

Sheffield Samaritans AGM

Annual Report and Accounts

Year ended 31st March 2024



272 Queens Road.

Wednesday 23th October 2024

6.30— 8.00 pm



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

Samaritans provides 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 2024

Another year gone already! Time seems to go by in a flash, and is a precious commodity, so I'm always astounded by the dedication of our volunteers, that turn up week after week, for our callers. In the last 12 months,* Sheffield Samaritans have:

- spent 4,744 hours on the phone
- answered 19,319 calls
- responded to 2,310 emails.

Thanks to the Recruitment team, the Training team and all the Mentors, Sheffield Samaritans have welcomed around 30 newly trained volunteers over the past year. We inevitably 'lose' some volunteers each year, some of whom take a break and later return, and others transfer to other branches when they relocate. Welcome to all of you that have transferred to Sheffield in the past year, and thank you for joining us. We currently have 110 active listening volunteers.

The commitment to shifts is fantastic, and I'm grateful to everyone for what you do. As you will see from the following reports on recruitment, training, mentoring, equity, diversity and inclusion, volunteer care, communications, fundraising, outreach and the charity shop, there is a hive of activity behind the scenes. Thank you to all the Deputy Directors, everyone contributing to the respective teams, and our trustees, for your commitment, support and time.

Deputy directors are appointed for a three-year term, and so Jess and Alex stepped down from the role of joint DDs for Training / Learning and Development in April 2024. Lynne 1967 also retired from the role of DD for Recruitment. I can't thank Jess, Alex and Lynne enough for their work over the past three years, and their willingness to keep things ticking along after their term was up.

We currently have a number of vacancies in lead roles, so it's the perfect time to review the Branch Leadership Structure. We've looked at the tasks involved in the various streams of work we do, and divided up the responsibilities so that they are, hopefully, more manageable. Please do take a look at the roles, and speak to me or the current lead if you think you might like to help...many hands make light work!

At last year's AGM, I noted that BLT had two big pieces of work planned: 1) reviewing the impact of the charity shop, and 2) considering how we might be able to better use the space we have at 272 Queens Road. We have time on the agenda during the AGM to provide an update on these two issues, and will continue to provide further updates via the weekly Branch Update.

The next big change for us is coming in the shape of the new Listening Centre. Equipment has been developed and testing due to start soon, with the switch coming early November. I hear from the early adopters that all has gone smoothly—I am hopeful that we will be able to say the same! Thanks in advance to Steve and Chris for their IT help.

A few final thank yous, to Shehla 2210 for taking over our social media feed on X, Lisa 2152 for setting up and facilitating the peer support sessions, and to our Group Leaders, Gerry 1926, Jackie 2097, Janet 1936, Jess 1863, Joanne 2013, Lorna 1532, Lynne 1953, Sally 1839, Sandra 2064, Sue 1924 and Sue 1813 for all you do to support all our volunteers (and an extra thanks to Sue 1813 for looking after the Group Leaders!)

Jenny 2015

**September 2023 to August 2024 (latest data available at the time of writing)*

Celebrating our volunteers' long service			
5 years			
Richard 2082	Helen 2091	Matt 2092	Abigail 2093
Jackie 2097	Jane 2099	Jean 2100	David 2084
10 years			
Fiona 1933	Janet 1936	Helen 1950	Lynne 1953
Sue 1924	Gerry 1926	Su 1923	
20 years			
Ann 1570			
50 years!			
After an amazing 5 decades, Tina 351 retired this year!			



Recruitment and Selection

A huge thank you to Lynne 1967 for the time given over her three years in role as DD for Recruitment and Selection. Lynne's tenure came to an end in April 2024, and we are now seeking a new DD for the role.

Thank you also to the wider recruitment team who, amongst them, interviewed 58 potential volunteers between April 2023 and March 2024. As noted in the mentoring report, we have had 3 intakes of new recruits and approximately 30 need listening volunteers—without the fantastic team of interviewers we couldn't have achieved this.

Thank you to the following for carrying out Potential Volunteer interviews:

Alex 2001, Anne 1570, Carole 1833, Claudia 2039, David 2121, Jane 2099, Judith 1150, Kay 1981, Lucy, Lynne 1967, Matt 1946, Sadie 2159, and Sandra 1689.

If you're interested in either leading Recruitment and Selection, or being part of the team that interviews potential volunteers, please let Jenny 2015 know.

Fundraising

Thank you to David 2084 for supporting with general fundraising whilst also taking the lead on assessing, developing and reviewing our retail operations.

In September 2023, BLT agreed to seek the support of a fundraising consultant. Whilst this has been a new expenditure, the investment has been worthwhile. With the help of consultant Wendy Ward, we have been successful in securing a grant of £20,000 from the National Lottery Community Fund!

We have also obtained grants totalling £4000 from Magic Little Grants, Hedley Foundation, and the South, South East and North East Local Authority Committees.

With thanks to all the volunteers that have supported bucket-collections— the generous public attending the Alfie Boe concert at Sheffield City Hall, gave a total of £385. Volunteers from our neighbouring branch, Rotherham, came along to help and we split the proceeds. We've developed a great relationship with the region, and continue to work in partnership with Rotherham across fundraising, outreach and more recently, training.

Thank you to the Brown Bear, Norfolk Street, Broomhill Post Office, St James Sports Centre, Chris Wright Workshop, Valley Road, the Metro Bank, Fargate, and Rhyme and Reason Bookshop, Hunters Bar, for allowing us to leave collection tins on their premises—every penny helps. If your place of work, or any other venue you have contact with are willing to collect for us, please let Jenny 2015 or our wonderful admin assistant Helen know.

Equity Diversity and Inclusion

Anne 1899 leads on EDI for Sheffield. In this role, Anne regularly attends the EDI Leads network meetings. The purpose of the meetings is to share updates on Central Samaritans EDI work and gather feedback on ideas and projects. The network has discussed training and resource needs and it is also a great opportunity to hear ideas from other branches.

Much of the EDI work goes on behind the scenes, for example considerations around reasonable adjustments. We hope that some of the work is 'felt', in that our volunteers feel part of an inclusive branch and seen as we diversify our delivery of outreach events to increase our reach to minoritised groups.

Please do take some time to look at the EDI noticeboard in the Daily Room – if you have anything you'd like to be included on the board, or would like to be involved with EDI work, please contact Anne 1899.

We look forward to seeing you at an EDI reflective ongoing training session soon.

Jenny 2015

Training /Learning and Development

Three new intakes of volunteers have joined the branch this year.

We have also completed 3 intakes of embedded learning which has seen over 20 volunteers transition from trainee to probationer to full volunteer!

The branch completed the On-Going Mentoring for 2023 with a high completion rate. It has shown us how we as a branch are consistent and competent at our roles. It has offered volunteers the opportunity to speak about the role of listening volunteer, identify gaps in knowledge and celebrate the incredible work our volunteers do.

Sadly, our time has come to an end as directors of learning and development. We want to take this opportunity to express our huge thanks to the training team, most of who have been with us from the beginning. We started our directorship coming out of lockdown and remote learning and have ended our time with some of the biggest training groups in branch learning together. During that time we saw several changes to safeguarding, ongoing mentoring and the initial training package for new volunteers as well. Thank you to every volunteer who gave their time to support us in the training room:

Tracy 1965 Jenny 2015 Matt 1946 Chris 2126 Rachel 2019 Ian 1860 Lynne 1953 Gerry 1926 Georgina 2188 Amy 2107 Jane 2150 Frances 1893

We also want to thank all the incredible mentors, skill practitioners, and Helen 2091 for the mountain of DBS checks and handbooks to print out... thank you to all who came through us to become volunteers. You put your trust in us and are now putting your amazing skills to the test.

Special thanks to Lynne 1967 for working so closely with us. You guided us through the BMT and brought through some outstanding trainees.

Though there is yet to be a successor, we are confident that Sheffield Samaritans will continue to thrive and grow with amazing volunteers.

Thank you again.

Jess 1863 and Alex 2001

Communication

Sheffield is fortunate to be a larger branch with over 140 volunteers, both those actively involved with our callers, and support volunteers, who are involved in the vital areas of keeping the whole branch functioning.

It is important all volunteers are able to know what is happening in the branch, in the region and with the whole Samaritans organisation, to be informed and prepared for any changes and to celebrate our successes.

We try to ensure that all volunteers feel they are informed about all aspects of Samaritans through weekly updates emailed to them. In the Daily room there is a notices book, various noticeboards for specific areas of our work. In the Ops room each booth has a folder and noticeboard with full information to support volunteers on duty.

Communication needs to be two ways, so we try to make it easy for volunteers to pass on their thoughts, suggestions and requests by having various books to add their information – e.g. comments, housekeeping, I.T. books.

When on duty much of our communication is verbal and we have robust systems to help volunteers feel there is always someone they can communicate with and are always supported, by having shift leaders always available to talk to volunteers on shift, directors on call always available to be contacted, and group leaders who support our volunteers.

Communication outside the branch is also vital and the outreach team are very active in developing this, as well as regular updates on our X (twitter) account.

If you have any thoughts or suggestions on how we can improve our communication please contact Anne 909.

Anne 909.

Volunteer Care

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

The team consists of 9 Group Leaders, namely; Gerry 1926, Janet 1936, Joanne 2013, Lorna 1532, Lynne 1953, Sally 1839, Sandra 2064, Sue 1924 and myself.

Julie 1808 has decided to step down from her role after many years, but I’d like to thank her for all her help and support and for all the minutes she’s taken at our Group Leader meetings!

We hope volunteers feel comfortable enough to approach us with any concerns they may have either within Samaritans or in their personal life and we will attempt to support them in any way we can.

Each Group Leader receives the monthly stats for their group which enables them to see who appears to be having difficulty fulfilling their shifts. This enables us to offer support and perhaps alternative suggestions to allow them to fulfil whatever shifts they can manage within the constraints of their personal life.

Occasionally a Shift Leader will notify a Group Leader that a volunteer has had a challenging call or been involved in a difficult situation. The Group Leader will then make contact with the volunteer and check on their wellbeing.

Our Support Volunteers do an amazing job behind the scenes to keep the Branch running smoothly. Thank you all for your hard work.

If you’d like to be part of the Volunteer Care team please do get in touch with one of us. Indeed, we are looking for a new DD for the team, it is an interesting and rewarding role and I’d be happy to tell you more about it if you think you might be interested.

I think this paragraph should perhaps have been my first and most important one; I must thank all the Group Leaders for all their hard work, support and our lively meetings. They all do a fantastic job and without them we would have no Volunteer Care team.

Sue 1813

Mentoring

As a result of COVID our ability to recruit and train new volunteers through to the mentoring process was reduced and also there was a fall in numbers of active volunteers.

However since January 2023, thanks to the Recruitment and Training volunteers we have had 3 intakes of new recruits amounting to approx 45 people, of which over 30 are still with us, many of them now full volunteers and the rest well on their way to completing their embedded learning. Welcome to you all and thank you for becoming a Samaritan, I hope you find volunteering with us as fulfilling as I do.

I would like to take this opportunity to say thank you to all the mentors – you know who you are! for stepping up and mentoring back to back, and sometimes with 2 trainees over the past year. You are a vital part of the training programme.

I have noticed that often the support does not stop after the mentoring is complete but that trainees benefit from the experience and friendship of their mentors in an ongoing situation and leading them to gain the confidence to play a larger part in the Branch themselves.

Sally 1839 - Mentoring Lead

Outreach

Wow its been a busy year!

This year we have progressed a number of new initiatives following our plans agreed from the end of 2023 Outreach meeting.

We became involved with the regions **rural initiative** and attended the Bakewell show and Chatsworth Fair to promote our work. They were both successful ventures raising awareness of our service and having some particularly good conversations. For these we linked in with Alison from Harrogate Branch who leads on the Rural initiative for Yorkshire, and we also received support from Sams at Chesterfield and Buxton branches

We had also agreed to pursue more opportunities to spread information to more diverse communities and Shehla organised a stall for us at the Firth Park **Mela** and we plan to increase these opportunities in the next year

We also supported the National Samaritans campaign with the London Marathon in turning cities green and Shehla organised the dome **at Meadowhall** to be green in support of Samaritans and we had an information stall there as well.

We had our usual Christmas carol singing and collection at the station which we hope to replicate this year again and we had a stall in the Moor market and we attended as always the very successful Pinknic celebration in the Peace Gardens

We were not able to attend Tramlines as planned unfortunately due to a lack of space, but we will hope to do this again next year.

However, the highlight of the year for me was the **Baton of Hope** conference which we attended. I was inspired by hearing Alastair Campbell talk of his struggles with his mental health and then we met him – he was lovely!

Our work with **S6 foodbank** continues and we now offer support at two different branches each week led by Lynne 1915. We would like more Sams to support this initiative so if you are interested, please contact Lynne.

Schools – Kay 1981 leads on our work with schools and has written out to all the secondary schools in Sheffield linking them to the excellent resources on our website and offering group sessions if requested.

A special thankyou to everyone who supported our very valuable outreach work It is very much appreciated

Dee 1816

EDUCATION AND OUTREACH



Buildings and Health and Safety

The Branch Leadership Team have once again 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.

This year our only major projects have been

A review of the Building to determine how we use it and explore how we can make best use of it

To develop a Contingency plan to put into place should we have any major building issues at the Branch

Other minor works this past year have been

- Replacement part to the cistern on a toilet
- Replacing ceiling lights in the training room for more energy efficient ones
- Repair / replacement of the PIR light in the passage way
- Upgrade of the Broadband system
- Minor repair to the external side door
- Commencement of a contract for Sanitary Bins in the toilets
- Cleaning and repair of chairs
- Replacement of the entry keypad on the side door

I'd like to thank volunteers who undertake various roles in branch that keep the building ticking over

Once again I'd like to thank Helen for managing all issues building wise. During my unexpected absence Helen has really worked her magic this past year for which I'm extremely grateful.

It's no easy feat keeping the building running and obtaining quotes, sorting contracts, arranging & supervising required work and keeping everyone informed.

It would be great if we could get a few more volunteers involved in doing some of the regular monthly checks that are required to meet the health and safety requirements. If you feel you could give a short amount of time around one of your shifts to get involved please let us know.

Health & Safety wise I'm pleased to say we've had no challenges

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

Sally 1987 (S) Building Manager and Health & Safety Officer

Shop

There have been a few changes in the shop this year, the main one being that Karen the shop manager retired at Christmas 2023 at the same time many of her volunteers finished with us too.

We would like to thank Karen and her volunteers for their hard work over the years.

From January 2024, I took over management of the shop, working part time (21 hours) Monday, Tuesday and Thursday (and in the office as Admin support on Wednesdays and Fridays). At this time, we increased the hours of the Assistant manager – Antonia who now works 21 hours on Wednesday, Friday and Saturdays. We also increased the hours of our shop assistant – Amy from 14 to 16 hours that now included 2 hours cleaning per week. Amy hours are Monday, Wednesday, Thursday and Friday 9.30 am – 1.30pm. This allow Antonia and myself to complete other tasks such as supporting new volunteers.

Volunteers - Many left at Christmas with Karen but a handful of volunteers chose to stay with us and I would like to thank them – Katherine, Tony, Claire, Ian and Bondsoi. I have managed to recruit some new volunteers and they are settling nicely.

We have also started working with Sheffield City Council Community Youth Services and some corporate volunteers from Plusnet through David's links with Sheffield Business Together group.

Premises - Since taking on the role, David Morton (DD), Andrew Denniff (treasurer), Martin Singer (retail consultant) and Mike Shield (property expert) have been looking for new premises as the lease of 45 Chapel Walk finishes an end in August 2024. We have not found anywhere suitable at the time of writing this report.

Thanks to Martin Singer for his consultancy support as I took on this new role.

Helen Scothorne - Shop Manager

The financial picture of the Charity Shop over the past 7 years:

Year	Income	Expenses	Profit / Loss
2018	54,004	43,198	10,806
2019	55,968	44,241	11,727
2020	51,808	46,082	5,726
2021	*41,661	32,739	89,22
2022	50,723	50,599	124
2023	67,608	55,785	11,823
2024	60,901	58,483	2,418

**Covid grant of £27,431 received in 2021.*

Further detail of income received via the retail operations can be found in the Financial Statement.

Treasurer's Report 2024

I present my 10th and penultimate financial report to members, following my appointment in 2015, it is my intention to stand down as treasurer in 12-months' time, after ten years in the role.

A copy of the charity's accounts for the year ended 31st March 2024, are included within the Annual Report for your consideration.

The accounts show a small fall in total income from the previous year to £81,228.

There was also a fall in income generated by the shop of around £7,000 to £61,000, with all but one month of the year showing a fall, compared with the previous year.

Feed in Tariff income from the solar panels increased which enables us to generate our own electricity for 272 Queens Road and enjoy a small surplus.

However, total expenditure was higher than last year, at £110,772.

Shop costs increased by around £2,5000, due to higher staff costs, and the fall in shop income have significantly impacted on the contribution the shop makes, generating £2,418 compared to around £12,000 from the previous year.

Further details of the shop costs are shown in note 1.

Expenditure on charitable activities increased by nearly £6,000, mainly due to the costs incurred using external consultants, there were increases in administration and telephone charges. Further details of these costs are included in note 2.

There was a net reduction in funds of £29,406 for the year. This compares to a deficit of £26,582 for the previous year. The balance sheet on page 3 shows the charity's assets and liabilities at the year end, with the largest of our tangible assets relating to the value of 272 Queens Road building, as shown in note 6.

The investment fund is shown as a fixed asset, as last year, with the balance available to fund the ongoing cash flow requirements of the charity.

The bank balances reduced over the year and were at £23,511 and the charity's funds totalled £710,689 on 31st March 2024, as shown at the foot of the balance sheet with £4,410 held as restricted funds, being the remaining balance on a council grant to fund Outreach activity in Sheffield, remaining funds are all unrestricted in nature, although £692,207 are represented by the book value of the building at Queens Road or the investment fund deposit.

Finally, we have an important decision to make on the future of our Charity Shop on Chapel Walk and focus more of our efforts on future fund-raising activities, that can help to alleviate the downward trend of our finances.

As ever, my thanks to all our volunteers, the members of Branch Leadership Team and our Trustees, all who continue to be very supportive, especially our director Jenny and to Dee Napier both of whom have assisted me personally behind the scenes.

Andrew Denniff - Treasurer

SHEFFIELD SAMARITANS
RCHARITABLE INCORPORATED ORGANISATION
REGISTERED CHARITY NUMBER 1173942

UNAUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED
31ST MARCH 2024

TINGLE ASHMORE LTD
CHARTERED ACCOUNTANTS
SHEFFIELD

SHEFFIELD SAMARITANS
UNAUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED
31ST MARCH 2024

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SHEFFIELD SAMARITANS
UNAUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED
31ST MARCH 2024
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 2024 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
Enterprise House
Broadfield Court
Sheffield
S8 0XF

Dated :

SHEFFIELD SAMARITANS
UNAUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED
31ST MARCH 2024
STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

The law applicable to charities in England & Wales requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources of the charity for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP 2019 (FRS 102);
- make judgments and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Charities Act 2011, the Charities (Accounts and Reports) Regulations 2008 and the provisions of the trust deed. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

SHEFFIELD SAMARITANS
UNAUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED
31ST MARCH 2024
STATEMENT OF FINANCIAL ACTIVITIES AND INCOME AND EXPENDITURE ACCOUNT

		Unrestricted funds 2024	Restricted funds 2024	Total funds 2024	Total funds 2023
	Notes	£	£	£	£
Income from:					
Donations and legacies		6,255	-	6,255	12,407
Charitable activities:					
Sheffield City Council grants		-	7,250	7,250	-
Investment income:		3,104	-	3,104	2,437
Other trading activities:					
Shop income		60,901	-	60,901	67,608
Net fundraising		1,595	-	1,595	861
Other income:					
Solar panels		2,123	-	2,123	2,014
Total income		<u>73,978</u>	<u>7,250</u>	<u>81,228</u>	<u>85,327</u>
Expenditure on:					
Raising funds					
Cost of trading from shop	1	58,483	-	58,483	55,785
Investment management costs		683	-	683	1,741
Charitable activities	2	<u>48,766</u>	<u>2,840</u>	<u>51,606</u>	<u>45,703</u>
Total expenditure		<u>107,932</u>	<u>2,840</u>	<u>110,772</u>	<u>103,229</u>
Net gains/(losses) on investments	7	<u>4,548</u>	<u>-</u>	<u>4,548</u>	<u>(8,680)</u>
Net movement in funds	3	(29,406)	4,410	(24,996)	(26,582)
Total funds brought forward		<u>735,685</u>	<u>-</u>	<u>735,685</u>	<u>762,267</u>
Total funds carried forward		<u>£706,279</u>	<u>£4,410</u>	<u>£710,689</u>	<u>£735,685</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 2024
BALANCE SHEET

		2024		2023
	Notes	£	£	£
Fixed assets				
Tangible assets	6		607,207	607,900
Investments	7		85,000	100,000
			<u>692,207</u>	<u>707,900</u>
Current assets				
Cash at bank and on hand		10,413		24,598
Investments	7	13,095		7,126
		<u>23,508</u>		<u>31,724</u>
Creditors - amounts falling due within one year	8	<u>5,026</u>		<u>3,939</u>
Net current assets			<u>18,482</u>	<u>27,785</u>
Net assets			<u>£710,689</u>	<u>£735,685</u>
Income funds				
Unrestricted income funds				
General funds	10		706,279	735,685
Restricted funds	10		<u>4,410</u>	<u>-</u>
Total funds	11		<u>£710,689</u>	<u>£735,685</u>

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

..... Jenny Jones
Trustee

SHEFFIELD SAMARITANS
UNAUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED
31ST MARCH 2024
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 2024.

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 2024
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
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31ST MARCH 2024
NOTES TO THE FINANCIAL STATEMENTS

	Unrestricted funds 2024	Restricted funds 2024	Total funds 2024	Total funds 2023
	£	£	£	£
1 Cost of trading from shop				
Purchases for resale	57	-	57	-
Staff	33,799	-	33,799	28,135
Premises	15,113	-	15,113	15,678
Utilities	1,711	-	1,711	1,199
Building maintenance	477	-	477	1,908
Administration	4,985	-	4,985	7,481
Cleaning & maintenance	473	-	473	392
Travel & volunteers	312	-	312	-
Bank charges	1,556	-	1,556	992
	<u>£58,483</u>	<u>£-</u>	<u>£58,483</u>	<u>£55,785</u>
2 Charitable activities				
Staff	10,793	-	10,793	6,695
Outreach & publicity	-	2,840	2,840	3,626
Premises	6,426	-	6,426	6,168
Utilities	2,367	-	2,367	3,806
Building maintenance	3,460	-	3,460	7,437
Travel & volunteers	4,031	-	4,031	3,378
Administration	7,681	-	7,681	3,917
Cleaning & maintenance	5,798	-	5,798	6,011
Donations	-	-	-	232
Consultancy	5,754	-	5,754	-
Branch contributions	620	-	620	1,172
Depreciation	693	-	693	1,152
Governance:				
AGM Expenses	63	-	63	963
Accountancy and bookkeeping	1,080	-	1,080	1,146
	<u>£48,766</u>	<u>£2,840</u>	<u>£51,606</u>	<u>£45,703</u>
3 Net movement in funds				
This is stated after charging:-				
Independent examiner's remuneration			420	390
Depreciation			<u>693</u>	<u>1,152</u>

SHEFFIELD SAMARITANS
UNAUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED
31ST MARCH 2024
NOTES TO THE FINANCIAL STATEMENTS

	2024	2023
	£	£
4 Analysis of staff costs, trustee remuneration and expenses, and the cost of key management personnel		
Salaries	43,447	34,200
Employer's pension contributions	1,145	567
	<u>£44,592</u>	<u>£34,767</u>

No employees had employee benefits in excess of £60,000 in either period.

The average monthly number of staff employed was 4 (2023 - 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 2023 and at 31st March 2024	<u>618,251</u>	<u>29,757</u>	<u>6,075</u>	<u>654,083</u>
Depreciation				
As at 1st April 2023	13,811	26,297	6,075	46,183
Charge for the year	<u>-</u>	<u>693</u>	<u>-</u>	<u>693</u>
As at 31st March 2024	<u>13,811</u>	<u>26,990</u>	<u>6,075</u>	<u>46,876</u>
Net book value				
As at 31st March 2024	<u>£604,440</u>	<u>£2,767</u>	<u>£-</u>	<u>£607,207</u>

SHEFFIELD SAMARITANS
UNAUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED
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7 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.

	2024	2023
	£	£
Market value at 1st April 2023	107,126	115,110
Investment income reinvested	3,104	2,437
Investment management costs	(683)	(1,741)
Withdrawn from investment	(16,000)	-
Unrealised gain/(loss) on valuation	4,548	(8,680)
Market value at 31st March 2024	<u>£98,095</u>	<u>£107,126</u>
Investments at fair value comprised:		
Listed investments	91,012	102,923
Cash held within the investment portfolio	7,083	4,203
Total	<u>£98,095</u>	<u>£107,126</u>

8 Creditors - amounts falling due within one year

	2024	2023
	£	£
Trade creditors	1,759	387
Taxation and social security	775	627
Branch contribution payable	620	1,172
Accruals and other creditors	1,872	1,753
	<u>£5,026</u>	<u>£3,939</u>

9 Operating lease commitments

At 31st March 2024, 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	88	439
	<u> </u>	<u> </u>

SHEFFIELD SAMARITANS
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NOTES TO THE FINANCIAL STATEMENTS

10 Analysis of charity funds

	Balance at 1st Apr 2023	Movement in resources		Balance at 31st March 2024
	£	Incoming	Outgoing	£
Unrestricted funds:				
General funds	<u>735,685</u>	<u>78,526</u>	<u>(107,932)</u>	<u>706,279</u>
Restricted funds:				
Sheffield City Council	<u>-</u>	<u>7,250</u>	<u>(2,840)</u>	<u>4,410</u>
	<u>-</u>	<u>7,250</u>	<u>(2,840)</u>	<u>4,410</u>
Total funds	<u>£735,685</u>	<u>£85,776</u>	<u>£(110,772)</u>	<u>£710,689</u>

Purpose of restricted funds:
Sheffield City Council - To support outreach activity in Sheffield.

Prior year comparison:

	Balance at 1st Apr 2022	Movement in resources		Balance at 31st March 2023
	£	Incoming	Outgoing	£
Unrestricted funds:				
General funds	<u>762,267</u>	<u>85,327</u>	<u>(111,909)</u>	<u>735,685</u>
Total funds	<u>£762,267</u>	<u>£85,327</u>	<u>£(111,909)</u>	<u>£735,685</u>

11 Analysis of net assets between funds

Total funds are invested as follows:

	Unrestricted funds	Restricted funds	Total funds
	£	£	£
Fund balances at 31st March 2024 are represented by:			
Fixed assets	692,207	-	692,207
Net current assets	<u>14,072</u>	<u>4,410</u>	<u>18,482</u>
Net assets	<u>£706,279</u>	<u>£4,410</u>	<u>£710,689</u>
Prior year comparison:			
Fund balances at 31st March 2023 were represented by:			
Fixed assets	707,900	-	707,900
Net current assets	<u>27,785</u>	<u>-</u>	<u>27,785</u>
Net assets	<u>£735,685</u>	<u>£-</u>	<u>£735,685</u>

SHEFFIELD SAMARITANS
UNAUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED
31ST MARCH 2024
NOTES TO THE FINANCIAL STATEMENTS

- 12 A detailed breakdown of the statement of financial activities between unrestricted and restricted funds for the year ended 31st March 2023 is as follows:

		Unrestricted funds	Restricted funds	Total funds
		£	£	£
Income from:				
Donations and legacies		12,407	-	12,407
Investment income		2,437	-	2,437
Other trading activities:	Shop income	67,608	-	67,608
	Net fundraising	861	-	861
Other income:	Solar panels	2,014	-	2,014
Total income		<u>85,327</u>	<u>-</u>	<u>85,327</u>
Expenditure on:				
Raising funds	Cost of trading from shop	55,785	-	55,785
	Investment management costs	1,741	-	1,741
Charitable activities		<u>45,703</u>	<u>-</u>	<u>45,703</u>
Total expenditure		<u>103,229</u>	<u>-</u>	<u>103,229</u>
Net loss on investments		<u>(8,680)</u>	<u>-</u>	<u>(8,680)</u>
Net movement in funds		<u>£(26,582)</u>	<u>£-</u>	<u>£(26,582)</u>

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

Jennifer Jones* - Director

Andrew Denniff* - Treasurer

Jane Wright*

Carole King*

David Morton*

Chris Collins *

Frances Gray*

Anne Nettleship

Anne Nicolson

Dee Napier

Helen Scothorne—Secretary

*** 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.



It costs **£4,068** an hour to deliver Samaritans' listening services and support across the UK and Ireland through our 20,000 trained listening volunteers

We are grateful to everyone who has helped us during 23—24 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.

£25 could help Samaritans cover the costs of training, supporting and mentoring a listening volunteer

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.

£10 could help answer a life-saving call for help

If you are interested in becoming a listening, fundraising or support volunteer, please apply online via <https://www.samaritans.org/support-us/volunteer/> or for more information, contact Sheffield.director@samaritans.org

Thank you