplished could not be done without everyone who helps along the way. Thank you to everyone who has helped organise and run training, to the people who do the behind-the-scenes work, and to everyone who has attended training. None of this could have happened without you all.

Our final thanks go to Sally 1839 for her continued support during our first year as training directors. She has worked and allowed us to be flexible in our approaches, and despite the mountain of paperwork she has in her already busy role as Director, always put supporting trainees at the top of her list be it with skills practice or mentoring.

See you around branch!

Jess and Alex

VOLUNTEER CARE REPORT 2021

The Volunteer Care team aim to “care for and support “Sheffield Samaritans both within their Samaritan’s life and their personal life.

The team is composed of Carole 1833, Julie 1808, Janet 1936, Jenny 2015, Joanne 2013, Lynne 1953, Sandra 2064, Sue 1924 and myself. We hope that volunteers feel comfortable enough to contact us if they are having problems either within the branch or in their personal life. We aim to resolve issues within the branch or provide support to assist in the management of problems at home and can arrange temporary reduced shift patterns or Leave of Absence if necessary.

Each Group Leader receives the monthly stats for their group which enables them to be aware of volunteers who appear to be having difficulty fulfilling their shifts. This enables us to offer support and alternative suggestions to allow them to hopefully fulfil shifts within the constraints of their outside pressures.

On occasion a group leader may contact a volunteer if they are notified by a shift leader that a volunteer has had a challenging call or been involved in a difficult situation. This is another opportunity to explore the incident and their feelings about it.

We have regular meetings; a copy of the minutes is displayed on the notice board in the Daily Room. At the meeting we generate a message that is sent to every volunteer as a means of imparting relevant / topical information but also as a means of keeping in touch with everyone.

We hope you all feel supported and able to contact us if you need anything.

Our Support Volunteers continue to do an amazing job, often behind the scenes ensuring the branch runs smoothly. Thank you to you all.

If you would like to join the Volunteer Care team, please let one of us know, you’ll be welcomed with open arms. Indeed, I will be stepping down as DD for Volunteer Care in the autumn having completed my 3 years and the branch will then be looking for someone to take over the reins. It is an interesting and rewarding role. If you think you might be interested, please let me know and I can tell you more about it.

I would like and indeed must thank all the group leaders for their hard work and support. They do a fantastic job and without them we wouldn’t have a Volunteer Care Team.

Sue 1813 —DD Volunteer Care

Mentoring

Lisa 1994 had done a fantastic job of supporting mentees and mentors through the process for some time, but handed the baton over to me, Jenny 2015, as Acting DD for mentoring in January 2022.

Training cohorts in May 2021, September 2021 and January 2022 resulted in a total of 21 trainees being mentored. Of these, 9 are currently working with mentors, 8 are probationers working towards becoming full volunteers and one has now achieved full volunteer status.* Three trainees from the above cohorts have now left Sheffield Samaritans.

The branch has 24 trained active mentors. I’m grateful for the support of all our mentors – whether mentoring on a one-to-one basis, or being called upon from the ‘mentoring pool’. Matching mentor and mentee availability can be difficult, so we would always welcome more mentors.

In March 2022 we established an additional mentoring area where a mentor can take calls and work through emails with their mentee. This has been particularly beneficial for week day evening shifts when we often have more volunteers wanting to volunteer than the Ops Room allows. Looking to the future, we are considering the outcome of mentoring pilots in other branches, including mentee pairs training with a single mentor.

Jenny 2015

Acting DD for Mentoring

*Figures correct at 5 June 2022

AGM Report – 2022

Caller Support

Caller Support nationally went through great change from 2021 to 2022. Many thanks to the Caller Support team that helped Sheffield through the process: Julie 1808, Penny 992, Rachel 2019 and our RCSO Sandra 1689.

In the spring of 2021, Misuse of service (MoS), End on Recognition (EoR), No Call Backs and Caller Plans were transferred to Samaritans.org. The search function has enabled listeners to recognise and log these more easily, and Samaritans Central Office (SCO) to manage them, potentially withdrawing MoS numbers more quickly so that we can be there for our genuine callers.

Also new in spring was a transfer from branch-managed and regional response to callers flagged for possible assignment over to a centrally managed Caller Support and Safeguarding Hub (CSSH).

In the early summer, before the CSSH was fully established, we took our final assigned callers (one via email, one via phone), and also took on a temporary telephone assignment on behalf of Leicester, who were very grateful for our support whilst they experienced technical difficulties.

On 18 August 2021 Samaritans Central office (SCO) introduced a 2nd check process and form to be used with immediate effect. Volunteers in our own branch and across the region expressed concern about the new process, and we saw the wait time for emails increase significantly, sometimes exceeding the published 24-hour service level response time. After several delays, the email hub was launched in January / February 2022, although the date for complete transfer from branch to hub has also been set back and we continue to respond to emails in branch.

The Sheffield Caller Support team operate monthly quality assurance checks of a random selection of emails sent by Sheffield Samaritans. Approximately 80% to 90% of emails are of a good standard; any concerns picked up during this process fed into comms supporting improved practice overall and individual volunteers received specific feedback where appropriate.

Whilst the formal role of DD for Caller Support was withdrawn, the following tasks remained, and were managed by a reduced team (Julie 1808 and myself).

- Arranging & managing follow-up calls
- Taking 3rd party referrals
- Taking warm transfers (info about 'warm transfers' has been placed in branch)
- Ensuring volunteers are aware of MoS plans and the No Call back List
- Working with the branch director to act on any issues raised about branch volunteers that are flagged through the new 'listening in' hub
- Highlighting best practice and supporting volunteers to give the best service to our callers
- Quality assurance of emails sent by Sheffield Sams

All Caller Support Regional roles and Caller Support Deputy Director/Teams were formally withdrawn on 18 January 2022.

Jenny 2015

EDUCATION AND OUTREACH 2020-21

During the past year we have been slowly making connections again. Covid put a stop to all our Outreach plans for about 18 months and it takes a while to get going again.

There have been two exceptions. Firstly, and for the first time ever, we successfully ran five ZOOM question and answer sessions with students from King Edward VII school. This was a new but enjoyable experience for us and we received positive feedback from the school. Secondly, we re-established our links with Nightline – a service run by and for university students in Sheffield. Our hope is that our preparatory discussions will lead to a working relationship between the Branch and Nightline.

Although we have not had an Outreach team as such a few people have carried the banner for us. We had a good turn out at the station for Christmas carols and music. This was very well received and hopefully will happen again this year.

Grass Roots football has continued since we met with them at the last AGM and we are making good contacts in that community.

Sally 1839

Samaritans Shop AGM report 2021 – 2022

Over the past year, the Full-time shop manager Karen Proud and her part-time staff have been working hard to increase footfall at the shop on Chapel Walk. They have succeeded partly due to the closure of other charity shops in our area of the city centre, this has also had a negative impact as less charity shop customers are visiting the city centre but staying more locally to shop. There was a meeting with South Yorkshire Community Foundation who offered some advice.

We have had some staff changes during the year welcoming Marilyn and saying goodbye and good luck to Mark and Patrick. We have had a high turnover of volunteers in the year as people's circumstances change so does their availability. Our long-standing volunteer Daniel is always ready to help in any occasion and we thank him for his time and support

I would like to take this opportunity to say “**THANK YOU**” to the delivery drivers who take the donations collected at 272 Queens Road office to the shop on a weekly basis. They are Judith Barber, Sharon, Jenny Parker, Roger Lasko, Sandra Waters and David Morton.

If anyone knows someone who might be interested in volunteering at the shop, please contact me on queensroad@sheffieldsamaritans.org.uk

Helen 2091, shop liaison

(Shop Liaison volunteer position available – if you are interested speak to the Director)

Admin Worker at 272 Queens Road.

Buildings and Health and Safety

The Branch Leadership Team have worked hard to meet our ongoing legal Health & Safety obligations. With continued regular checks and necessary maintenance within we've kept the building in good condition and safe for all volunteers, staff & visitors.

It's been a busy year with additional work taking place around the building

- Replacement side & front doors, and some replacement windows
- Pointing of the external side wall & re felting of the front bay roof to keep the building watertight
- Upgrading fire equipment with addition of auto closing door mechanisms to the Operations room doors.
- Survey of the External fire escape stairs, with replacement treads, a thorough clean and a fresh coat of paint
- Improving security with an external PIR light in the passage way & fitting of extra Digi lock devices to internal doors
- Refresh of paintwork on the first floor to complete the overdue decoration
- Completion of our relocated Face to Face room with redecoration, new blinds and furnishings. It's certainly a more welcoming environment for our volunteers to offer support
- Repurposing a little used office space into an additional mentoring space, with a little additional equipment to dual mentoring has increased our capacity to progress new trainees to full volunteer
- Work is progressing on refurbishing the tired main kitchen space. New units, worktops, fridge and addition of a slim line dishwasher.

I'd like to thank Helen for her continued support in obtaining quotes & arranging dates for work to take place & keeping everyone informed as work has progressed. Also thanks to Sue 1924 for her continued assistance with completing regular H & S checks

Health & Safety wise I'm pleased to say our only challenge has been the ongoing threat of COVID. We've managed to continue to stay open to offer support.

I'd like to thank Lindsey for her continued monitoring of the national & local situation and branch guidance to help keep the risks low in Branch.

Finally, I'd like to thank you all for your continued adherence to the guidance in branch and for working around the disruption that's been unavoidable whilst work has been completed

Building Manger and Health & Safety Officer

Sally 1987

Fundraising

Over the year we have gratefully received several bequests, however, due to Covid little external fundraising has been undertaken. Hopefully 2022 will allow us to get out and about again.

Sally 1839

Publicity—April 20 - March 21

This year Sheffield Samaritans have maintained a presence on Twitter whilst also promoting what we do through the following publications: Sheffield Living Well and Options- Sheffield Winter 21, Spring 22 and Summer 22 additions. Also, Barnsley Community Care Directory and Rotherham Options – Spring 22 addition.

This year has been supported by our outgoing BPO, Anna Butters and new recruit Abi 2128.

Abi has been concentrating on maintaining and building our Twitter following in the first instance, making sure that we tweet at least 3 times per week (as per Central Sams guidance) and beginning to look at ways in which we could extend our reach. Since November we have gained 40 new followers and have regular re-tweeters including NHS psychotherapists and counsellors.

Abi is keen to capture the outreach and fundraising exploits of our volunteers and friends, so please do contact her if there is anything you would like to promote. Her next job is to work with David Merton (fundraising lead) to increase publicity and to start looking at issuing regular press releases.

Pictured are some of this year's highlights.

Our Twitter handle is @SheffieldSams



A selection of Twitter posts

Sheffield Samaritans @SheffieldSams · Aug 1

Ey up, 'ow are you?
Trouble at t'mill? Jiggered? Mardy?

→ Be reyt. Mash tea & give us a call ❤️

#YorkshireDay2022
#Sheffield

☎ 116 123

✉ jo@samaritans.org



💬 3 ❤️ 8 📌 📺

Sheffield Samaritans @SheffieldSams · May 29

If it feels like life is taking the biscuit right now & you're worried about crumbling, you don't have to pretend & act like a tough cookie with us.

Grab a brew (maybe even a biscuit) and let's talk. We're free to call 24/7
☎ 116 123 ✉ jo@samaritans.org

#NationalBiscuitDay 🍪



💬 3 ❤️ 4 📌 📺

Sheffield Samaritans @SheffieldSams · Mar 22

Major shout-out for all those undertaking final preparations for Sunday's #Sheffield Half Marathon @runforall! @samaritans receives 10k calls a day & #TeamSamaritans keep us going. Thank you ❤️

All the best for 'that hill'!

And for MORE (flatter?) runs: bit.ly/3La5Slr



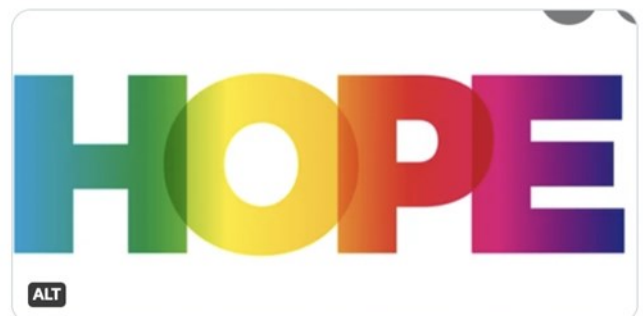
💬 2 ❤️ 7 📌 📺

Sheffield Samaritans @SheffieldSams · Jul 5

Hope is:

- A series of stepping stones.
- Small actions (when we can't see the bigger picture).
- Part of who we are, so we can never fully lose it.
- Like a muscle. It just needs building up/ exercising.
- Something that can be shared, built together.

Help to talk? ☎ 116 123



💬 1 ❤️ 3 📌 📺

Treasurer's Statement 2021

As ever I am pleased to be able to present my seventh financial report to members, which covers the 12-month period to the end of March 2022.

Following a hugely challenging period, which included the closing of our shop on Chapel Walk for significant periods due to Covid restrictions and our inability to get out and raise funds, the financial position is one of reasonable stability, with a cash balance still in line with our agreed reserves policy, which will remain focused on 18-months operational costs held in reserve - this is still the current situation.

Operationally our expenditure has remained largely in line with our budgeted expectations for the period; however, an ongoing concern remains the fact that for the third year running our operational costs have exceeded our income over the period, particularly in relation to money generated from our shop on Chapel Walk and the relatively low level of fund raising, although we have managed to obtain some very welcome grant funding from local community-based organisations.

The shop does need some special consideration and once again the decline in footfall on and around Fargate, this has meant that "passing trade" has declined, although it would be unfair to compare with the previous year given lockdown and Covid related restrictions. We do need to consider the long term future of the shop and whether we begin to seek alternative premises as we approach the final two years of our lease.

Furthermore, whilst we continue to hold significant reserve funds which fluctuate around £110/115k (depending on the state of the markets) and we have cash in hand with RBS Bank of approximately £35k, we cannot continue to simply access these funds over the next few years without addressing the challenge of financing the broad range of activities undertaken by the Samaritans across the city.

The issue of fundraising does need a clear strategy and we must not become complacent, despite our relatively sound financial position. Once again, I extend my thanks to Brendan Ashmore for his advice and guidance in preparing these accounts and also to Julie Beattie for her tireless efforts in seeking out new sources of funding for the charity, although latterly the baton has now been passed on to David Morton, I wish him well and we must all support him.

In Summary - over the past three years we have spent more than we have generated in income, to the tune of just under £18,000 during this particular year. This expenditure has been totally justified and has to a great extent improved the environment and conditions that we operate under.

However, whilst these 'losses' can be endured in the short term using the reserves we have built up over several years, it is not sustainable in the long run. We do need to give serious consideration to our fundraising and income generating activity - everyone has a part to play.

Andrew Denniff

October 2022

Structure, Governance and Management

As from April 2018, the Branch Leadership team, led by the Director, is responsible for the governance of the Branch. The Leadership team comprises elected trustees, ex-officio trustees, and deputy Directors who have opted to be part of the team. Elected trustees serve for a term of three years. Eligible volunteers are encouraged to stand for election of the Leadership team and new trustees are appointed annually at the AGM. Incoming members are then supplied with information from the Charity Commission and Samaritan Central Office in London about their roles and responsibilities as trustees of Sheffield Samaritans.

The leadership team meet monthly. There are a number of sub-committees which report to the Leadership team.

Public Benefit

The trustees consider that they have complied with the duty in Section 4 of the Charities Act 2006 to have due regard to public benefit guidance published by the Charity Commission.

Risk Management

The Leadership team's responsibilities for risk management covers all aspects of running the Branch—premises, governance and management, financial, fundraising, outreach, recruitment and selection, training, caller care and legal obligations. The risk register identifies risks, points up the likelihood and impact of the risk, steps taken in mitigation, and addresses the status and owner of the risk. It is reviewed regularly, both by the Leadership team and the lead person for Health and Safety.

Compliance

- Anti-discrimination and Equal Opportunities policies are in place.
- Data protection legislation is complied with and we are entered onto the Data Protection Register.,
- We are aware that aspects of employment legislation apply to voluntary organisations.
- Contacts with young callers oblige us to be up to date with child protection issues; The branch is up to date with Safeguarding procedures.
- We have an obligation to disclose information under the terms of the Terrorism Act
- Health and Safety issues are kept constantly under review.

Quality of service

We strive to offer a high quality service at all times. Good quality initial training and obligatory ongoing training are part of our culture. As described earlier, volunteers support and systems for support and feedback are available.

Volunteer Safety

- Our building was designed with the safety of callers and volunteers in mind
- We have been a non smoking building since July 2006
- Fire and smoke alarms are tested regularly and correct signage is in place
- All electrical appliances are PAT tested annually
- A full review of all aspects of health and safety is carried out every six months
- There is no single staffing; when open the building is staffed by a minimum of two volunteers
- The yard, entrance doors and visitors area are monitored by cctv cameras
- Access gates and doors have security locks
- All volunteers complete a Personal Evaluation and Evacuation Plan—PEEP

Governing Document

The charity is operated under the rules of its constitution adopted 1963/1946 and amended 22 November 1988, 24 April 1991, 25 April 2006 and 21 April 2009

Overall management of the charity is the responsibilities of the trustees who are elected and co-opted under the terms of the constitution. Day to day activities is managed and carried out by volunteer and paid staff.

Aims and Objectives

The principle objectives of the charity are:

To work for the assistance of persons who are suicidal, despairing or in distress by providing a service primarily intended for the benefit of the person in Sheffield and the surrounding area (but without specific limitations as to area) to enable such persons to receive immediate help, compassion and befriending from members of the charity selected and prepared for the purpose, working under direction; and also where appropriate, in accordance with Samaritan procedure, referral to persons having specialist or professional skills.

Administration and Reference

Branch Leadership Team

Vivian Underhay*

Andrew Denniff*

Sally Mellor*

Lynne Gardiner

Sue Turner

Carole King*

Lindsey Davies*

Alex Carey

Jessica Bowler

Jenny Jones

David Morton*

Jane Wright*

Chris Collins - co-opted trustee*

Anne Nicolson

* Trustees

Principal Address

Sheffield Samaritans, 272 Queens Road, Sheffield S2 4DL

Email address: queensroad@shaffieldsamaritans.org.uk

Registered Charity Number: 1173942

Bankers: Royal Bank of Scotland, The Common, Ecclesfield, Sheffield S35 9WJ

Solicitors: Jon Darwin, Norrie, Waite and Slater, 9/12 East Parade, Sheffield S1 2ET

Independent Examiner: Tingle Ashmore Ltd.

- We are grateful to everyone who has helped us during 21—22 with donations, large and small. We have received monies from churches, companies, trusts and individuals. Every donation received has helped us to keep the Sheffield Samaritans Centre open to provide a vital service to those in emotional distress, by phone or email.
- We are particularly grateful, for personal donations and for those who have remembered us in their will. If you would like to do this please contact our Treasurer Andrew Denniff.
- If you are interested in becoming a volunteer please contact Deputy Director for Recruitment and Selection at our Queens Road address

Thank you



The listening wheel



Reacting

The person often needs to know you recognise how they feel – phrases such as “That sounds difficult”, or “You’ve had a bad time” can help give that human touch.

Short words of encouragement

The person you are listening to may need a bit of help in opening up fully. A simple “yes”, “go on”, or “I see” could be enough to encourage a person to continue and assure them that you care.

Summarising

This shows the person that you have listened and understood what they have told you.

Open questions

These are questions that do not require a “yes” or “no” answer, for example: How? What? When? Where? and Who?

Reflecting

Simply repeating back a key word or phrase can encourage a person to continue talking.

Clarifying

Sometimes a person will gloss over an important point or feeling. Statements such as “Tell me more about...”, or “...sounds like a difficult area for you” can help a person pin-point a feeling for themselves.

SHEFFIELD SAMARITANS
CHARITABLE INCORPORATED ORGANISATION
REGISTERED CHARITY NUMBER 1173942

UNAUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED
31ST MARCH 2022

TINGLE ASHMORE LTD
CHARTERED ACCOUNTANTS AND REGISTERED AUDITORS
SHEFFIELD

SHEFFIELD SAMARITANS
UNAUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED
31ST MARCH 2022

INDEX

	Page
Independent examiner's report	1
Statement of financial activities and income and expenditure account	2
Balance sheet	3
Principal accounting policies	4-5
Notes to the financial statements	6-10

SHEFFIELD SAMARITANS
UNAUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED
31ST MARCH 2022
INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF
SHEFFIELD SAMARITANS

I report to the charity trustees on my examination of the accounts of the charity for the year ended 31st March 2022 which comprise the Statement of Financial Activities, the Balance Sheet and the related notes.

Responsibilities and basis of report

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

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

Independent examiner's statement

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

1. accounting records were not kept in respect of the charity as required by section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

.....
Brendan Ashmore ACA
Tingle Ashmore Ltd
Chartered Accountants & Registered Auditors
Enterprise House
Broadfield Court
Sheffield
S8 0XF

Dated :

SHEFFIELD SAMARITANS
UNAUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED
31ST MARCH 2022
STATEMENT OF FINANCIAL ACTIVITIES AND INCOME AND EXPENDITURE ACCOUNT

		Unrestricted funds 2022	Restricted funds 2022	Total funds 2022	Total funds 2021
	Notes	£	£	£	£
Income from:					
Donations and legacies		17,675	-	17,675	90,789
Charitable activities:					
Covid related grants		2,667	-	2,667	27,431
Job Retention Scheme grants		559	-	559	10,349
Investment income:		2,357	-	2,357	2,326
Other trading activities:					
Shop income		50,723	-	50,723	14,230
Net fundraising		2,058	-	2,058	3,502
Other income:					
Solar panels		11,684	-	11,684	-
Total income		<u>87,723</u>	<u>-</u>	<u>87,723</u>	<u>148,627</u>
Expenditure on:					
Raising funds					
Cost of trading from shop	1	50,599	-	50,599	43,088
Investment management costs		1,778	-	1,778	1,885
Charitable activities	2	55,086	-	55,086	64,038
Total expenditure		<u>107,463</u>	<u>-</u>	<u>107,463</u>	<u>109,011</u>
Net gains on investments	8	<u>1,845</u>	<u>-</u>	<u>1,845</u>	<u>12,745</u>
Net movement in funds	3	(17,895)	-	(17,895)	52,361
Total funds brought forward		<u>780,162</u>	<u>-</u>	<u>780,162</u>	<u>727,801</u>
Total funds carried forward		<u>£762,267</u>	<u>£-</u>	<u>£762,267</u>	<u>£780,162</u>

The Statement of Financial Activities includes all gains and losses recognised in the year.
All income and expenditure derive from continuing activities.

SHEFFIELD SAMARITANS
UNAUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED
31ST MARCH 2022
BALANCE SHEET

		2022	2021
	Notes	£	£
Fixed assets			
Tangible assets	6	609,052	610,214
Investments	8	100,000	-
		<u>709,052</u>	<u>610,214</u>
Current assets			
Debtors	7	-	1,364
Cash at bank and on hand		43,309	61,287
Investments	8	15,110	112,686
		<u>58,419</u>	<u>175,337</u>
Creditors - amounts falling due within one year	9	<u>5,204</u>	<u>5,389</u>
Net current assets		<u>53,215</u>	<u>169,948</u>
Net assets		<u><u>£762,267</u></u>	<u><u>£780,162</u></u>
Income funds			
Unrestricted income funds			
General funds	11	762,267	780,162
Restricted funds	11	-	-
Total funds	12	<u><u>£762,267</u></u>	<u><u>£780,162</u></u>

These financial statements were approved by the Trustees on and signed on their behalf by

..... Vivian Underhay
Trustee

SHEFFIELD SAMARITANS
UNAUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED
31ST MARCH 2022
PRINCIPAL ACCOUNTING POLICIES

General information and basis of preparation

Sheffield Samaritans is a charitable incorporated organisation registered with the Charity Commission in England and Wales. The address of the registered office is 272 Queens Road, Sheffield, S2 4DL.

The financial statements have been prepared under the historical cost convention and in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland issued in October 2019, the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102), the Charities Act 2011 and UK Generally Accepted Accounting Practice.

Sheffield Samaritans constitutes a public benefit entity as defined by FRS 102.

Going concern

The financial statements have been prepared on a going concern basis as the trustees believe that no material uncertainties exist.

Income

All income is accounted for as soon as the charity has entitlement to the income, there is certainty of receipt and the amount can be quantified with reasonable accuracy.

Investment income is included when receivable. Bank interest is recognised as income when it is credited to the bank statement.

Income from fundraising activities is reported net of the amounts incurred in raising those funds.

Expenditure

Expenditure is recognised on an accruals basis as a liability is incurred.

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and any professional fees associated with the independent examination of the accounts. Donations made by the branch are also included in this category.

Fixed assets and depreciation

All items of capital expenditure below £500 are written off as incurred.

Depreciation is calculated to write down the cost or valuation, less estimated residual value, of all tangible fixed assets over their expected useful lives on a straight line basis.

Investments

Investments are included at market value at 31st March 2022.

Realised gains and losses on investments are calculated as the difference between the sales proceeds and their market value at the start of the period, or their subsequent cost, and are charged or credited to the statement of financial activities in the period of disposal.

Unrealised gains and losses represent the movement in market values during the period and are credited or charged to the statement of financial activities based on the market value at the valuation date.

SHEFFIELD SAMARITANS
UNAUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED
31ST MARCH 2022
PRINCIPAL ACCOUNTING POLICIES

Debtors

Trade and other debtors are recognised at the settlement amount due after any discount offered.

Creditors

Creditors are recognised when the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors are normally recognised at their settlement amount after allowing for any trade discounts due.

Pension

The charity makes employer contributions to an auto-enrolment pension scheme in favour of certain members of staff. The pension charge in the statement of financial activities is the amount of contributions payable by the charity

Leased assets

All leases are considered to be 'operating leases' and the relevant rentals are charged wholly to the statement of financial activities.

Fund accounting

Unrestricted funds are general funds which are available for use at the trustees' discretion in furtherance of any of the objectives of the charity. Designated funds are unrestricted funds set aside at the discretion of the trustees for specific purposes. Restricted funds are those donated for a specific purpose, imposed by the donor, or through the terms of an appeal. The restriction means that the funds can only be used for that specific purpose.

SHEFFIELD SAMARITANS
UNAUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED
31ST MARCH 2022
NOTES TO THE FINANCIAL STATEMENTS

	Unrestricted funds 2022	Restricted funds 2022	Total funds 2022	Total funds 2021
	£	£	£	£
1 Cost of trading from shop				
Staff	25,701	-	25,701	24,006
Premises	16,346	-	16,346	14,039
Utilities	924	-	924	987
Building maintenance	88	-	88	610
Administration	6,388	-	6,388	2,270
Cleaning & maintenance	363	-	363	523
Bank charges	789	-	789	653
	<u>£50,599</u>	<u>£-</u>	<u>£50,599</u>	<u>£43,088</u>
2 Charitable activities				
Staff	6,319	-	6,319	6,132
Outreach & publicity	4,722	-	4,722	3,072
Premises	5,754	-	5,754	5,831
Utilities	3,687	-	3,687	4,241
Building maintenance	15,424	-	15,424	14,942
Travel & volunteers	1,937	-	1,937	2,254
Administration	5,853	-	5,853	8,585
Cleaning & maintenance	6,809	-	6,809	7,446
Donations	192	-	192	6,000
Branch contributions	1,348	-	1,348	1,567
Depreciation	1,162	-	1,162	2,852
Governance:				
AGM Expenses	763	-	763	-
Accountancy and bookkeeping	1,116	-	1,116	1,116
	<u>£55,086</u>	<u>£-</u>	<u>£55,086</u>	<u>£64,038</u>
3 Net movement in funds				
This is stated after charging:-				
Independent examiner's remuneration	- independent examination		360	360
Depreciation			<u>1,162</u>	<u>2,852</u>

SHEFFIELD SAMARITANS
UNAUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED
31ST MARCH 2022
NOTES TO THE FINANCIAL STATEMENTS

	2022	2021
	£	£
4 Analysis of staff costs, trustee remuneration and expenses, and the cost of key management personnel		
Salaries	31,304	29,561
Employer's pension contributions	716	577
	<u>£32,020</u>	<u>£30,138</u>

No employees had employee benefits in excess of £60,000 in either period.
The average monthly number of staff employed was 3 (2021 - 3).
The key management personnel of the charity comprise the Trustees.
Trustees received no remuneration, benefits or expenses in either period except expenses paid in connection with their role as listening volunteers.

- 5 Related party transactions
There were no related party transactions requiring disclosure in either period.

6 Tangible assets	Buildings	Equipment	Carpets	Total
	£	£	£	£
Cost or valuation				
As at 1st April 2021 and at 31st March 2022	<u>618,251</u>	<u>29,757</u>	<u>6,075</u>	<u>654,083</u>
Depreciation				
As at 1st April 2021	13,804	23,990	6,075	43,869
Charge for the year	<u>7</u>	<u>1,155</u>	<u>-</u>	<u>1,162</u>
As at 31st March 2022	<u>13,811</u>	<u>25,145</u>	<u>6,075</u>	<u>45,031</u>
Net book value				
As at 31st March 2022	<u>£604,440</u>	<u>£4,612</u>	<u>£-</u>	<u>£609,052</u>

	2022	2021
	£	£
7 Debtors		
Job Retention Scheme grants receivable	<u>£-</u>	<u>£1,364</u>

SHEFFIELD SAMARITANS
UNAUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED
31ST MARCH 2022
NOTES TO THE FINANCIAL STATEMENTS

8 Investments

On 17th January 2011 the charity invested in a Discretionary Managed Portfolio with Brewin Dolphin Ltd. The aim of this portfolio is to generate returns at a higher rate than can be achieved in cash deposits alone. The charity's risk profile is stated as 3 out of 10 with 1 being the most cautious and 10 the most adventurous.

	2022	2021
	£	£
Market value at 1st April 2021	112,686	109,500
Investment income reinvested	2,357	2,326
Investment management costs	(1,778)	(1,885)
Withdrawn from investment	-	(10,000)
Unrealised gain on valuation	1,845	12,745
	<u>115,110</u>	<u>112,686</u>
Market value at 31st March 2022	<u>£115,110</u>	<u>£112,686</u>
Investments at fair value comprised:		
Listed investments	108,799	106,882
Cash held within the investment portfolio	6,311	5,804
	<u>115,110</u>	<u>112,686</u>
Total	<u>£115,110</u>	<u>£112,686</u>

The initial deposit of £100,000 is considered to be a fixed asset investment with only the surplus available to support the charity's ongoing cash requirements.

	2022	2021
	£	£
9 Creditors - amounts falling due within one year		
Trade creditors	1,271	1,306
Taxation and social security	817	498
Branch contribution payable	1,348	1,567
Accruals and other creditors	1,768	2,018
	<u>£5,204</u>	<u>£5,389</u>
10 Operating lease commitments		
At 31st March 2022, the charity had operating leases with total future minimum lease payments as follows:		
Amount falling due:		
Within one year	351	351
In the second to fifth years	791	1,142
	<u>1,142</u>	<u>1,493</u>

SHEFFIELD SAMARITANS
UNAUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED
31ST MARCH 2022
NOTES TO THE FINANCIAL STATEMENTS

11 Analysis of charity funds

	Balance at 1st Apr 2021	Movement in resources		Balance at 31st March 2022
	£	Incoming	Outgoing	£
Unrestricted funds:				
General funds	780,162	89,568	(107,463)	762,267
Total unrestricted funds	780,162	89,568	(107,463)	762,267
Total funds	£780,162	£89,568	£(107,463)	£762,267
Prior year comparison:				
	Balance at 1st Apr 2020	Movement in resources		Balance at 31st March 2021
	£	Incoming	Outgoing	£
Unrestricted funds:				
General funds	727,801	161,372	(109,011)	780,162
Total unrestricted funds	727,801	161,372	(109,011)	780,162
Total funds	£727,801	£161,372	£(109,011)	£780,162

12 Analysis of net assets between funds

Total funds are invested as follows:

	Unrestricted funds 2022	Restricted funds 2022	Total funds 2022
	£	£	£
Tangible fixed assets	709,052	-	709,052
Net current assets	53,215	-	53,215
Net assets	£762,267	£-	£762,267
Prior year comparison:			
	Unrestricted funds 2021	Restricted funds 2021	Total funds 2021
	£	£	£
Tangible fixed assets	610,214	-	610,214
Net current assets	169,948	-	169,948
Net assets	£780,162	£-	£780,162

SHEFFIELD SAMARITANS
UNAUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED
31ST MARCH 2022
NOTES TO THE FINANCIAL STATEMENTS

- 13 A detailed breakdown of the statement of financial activities between unrestricted and restricted funds for the year ended 31st March 2021 is as follows:

		Unrestricted funds	Restricted funds	Total funds
		£	£	£
Income from:				
Donations and legacies		90,789	-	90,789
Charitable activities:	Grants receivable	37,780	-	37,780
Investment income		2,326	-	2,326
Other trading activities:	Shop income	14,230	-	14,230
	Net fundraising	3,502	-	3,502
Total income		<u>148,627</u>	<u>-</u>	<u>148,627</u>
Expenditure on:				
Raising funds	Cost of trading from shop	43,088	-	43,088
	Investment management costs	1,885	-	1,885
Charitable activities		<u>64,038</u>	<u>-</u>	<u>64,038</u>
Total expenditure		<u>109,011</u>	<u>-</u>	<u>109,011</u>
Net gain on investments		<u>12,745</u>	<u>-</u>	<u>12,745</u>
Net movement in funds		<u><u>£52,361</u></u>	<u><u>£-</u></u>	<u><u>£52,361</u></u>

SHEFFIELD SAMARITANS
UNAUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED
31ST MARCH 2022
INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF
SHEFFIELD SAMARITANS

I report to the charity trustees on my examination of the accounts of the charity for the year ended 31st March 2022 which comprise the Statement of Financial Activities, the Balance Sheet and the related notes.

Responsibilities and basis of report

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

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

Independent examiner's statement

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

1. accounting records were not kept in respect of the charity as required by section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.


.....
Brendan Ashmore ACA
Tingle Ashmore Ltd
Chartered Accountants & Registered Auditors
Enterprise House
Broadfield Court
Sheffield
S8 0XF

Dated : 30/9/22