

Durham Samaritans

England & Wales · Charity number 1173976

Details

Other names	SAMARITANS OF CENTRAL DURHAM
Status	Registered
Legal form	CIO
Registered	2017-07-27
Register	View on the Charity Commission register

Contact

Address	The Samaritans 26 Sutton Street Durham DH1 4BW
Phone	01913863777
Email	Durham.Director@samaritans.org
Website	https://www.samaritans.org/branches/durham/

Activities

Objects: 1) TO ENABLE PERSONS IN DURHAM AND THE SURROUNDING AREA AS WELL AS ELSEWHERE WHO ARE EXPERIENCING FEELINGS OF DISTRESS OR DESPAIR, INCLUDING THOSE WHO MAY BE AT RISK OF SUICIDE, TO RECEIVE CONFIDENTIAL EMOTIONAL SUPPORT AT ANY TIME OF THE DAY OR NIGHT IN ORDER TO IMPROVE THEIR EMOTIONAL HEALTH AND TO REDUCE THE INCIDENCE OF SUICIDE;2) TO PROMOTE A BETTER UNDERSTANDING IN SOCIETY OF SUICIDE, SUICIDAL BEHAVIOUR AND THE VALUE OF EXPRESSING FEELINGS WHICH MAY OTHERWISE LEAD TO SUICIDE OR IMPAIRED EMOTIONAL HEALTH; AND3) TO COLLABORATE WITH AND SUPPORT SAMARITANS CENTRAL CHARITY AND ITS AFFILIATED BRANCHES IN FULFILLING THESE OBJECTS.

Activities: Listening, and offering emotional support, to those in distress

Classification

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

Geography

- Durham

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£24,984	£31,107	-	-
2024-03-31	£46,074	£26,571	-	-
2023-03-31	£27,327	£31,599	-	-
2022-03-31	£28,440	£29,896	-	-
2021-03-31	£43,977	£22,060	-	-

Trustees

Name	Role	Appointed
AMANDA LOUISE WINTER		2017-10-10
Brian Kirkup		2024-11-01
Donald Stronach		2025-04-07
Michael Ian Rayner		2019-10-30
Richard Allan Hall		2024-07-17
Susan Anne Mcneill		2025-03-26

Linked charities

- THE SAMARITANS OF CENTRAL DURHAM (1173976-1)

Accounts



Registered Charity Number 1173976

DURHAM SAMARITANS
ANNUAL REPORT AND ACCOUNTS 2025

DURHAM SAMARITANS

The trustees present their annual report and financial statement for the year ending 31 March 2025 and confirm that they have been prepared in accordance with applicable accounting standards and the Statement of Recommended Practice on Accounting for Charities

REFERENCE AND ADMINISTRATIVE INFORMATION

Charity name: Durham Samaritans, previously The Samaritans of Central Durham

Charity Registration: 1173976

Principal office: The Samaritans, 26 Sutton Street, Durham DH1 4BW

The trustees during the year were:

Barry Thomas William Akins from 28 March 2023 to 17 July 2024

Jeremy Felix Disley from 29 March 2022 to 17 July 2024

Richard Allan Hall from 17 July 2024

Alison Mary Jolly from 17 July 2024 to 26 March 2025

Brian Kirkup from 1 November 2024 (Director)

Alan John MacDonald from 28 March 2023 to 17 July 2024

Louise Elisabeth Gloria Maxwell from 29 March 2022 to 17 July 2024

Susan Anne Mcneill from 26 March 2025

Michael Ian Rayner (Treasurer)

Janine Schaffrath from 28 March 2023

Lynda Hayley Scrimger from 17 July 2024

Jean Stores to 17 July 2024 to 26 March 2025

Donald Stronach (Director) from 1 April 2023 to 1 November 2024 and from 7 April 2025 (Secretary)

Amanda Louise Winter

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

Durham Samaritans is a Charitable Incorporated Organisation ("CIO") which was registered on 27 July 2017 with the Charities Commission of England and Wales. The Constitution of Durham Samaritans, last amended on 27 November 2018, covers the Objects of the CIO, its governance and all aspects of its operation. Following the establishment of the CIO, Durham Samaritans is now recognised as a legal entity with the right to enter into contracts and agreements giving its trustees the same protection as directors of a limited liability company.

Organisational structure

The trustees are responsible for the general control and management of the Charity. The trustees give their time freely and receive no remuneration or other financial benefits. The

trustees meet monthly and are responsible for all decisions taken in relation to running the Charity.

Recruitment and appointment of trustees

The trustees of the Charity comprise.

- the Branch Director
- the elected trustees, being a trustee elected by the members with the role of secretary and a trustee elected by the members with the role of treasurer (or one trustee elected by the Members to serve as both secretary and treasurer)
- up to eight additional trustees elected by the Members
- up to two co-opted trustees appointed in accordance with clause 12.4 of the Constitution

All trustees have the same rights, duties and responsibilities unless otherwise specified in the constitution. All members of the Charity (including the trustees) may make nominations for individuals to stand for election as elected trustees.

OBJECTS

The objects of the Charity are:

- To enable persons in Durham and the surrounding area as well as elsewhere who are experiencing feelings of distress or despair, including those who may be at risk of suicide, to receive confidential emotional support at any time of the day or night in order to improve their emotional health and to reduce the incidence of suicide;
- To promote a better understanding in society of suicide, suicidal behaviour and the value of expressing feelings which may otherwise lead to suicide or impaired emotional health; and
- To collaborate with and support Samaritans Central Charity and its affiliated branches in fulfilling these Objects.

ACTIVITIES, ACHIEVEMENTS AND PERFORMANCE

Recruitment and Selection

We have many people applying to join Samaritans and the role of the Recruitment and Selection Team is to give them as much information as we can so that when they start training nothing is a surprise. We run information events to allow them to ask questions and gives the recruitment team a chance to make a good impression of the work Samaritans do. If they are still interested, we get to know them a little better during their interview.

We have been running two recruitment sessions a year and from each session we send ten new volunteers to be trained and to continue their journey as a Samaritan. In 2026 we intend to increase to three sessions, and the recruitment, training and mentoring team have been expanded accordingly.

Training

We have successfully completed Core Training for two cohorts in the last year. Until now we have worked on two cohorts a year to keep it manageable for the training team. Each cohort spend a period of embedding training and answering calls with mentors, before moving to probationer status.

New volunteers have joined the training team, and it has been amazing to have them share their experience and guide the new volunteers through their introduction to Samaritans. We have filled out our numbers to meet the need to have three cohorts per year in the future.

On-going mentoring of full volunteers continues as it is a vital part of our role within Samaritans. There have been significant updates to the process, and have resumed the sessions.

Full volunteers are expected to complete five hours of mandatory training every three years and mandatory training around EDI (Equity, Diversity and Inclusion) has been completed by all volunteers, with Durham being the first branch to achieve this nationally.

Prisons

Durham Samaritans provides prison support for two local prisons: HMP Durham, which is a remand prison for men, and HMP Low Newton, which is a women's prison. Our Prison Support team trains and supports listeners from within the prison population so that they can take in-person calls from other prisoners who need the service. The need for support within prisons remains consistently high though, as with members of the public, not everyone who could benefit from our service uses it. Within prisons, self-harm and self-inflicted deaths can occur at rates that far outstrip those among the general population. This makes our work within prisons vitally important and urgent and includes promotion of the scheme and attendance at their monthly Safer Prisons meetings.

We face different kinds of challenge in our two prisons. HMP Durham is a remand prison and we tend to see a high turnover of Listeners. Once a prisoner has been sentenced, they are usually moved to another prison, which means that we rarely have listeners for a long time. With a recommended number of one listener for every 50 prisoners, Durham ought to have around 20 Listeners, since the prison population is nearly a thousand. However, we find that as soon as we reach this desired number, we start to lose listeners as they are transferred out. Consequently, we have to deliver training two to three times a year to keep the numbers up, and this places quite a demand on our small Branch Prisons Support team.

HMP Low Newton brings other challenges. The prison is smaller but also houses a number of prisoners facing long sentences. Some prisoners find this very difficult to process, with high rates of self-harm and, in February 2025, a self-inflicted death in custody. Our listeners there do a very difficult but invaluable job supporting the prisoners who find their lives a struggle. Within the prisons, we follow the same values all other Samaritans do, providing a service that aims to minimise and reduce the incidence of death by suicide.

Prison support is extremely valuable and rewarding work. It is very satisfying to see our Listeners grow into the role and develop their sense of empathy for each other, and from which their callers benefit. We have seen listeners turn their lives around and eventually leave prison far better equipped for life outside. Given the seriousness of the

challenges within the prison, we have seen our listeners help many desperate callers who may have been considering ending their lives. There is an immediacy to prison work that gives the Branch Prisons Support team a very distinctive and impactful experience.

Outreach

Samaritans defines Outreach as activity looking to provide or improve access to emotional support and reduce suicide within local communities and groups of high risk. Through a list of activities and events, we at Durham are doing our best to fulfil this definition.

28 November 2024; Chester le Street station offering support to staff and travellers after a suicide at the station that week

19 January 2025; Durham Station House Pub meeting the Durham Man Up walking group, after their successful walk from Newcastle Central Station to Durham Station via Chester le Street Station, promoting mental health and suicide prevention

20 January 2025; Brew Monday at Chester le Street and Durham stations. a national Samaritans event, distributing teabags and talking to staff and passengers at both stations

4 March 2025; New College Durham Career Day stall

5 March 2025; New College Durham, attended a talk by Anne-Marie Alderson, who is the Regional Development Lead (North East and East Coast Main Line) Network Rail Partnership for Samaritans Central Office

4 to 22 March 2025 is the national Samaritans event 'Small Talk Saves Lives' and we attended Chester le Street and Durham station on three occasions

We also had tables at the 24th Durham County Council Mental Health Conference, Durham Pride and the Durham Miners Gala

Meetings have been held with East Durham College and New College Durham to discuss further activities and events at which we can provide support for students and lecturers, and we have established a system with Durham University so that students can be referred for Samaritans to contact

There will always be plenty of outreach activities through the year and, everywhere we go, we are greeted with enthusiasm and gratefulness for our attendance.

Volunteer Care

This year we held a walk and talk around Durham City at the end of the summer. Samaritans from our branch were joined by the Rev Caroline Dick and some volunteers from St Cuthbert's church. Sometimes listening volunteers need the support of our fellow branch members: it can be really good to talk.

At Christmas we enjoyed a buffet and quiz at Durham City Golf Club. Volunteers could bring their partners if they wished as the buffet was both local and affordable with free parking at the golf club.

Sometimes when we are volunteering at a busy time of year for us and our callers it can be difficult to fit a weekly shift into our busy lives. We all know how much our listening support is valued by callers and many of us have been thanked or heard moving stories when answering calls or doing outreach work. We continue to be a busy branch, and new Samaritans always say how welcome they feel.

Data Protection

As Samaritans volunteers, we are all responsible for keeping data safe and secure. It's something that we take very seriously but equally something we do very well as the principles are very much underpinned by Samaritans policy of confidentiality and privacy.

As an overview the Data Protection Act 2018 is the UK's implementation of the General Data Protection Regulations (GDPR). The 7 principles of GDPR are:

- Lawfulness, Fairness and Transparency
- Purpose Limitation
- Data Minimisation
- Accuracy
- Storage Limitation
- Integrity and Confidentiality (Security)
- Accountability

Durham Samaritans are registered with the Information Commissioners Office and registration is renewed every year. A copy of our Certificate of Registration can be viewed on the noticeboard in the branch kitchen and there is also a visual reminder to volunteers of the above principles and what volunteers need to do to ensure data is kept safe and secure.

Fundraising

Our fundraising team has had a very challenging and busy year. They have planned, organised and delivered extremely successful events and were delighted that the community and many branch volunteers have come along and supported these.

We hosted a Colours Fashion Show in March 2025 at Durham City Golf Club. This event was well attended and raised generous funds for Durham Samaritans. Local businesses, volunteers and other individuals were very kind in donating raffle prizes, and we are so fortunate that we have loyal people who support us year after year. This event is an opportunity to raise awareness of Samaritans, informing the public about the support which we offer and how their commitment to helping us raise funds is really appreciated.

Throughout the year collection tins were placed in shops, pubs, and slimming clubs around Durham and we were amazed how much they raised.

Our annual Charity Golf Day is without doubt our "special event". It was held in July 2025 at Durham City Golf Club, where we had approximately 168 entrants. We have a loyal following and seldom need to advertise the event, as many of our previous players spread the word for us. This event allows Durham Samaritans to raise awareness especially to a hard-to-reach group of men about the importance of mental health. We were delighted this event was so strongly supported and raised a large amount of money for Durham Samaritans.

Throughout the summer we arrange street collections in towns in County Durham. It was great for the volunteers to be able to speak to the public, tell them a little about what Samaritans can offer, as well as fundraising for the branch.

Durham Samaritans is registered on a fundraising platform called Enthuse, this platform is used by many other Samaritans branches. One of our volunteers ran the Great North Run on behalf of Durham Samaritans and raised a huge amount of money.

A coffee morning was organised by North Road Methodist Church in Durham one Saturday morning in March 2025, arranged by a volunteer who attended this church. We are so grateful for the great amount raised through selling teas, coffees and cakes.

One of our volunteers has a printing business and donated books, cards and prints. We have sold Christmas cards and other general cards at events and in branch with all proceeds going to Durham Samaritans.

In December 2024 we sang carols at Durham Railway Station as an awareness raising event. A local choir helped support the voices of the volunteers. It was great to see people standing listening to us and taking Samaritans cards. Many generously gave a donation for which we were very thankful.

Building, Health and Safety

A new recorder and CCTV hard drive were installed in December 2024 and microphones were added to two of the four CCTV cameras in May 2025.

All 2025 annual preventative maintenance has been undertaken; this has included the stairlift, electrical appliances (PAT), smoke detector and emergency light testing and servicing of the boiler and fire extinguishers. All of the branch emergency lights have now been replaced with new LED lights.

A fault occurred with the central heating boiler in January 2025 which was immediately repaired

Health and Safety checks and assessments are regularly undertaken and reviewed but Health and Safety is every volunteer's responsibility. All relevant Health and Safety documents are stored in an area of the Three Rings website accessible to all volunteers, and there is also a maintenance section in the same area.

Environmental Policy

Durham Samaritans acknowledges its responsibility to, and the advantages of, maintaining a sound environment. We recognise the importance, no matter how small of the impact of our activities on the environment and that there is a need to consider ways in which we can conserve energy and minimise waste in these activities.

Our environmental policy was adopted as a guidance document to help us to consider how we can reduce where possible our impact on the environment.

Gas, electricity and water meter readings are taken every month, and monitoring shows these three utilities at low usage levels since monitoring began in June 2017.

STATISTICS

Durham branch for the twelve month period commencing 1 April 2024 and ending 31 March 2025:

- Total number of answered inbound calls: 12,287
- Total number of emails: 917
- Total contact hours (phone and email): 3,822
- Total phone contact hours: 3,349
- Total number of listener contacts (prison scheme): 1,421

FUTURE PLANS: 2025-26 BELIEVE IN TOMORROW

A new Branch Director was appointed on 1 November 2024.

An evidence based Quality Outcomes Framework (QOF) was completed in January 2025. This has to be completed when a new Director is appointed. It is completed in partnership with the Leadership team, supported by a Regional Quality Development Officer.

One of the major challenges we continue to face is providing adequate shift cover to meet the demands on our service. This is not unique to Durham; other branches also struggle to keep shifts open. As a branch we need to try and develop capacity in all areas of our work. We will be increasing the number of new volunteer intakes per year from two to three. To do this we need to increase and train new members of the selection and recruitment team, train new trainers, new mentors and new shift leaders. This needs to be done alongside maintaining and driving up the quality of our service to our service users. We need to increase the capacity of our prison team so that we can continue to support more people in the listening scheme.

We will target high risk groups and further our partnerships with Network Rail and Durham University.

Financial Review

Financially, 2024/25 could be considered a typical year. Compared to the previous year, income reduced by £21090, which was expected: in that year we received large donations from the Mayor's charity and from a legacy, and two repayments of costs incurred in the prisons. Expenditure increased by £4536. We finally spent a grant received in the previous year, invested in a Hive thermostat to offset increased energy costs from new contracts, repaired our CCTV and emergency lighting, and had the cost of two AGMs.

The Charity relies on the generosity of organisations, groups and individuals inside and outside Durham Samaritans. The major part of our income in the past has derived from the fundraising activities previously detailed and regular donations from two charitable trusts.

Our budgets for 2025/26 are expenditure £22125 and income £22125 but we expect to run a deficit in future years. We will try to reduce expenditure still further but we will also need to explore options for the funding of our running costs.

Reserves Policy

The Charity's Reserve Policy was agreed on 14 February 2023. The Trustees consider it is appropriate to hold reserves of £44000. This was quantified as £36500 representing eighteen months of basic expenditure plus £7500 contingency held for unbudgeted building, decorating and furniture expenditure.

The Charity cash in the bank at the end of the 2024/25 Financial Year was £81222.

We are not taking action to reduce our reserves. We consider that in future years we will have to finance the normal activity of the charity out of our reserves.

THE AUDITED FINANCIAL STATEMENT FOR 2024/25 WILL BE SUBMITTED AS A SEPARATE FILE

DURHAM SAMARITANS
FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

INDEPENDANT EXAMINER'S REPORT TO THE TRUSTEES OF DURHAM SAMARITANS FOR THE YEAR ENDED 31ST MARCH 2025

I report to the charity trustees on my examination of the accounts of the charity for the year ended 31 March 2025.

Responsibilities and basis of the 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').

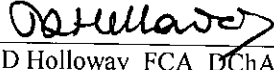
I report in respect of my examination of the charity's accounts carried out under section 145 of the Act and in carrying out my examination I have followed all the applicable Directors given by the Charity Commission under section 145(5)(b) of the act.

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 confirm that there are no other matters to which your attention should be drawn to enable a proper understanding of the accounts to be reached.

Signed 
Name J D Holloway FCA BChA
RMT Ribchesters
Finchale House, Durham DH1 1TW

Date: 25 September 2025

DURHAM SAMARITANS
STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2025

	Note	2025 Unrestricted	2025 Restricted	2025 Total	2024 Total
		£	£	£	£
Income					
Incoming resources from generated funds					
Voluntary income	3	13,050	-	13,050	27,408
Activities for generating funds	4	7,315	-	7,315	9,929
Investment income	5	540	-	540	279
Incoming resources from charitable activities	6	4,079	-	4,079	8,458
Other income					
Government Grants		-	-	-	-
Total incoming resources		<u>24,984</u>	<u>-</u>	<u>24,984</u>	<u>46,074</u>
Expenditure					
Costs of generating funds					
Costs of generating voluntary income	7	4,764	-	4,764	2,319
Charitable activities	8	<u>26,343</u>	<u>-</u>	<u>26,343</u>	<u>24,252</u>
Total resources expended		<u>31,107</u>	<u>-</u>	<u>31,107</u>	<u>26,571</u>
Net movement in funds		<u>(6,123)</u>	<u>-</u>	<u>(6,123)</u>	<u>19,503</u>
Total funds brought forward		<u>102,486</u>	<u>-</u>	<u>102,486</u>	<u>82,983</u>
Total funds carried forward		<u>96,363</u>	<u>-</u>	<u>96,363</u>	<u>102,486</u>

**DURHAM SAMARITANS
BALANCE SHEET AS AT 31 MARCH 2025**

	Note	2025 Unrestricted £	2025 Restricted £	2025 Total £	2024 Total £
Fixed assets					
Tangible assets	10	<u>14,449</u>	<u>-</u>	<u>14,449</u>	<u>16,324</u>
Current assets					
Prepayments		1,086	-	1,086	1,051
Cash at bank and in hand		<u>81,222</u>	<u>-</u>	<u>81,222</u>	<u>86,458</u>
		<u>82,308</u>	<u>-</u>	<u>82,308</u>	<u>87,509</u>
Creditors : amounts falling due within one year					
Accruals		<u>345</u>	<u>-</u>	<u>345</u>	<u>1,347</u>
Net current assets		<u>81,963</u>	<u>-</u>	<u>81,963</u>	<u>86,162</u>
Net assets		<u>96,412</u>	<u>-</u>	<u>96,412</u>	<u>102,486</u>
Funds					
Unrestricted funds		<u>96,412</u>	<u>-</u>	<u>96,412</u>	<u>102,486</u>

Signed on behalf of all the Trustees on 15/9/2025

M. I. Rayner

Mike Rayner

B. Kirkup

Brian Kirkup

DURHAM SAMARITANS

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2025

- 1 Basis of preparation**
The financial statements of the charity, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Charities Act 2011. The financial statements have been prepared under the historical cost convention.
- 2 Accounting policies**
- Recognition of incoming resources**
These are included in the Statement of Financial Activities (SOFA) when:-
- the charity becomes entitled to the resources
 - the trustees are virtually certain they will receive the resources and
 - the monetary value can be measured with sufficient reliability
- Incoming resources with related expenditure**
Where incoming resources have related expenditure, the incoming resources and related expenditure are reported gross in the SOFA.
- Grants and donations**
These are only included in the SOFA when the charity has unconditional entitlement to the resources.
- Investment income**
This is included in the accounts when receivable.
- Contractual income**
This is only included in the SOFA once the related goods or services have been delivered.
- Volunteer help**
The value of any voluntary help received is not included in the accounts but is described in the Trustees' Annual report.
- Liability recognition**
Liabilities are recognised as soon as there is a legal or constructive obligation committing the charity to pay out resources.
- Governance costs**
Include the costs of the preparation and examination of statutory accounts, the costs of meetings and the cost of any legal advice to trustees on governance or constitutional matters.
- Support costs**
Include costs of central functions and have been allocated to activity cost categories on a basis consistent with the use of resources.
- Unrestricted funds**
Unrestricted funds represent income receivable or generated for the objects of the charity without further specified purpose and are available as general funds.
- Restricted funds**
Restricted funds are those funds which must be spent as income on the particular purposes specified by the donor or specifically identified in appeal literature.
- Tangible fixed assets for use by charity**
These are capitalised if they can be used for more than one year and cost at least £100. They are valued at cost or a reasonable value on receipt. The charity does not have a policy of revaluation.

DURHAM SAMARITANS
NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2025
(continued)

3 Voluntary income

	2025	2024
	£	£
Shakespeare Temperance Trust CIO	3,000	6,000
W A Handley Trust	1,000	1,000
Anonymous donors	1,363	10,570
Enthuse	1,108	609
Churches, groups and other clubs	1,013	444
The Durham City Mayor	-	4,352
Donated Services	1,843	480
Shop Collections	3,152	2,506
Others	<u>571</u>	<u>1,447</u>
	<u>13,050</u>	<u>27,408</u>

Donated services represent the value of time spent by the Independent Examiner in undertaking such responsibilities. These services have been provided without charge.

4 Activities for generating funds

	2025	2024
	£	£
Fundraising	<u>7,315</u>	<u>9,929</u>

5 Investment income

	2025	2024
	£	£
Bank interest	<u>540</u>	<u>279</u>

6 Incoming resources from charitable activities

	2025	2024
	£	£
Contract income from HM Prisons	<u>4,079</u>	<u>8,458</u>

7 Costs of generating voluntary income

	2025	2024
	£	£
Fundraising costs	<u>4,764</u>	<u>2,319</u>

DURHAM SAMARITANS
NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2025
(continued)

8 Charitable activities	2025	2024
	£	£
Direct costs		
Administration Costs	1,072	116
Publicity	1,703	613
Travelling	4,426	7,459
Subsistence	1,527	815
Recruitment and training	119	182
Samaritans Affiliation fee and Conference	6,360	2,067
DD Volunteer Care	121	121
Sundry expenses	35	-
R & R	<u>362</u>	<u>781</u>
	<u>15,725</u>	<u>12,154</u>
Support costs		
R & R	2,254	1,809
Utilities	3,364	3,584
Insurance	850	739
Independent Examiners Fee	540	480
Depreciation	1,875	2,457
Bank charges	-	164
Computer Costs	<u>1,735</u>	<u>2,865</u>
	<u>10,618</u>	<u>12,098</u>
	<u>26,343</u>	<u>24,252</u>

9 Trustee expenses

None of the trustees were paid expenses in either this year or last year.

DURHAM SAMARITANS
NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2025
(continued)

10 Tangible fixed assets

	Property £	Furniture £	Equipment £	Total £
Asset cost				
Balance brought forward	26,576	5,487	39,953	72,016
Additions	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
Balance carried forward	<u>26,576</u>	<u>5,487</u>	<u>39,953</u>	<u>72,016</u>
Depreciation				
Balance brought forward	16,983	5,487	33,222	55,692
Charge for year	<u>192</u>	<u>-</u>	<u>1,683</u>	<u>1,875</u>
Balance carried forward	<u>17,175</u>	<u>5,487</u>	<u>34,905</u>	<u>57,567</u>
Net book value				
Brought forward	<u>9,593</u>	<u>-</u>	<u>6,731</u>	<u>16,324</u>
Carried forward	<u>9,401</u>	<u>-</u>	<u>5,048</u>	<u>14,449</u>
Basis	Reducing balance	Reducing balance	Reducing balance	
Rate	2%	25%	25%	

Accounts



Registered Charity Number 1173976

DURHAM SAMARITANS
ANNUAL REPORT AND ACCOUNTS 2024

DURHAM SAMARITANS

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REFERENCE AND ADMINISTRATIVE INFORMATION

Charity name: Durham Samaritans, previously The Samaritans of Central Durham

Charity Registration: 1173976

Principal office: The Samaritans, 26 Sutton Street, Durham DH1 4BW

The trustees during the year were:

Barry Thomas William Akins from 28 March 2023 to 17 July 2024

Jeremy Felix Disley from 29 March 2022 to 17 July 2024

Richard Allan Hall from 17 July 2024

Alison Mary Jolly from 17 July 2024

Alan John MacDonald from 28 March 2023 to 17 July 2024

Louise Elisabeth Gloria Maxwell from 29 March 2022 to 17 July 2024

Michael Ian Rayner (Treasurer)

Janine Schaffrath from 28 March 2023

Lynda Hayley Scrimger from 17 July 2024

Jean Stores to 17 July 2024

Donald Stronach (Director) from 1 April 2023

Amanda Louise Winter (Secretary)

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

Durham Samaritans is a Charitable Incorporated Organisation ("CIO") which was registered on 27 July 2017 with the Charities Commission of England and Wales. The Constitution of Durham Samaritans, last amended on 27 November 2018, covers the Objects of the CIO, its governance and all aspects of its operation. Following the establishment of the CIO, Durham Samaritans is now recognised as a legal entity with the right to enter into contracts and agreements giving its trustees the same protection as directors of a limited liability company.

Organisational structure

The trustees are responsible for the general control and management of the Charity. The trustees give their time freely and receive no remuneration or other financial benefits. The trustees meet monthly and are responsible for all decisions taken in relation to running the Charity.

Recruitment and appointment of trustees

The trustees of the Charity comprise.

- the Branch Director
- the elected trustees, being a trustee elected by the members with the role of secretary and a trustee elected by the members with the role of treasurer (or one trustee elected by the Members to serve as both secretary and treasurer)
- up to eight additional trustees elected by the Members
- up to two co-opted trustees appointed in accordance with clause 12.4 of the Constitution

All trustees have the same rights, duties and responsibilities unless otherwise specified in the constitution. All members of the Charity (including the trustees) may make nominations for individuals to stand for election as elected trustees.

OBJECTS

The objects of the Charity are:

- To enable persons in Durham and the surrounding area as well as elsewhere who are experiencing feelings of distress or despair, including those who may be at risk of suicide, to receive confidential emotional support at any time of the day or night in order to improve their emotional health and to reduce the incidence of suicide;
- To promote a better understanding in society of suicide, suicidal behaviour and the value of expressing feelings which may otherwise lead to suicide or impaired emotional health; and
- To collaborate with and support Samaritans Central Charity and its affiliated branches in fulfilling these Objects.

ACTIVITIES, ACHIEVEMENTS AND PERFORMANCE

Recruitment and Selection

We receive many requests to join our branch and become a Samaritan and currently we have 77 people who are waiting to be interviewed. We have gone back to running an information evening as we feel this gives prospective volunteers the opportunity to meet our team, see the branch, and for us to give them more information about the work Samaritans does and more importantly how we run our branch.

We have run one Recruitment event this year and the successful volunteers have now completed their Core Development Training and are currently doing duties with their mentors.

We are already planning our next event for the training session in September 2024. We are busy sending out emails to everyone waiting for an interview to confirm that they are still interested in becoming a Samaritan as some applications go back as far as 2021. Once we have confirmation of the training dates, we will invite some of them to an information evening. If the potential volunteer can complete the training dates stipulated by the training team, we then arrange a date and time for an interview.

Training

The second Core Training Group from 2023 have completed their observation and probationary periods and have become full volunteers. The first Core Training Group of

2024 are in their observation stage and have begun embedding sessions. Both groups have been a wonderful addition to Durham Branch.

A message went out on Three Rings earlier in the year with a list of recommended ongoing training for full volunteers. Every volunteer will need to complete as many of these modules as possible in line with the required five hours of ongoing development every two years.

Training is planned regarding Safe and Sound de-escalation strategies for the whole branch which will take place after the summer.

A message will go out after this summer requesting volunteers' suggestions for further ongoing training. It was suggested at the recent branch meeting that we do some work on emails and look at examples of good practice. We are looking into how we would make it work for our Branch.

Prisons

HMP Durham

The Guide to the Listeners Scheme recommends 1 Listener to every 50 people in prison. HMP Durham's average population is around 975, so ideally we should have a team of 20 Listeners. However, with HMP Durham being a local remand prison the turnover is fairly rapid. The Guide suggests Listeners should be put on a 6 month hold but it's difficult to enforce this when they need to be transferred upon sentencing for their own progression.

In April 2023 we had a team of 15 Listeners. We held another Listener Core Training Course in June 2023 and trained another 16, however we lost some to transfer as soon as they had finished the course. By March 2024 we were down to 7, and only 2 of those have had more than 12 months experience as a Listener.

The number of contacts that they have had has dramatically fallen over the last 12 months. In March 2023 there were 194 calls, but this fell to only 39 calls in March 2024. However, the percentage of those calls where self-harm was discussed has risen from 8% to 33% in the same time period.

The Listeners highlighted that there are many neurodiverse people in prison and they asked if they could have some basic awareness training to help them understand the differences. This was raised in a Safer Prisons monthly meeting in July but we're still waiting for it to be organised.

A Brew Monday event was organised by Safer Custody for staff in January 2024. We saw it as an opportunity to talk about the Listener Scheme, but it was very poorly attended by staff.

We sadly had one self-inflicted death on the Induction Wing in March 2024. The Listeners provided Postvention support to prisoners and staff.

HMP Low Newton

The average population in HMP Low Newton is around 350 and we had 8 Listeners in April 2023. The number of Listeners is usually fairly stable in this prison, but this year saw the number drop to only 2 active Listeners due to transfers and some of the ladies standing down from the role. We ran a Listener Core Training course in March 2024 and have got the number back up to 7.

In contrast to HMP Durham, the number of contacts has gone up over the year from 11 in March 2023 to 41 in March 2024. The main concern noted by the Listeners is mental health issues.

Postvention support was introduced across the female estate last year and the training was provided by a member of the Samaritans Central Office Prisons and Justice Team to the Senior Management Team, key members of staff and the Listeners.

We had a death in custody in February 2024. Although it was not thought to be self-inflicted, Postvention was put into practice as it's been such a long time since there was a death in Low Newton. Support was provided by the Listeners to others on the wing where the death occurred as well as to staff who were involved at the time. The Listeners received some lovely feedback for the support they gave.

Safer Custody staff in HMP Low Newton have spent a lot of time and effort in creating a Listener Suite on C/D Wing and it's a nice comfortable room for the Listeners to use when they are speaking to someone in crisis.

Outreach

Outreach work continues to be an important aspect of delivery for the Durham Branch. It gives us the opportunity to work in a variety of settings to promote our work and to provide emotional support where appropriate. We have been fortunate to be able to work in the community in a variety of settings to engage with people from diverse backgrounds. Our outreach work has helped us raise the profile of the branch and the work of the Samaritans in general. Outreach activity has certainly helped in providing people with information or space if they needed to talk to someone. It has provided people with helpful tips on how to listen and it has also sparked an interest in the recruitment of potential new volunteers.

11 May 2023 New College Durham, Mental Health Awareness week.

We were invited by New College Durham to have a stall at the College to help raise the profile of our branch, hand out publicity material and provide students with tips on how to listen. This proves to be a successful way of getting publicity material circulated amongst young people and to engage with the young people and staff.

28 May 2023 Durham Pride event.

This event is based on acceptance, equality and a celebration of the work of the LGBT movement. It's something that as a branch we are extremely keen to support, an excellent day where people come together in a celebration of inclusion and diversity from across the county. We were able to take part in the colourful and vibrant parade that walked from Cathedral Green to the Sands, the main site of the event, where we had a stall which attracted a lot of interest.

8 July 2023 Durham Miners Gala.

The Durham Miners Gala is one of the greatest celebrations of community, solidarity and working-class life. Thousands of people packed the streets of Durham and the Racecourse Ground in this unique and inspiring spectacle. The Durham branch of Samaritans feel honoured that we are able to have an input at this event which gives us the opportunity to talk to so many people. This event helps our branch to raise our profile and that of the work we do.

30 August to 1 September 2023 New College Durham Careers Week.

This was a busy three days where we were able to meet and promote our service to new students who were starting off their time at the college which for some can be an anxious time.

10 October 2023 World Mental Health Day.

We were able to have a presence at Durham Station on World Mental Health Day. With Samaritans branded coffee cups being handed out to passengers, we were able to raise awareness on issues of mental health.

12 September 2023 Durham Station

A chance for the branch to engage with members of the public and talk to station staff. An excellent arrangement that provides us with the opportunity to distribute publicity material and raise awareness.

15 January 2024 Brew Monday.

We spent the morning on Durham station handing out Samaritans tea bags and listening tips to passengers. The key message was that we can always make time for a cuppa and a catch up. Brew Monday encourages people to reach out and have a catch up with family, friends, colleagues and loved ones. We were very well received by members of the public and met with some interesting people.

Saturday 23 March 2024 Small Talk Saves Lives Chester-le-Street.

The Small Talk Saves Lives campaign is all about encouraging people to start a conversation with someone if they think someone may need help. Campaigning material was handed out to give people the confidence to do this in a safe and supportive way.

Volunteer Care

We have tried to keep in touch with those volunteers who are not able to get into the branch for various reasons and to support them however possible.

Giving our time as a listening volunteer can be challenging and sometimes we need to take time away from duties. When returning to duties after any absence volunteers may feel some apprehension and would possibly appreciate some time to prepare or support.

Moving forward we will be looking at the ways we support volunteers who need to take some time away from the branch and listening to callers. The initial aim is to put together for consideration a strategy to make this more explicit. It will be informed by the Samaritans policy and practice guidelines identifying the ways in which the Branch Leadership Team and volunteers might manage time away and what support is available when returning to duties after a period of absence. This will include a strategy of agreed mentor support and may involve learning needs analysis and training programmes.

A number of our volunteers have met, and some have exceeded, their committed hours of volunteering and we are well on our way in understanding the barriers as to why some of our volunteers are not able to complete their full commitments and support will be offered.

We all have a part to play in making Durham such a great branch in which to volunteer through the support we give to each other as we listen to our callers.

Data Protection

The Data Protection Act 2018 is the UK's implementation of the General Data Protection Regulation (GDPR). Everyone responsible for using personal data has to follow strict rules called "Data Protection Principles". At Samaritans, privacy is at the heart of what we do and we are committed to protecting privacy and the personal information we hold.

Durham Samaritans is registered with the ICO (Information Commissioners Office) and the registration is updated annually. With the support of Central Samaritans, Durham Samaritans have clear, plain English guidelines in terms of a Data Protection Policy, this year we have added a ROPA (Records of Processing and Lawful Basis) document which shows what data the branch holds. The Data Protection Policy is available to all volunteers on Three Rings in an electronic format.

We also have a Data Protection Board in the branch which is a visual reminder to volunteers of the principles of Data Protection and simple practical steps volunteers can take to keep data safe and secure.

Durham Samaritans takes Data Protection very seriously; to protect our callers, volunteers, and our reputation. This year all volunteers had to undertake Data Protection Training called "Keeping Data Safe" we have currently achieved 86% completion and are working towards 100%. We are immensely proud of the way in which volunteers continue to embed Data Protection principles into everyday Samaritans practice.

Fundraising

In 2023/24 we have been able to plan, organise and deliver some extremely successful events and are delighted that the community and many branch volunteers have come along and supported these. The Fundraising Team meet every month and the volunteers are dedicated to raising money so we can ensure Durham Samaritans branch continues for the benefit of our callers.

We organised and hosted two Colours Fashion Shows, one in June 2023 and the other in March 2024 at Durham City Golf Club. Both of these shows were well attended and raised wonderful amounts for Durham Samaritans. Local businesses and individuals were very generous in donating raffle prizes and many of the people who attended come back year after year. We also had an opportunity to raise awareness of Samaritans, informing the public about the support we offer and how their commitment to support our events is really appreciated.

In October 2023 we were invited to collect for Samaritans following a Sarah Millican event at the Gala Theatre, Durham. This was really successful, with Sarah informing the audience in advance that we would be at the doors collecting.

Throughout the year, collection tins were placed in shops, pharmacies, pubs, and slimming clubs around Durham, and we were amazed at how much they raised.

Our annual Charity Golf Day is without doubt our "Jewel in the Crown" event. Last year it was held in July 2023 and was hosted at Durham City Golf Club, when we had approximately 160 entrants. We have a loyal following and seldom need to advertise the event, as many of our previous players spread the word for us. This event allows Durham Samaritans to raise awareness, especially to a hard-to-reach group of men, about the importance of mental health. We were delighted this event was so strongly supported and

raised a large amount of money for Durham Samaritans. It was sponsored by a local business, with other businesses and individuals supporting and donating prizes.

Throughout the summer of 2023 we arranged six street collections. We visited towns and villages in County Durham on Saturdays from May to August 2023. It was great for the volunteers to be able to speak to the public, tell them a little about what Samaritans can offer, as well as fundraising for the branch.

In November 2023 we organised a Body Shop "Body Beautiful" night which offered a great chance to have a night out, meet people, pamper themselves and order some Christmas prezzies too.

Durham Samaritans is registered on a fundraising platform called Enthuse, and this platform is used by many other Samaritans branches. Several of our volunteers this year have challenged themselves to walk or run for our charity and have successfully fundraised via this platform.

A coffee morning was organised by North Road Methodist Church, Durham one Saturday morning in February 2024. This was arranged by a volunteer who attends this church. We also had two volunteers visit on the morning, where they had an opportunity to speak to church members and the public about our service for callers. We are so grateful for the great amount raised through selling teas, coffees and cakes.

A community tea was organised by St Cuthbert's church, Durham on 18 May 2024. The tea was well attended and our volunteers took the opportunity to represent the branch. Again, we have reason to be grateful for the considerable support we were shown. Mutual links with St Cuthbert's have continued, as Durham Branch has held a branch meeting at the church and Reverend Canon C A Dick addressed our Annual General Meeting.

One of our volunteers has a printing business and donated books, cards and prints. We have sold Christmas cards and other general cards at events and in branch with all proceeds going to Durham Samaritans.

A local photographer donated portrait gift vouchers to the branch, and these have been used in silent auctions and raffles as prizes. They have also been offered to volunteers to purchase at a good price for presents or just for themselves. A big thank you for his support to the branch.

Building, Health and Safety

A new audio intercom was installed in March 2023 in preparation for the resumption of the face-to-face service, and a new CCTV hard drive was installed in August 2023.

All relevant Health and Safety documents are now stored on Three Rings Filestore under Compliance and Governance Health and Safety. There is also a maintenance section in the same section.

Routine and annual preventative maintenance has been undertaken; this has included the stairlift, electrical appliances (PAT), smoke detector and emergency light testing and servicing of the boiler and fire extinguishers. The fob entry system has also been serviced.

Repairs have also been undertaken on the first-floor toilet and two new emergency lights fitted in the hall and first floor landing.

Environmental Policy

Durham Samaritans acknowledges its responsibility to, and the advantages of, maintaining a sound environment. We recognise the importance, no matter how small of the impact of our activities on the environment and that there is a need to consider ways in which we can conserve energy and minimise waste in these activities.

Our environmental policy was adopted as a guidance document to help us to consider how we can reduce where possible our impact on the environment.

On 27 February 2024 we fitted a smart thermostat to control the heating in our branch from the treasurer's smart phone. This allows the heating to be turned down remotely if the scheduled operating shifts are not staffed. 184 hours of heating were saved up to 31 March 2024, saving approximately £110, and 973 hours to 1 September 2024, saving approximately £583.

Statistics

In the period covered by this report, 94 branch volunteers have answered more than 13,700 contacts: 13,000 by phone (exceeding 3,800 hours) and 700 contacts by email for those who prefer to contact us via the written word.

Future plans: 2024-25 Believe in Tomorrow

When a new Branch or Service Director takes over the branch or hub the first step is the completion of an evidence based Quality Outcomes Framework (QOF). This is completed by the new Branch Director and their Leadership team, supported by a Regional Quality Development Officer.

Ours was completed with the usual anxieties such an important piece of work demands and our action plan has been developed. The external assessors have been very complimentary of the Durham Branch and were keen to point out the many qualities, the many good practice initiatives, and the excellent leadership our branch has. More importantly though, they reflect very positively on our core group of volunteers without who we would not be able to support our callers in the way we do.

Our Action Plan for the coming months covers three very broad areas:

1. Effective – just how effective is our service in meeting the needs of our callers?
2. Positive – how positive is our environment in meeting the needs of our volunteers?
3. Safe – is what we do in Durham Samaritans safe?

One of the major challenges we have faced over the last year has been providing adequate shift cover to meet the demands on our service. This is not unique to Durham; other branches also struggle to keep shifts open. As a branch we need to understand why certain shifts struggle to be covered and one of our actions moving forward must be to look more closely at this. The Branch Leadership Team have made this a priority area to engage with our volunteers to help create that understanding with the hope of improvement.

FINANCIAL REVIEW

Financially, 2023/24 was an exceptional year. We received large donations from the Mayor's charity and from a legacy and two payments for costs incurred in the prisons. Expenditure was well down compared to 2022/23 and we ended with a large increase to our reserves.

We have, though, seen an increase in volunteers' travel costs and utility costs. This was balanced to some extent because our large-scale building improvement programme ended in 2021/22 and our annual payments to the national office have reduced, due to deficits in 2021/22 and 2022/23.

The Charity has to maintain a constant fundraising effort every year to cover the running costs of its premises and it continues to rely on the generosity of organisations, groups and individuals inside and outside Durham Samaritans. The major part of our income in the past has derived from the fundraising activities previously detailed and regular donations from two charitable trusts.

Our budgets for 2024/25 are expenditure £27400 and income £22000, with a deficit of £5400, and we expect to run a deficit for the foreseeable future. We will try to reduce expenditure still further but we will also need to explore options for additional funding

RESERVES POLICY

The Charity's Reserve Policy was agreed on 14 February 2023. The Trustees consider it is appropriate to hold reserves of £44000. This can be quantified as £36500 representing eighteen months of basic expenditure plus £7500 contingency held for unbudgeted building, decorating and furniture expenditure.

The Charity cash in the bank at the end of the 2023/24 Financial Year was £86458.

We are not taking action to reduce our reserves through increased expenditure as we can now only finance the normal activity of the charity out of our reserves.

THE AUDITED FINANCIAL STATEMENT FOR 2023/24 WILL BE SUBMITTED AS A SEPARATE FILE

DURHAM SAMARITANS
FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

INDEPENDANT EXAMINER'S REPORT TO THE TRUSTEES OF DURHAM SAMARITANS FOR THE YEAR ENDED 31ST MARCH 2024

I report to the charity trustees on my examination of the accounts of the charity for the year ended 31 March 2024.

Responsibilities and basis of the 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').

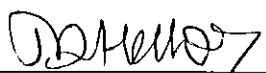
I report in respect of my examination of the charity's accounts carried out under section 145 of the Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the act.

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 confirm that there are no other matters to which your attention should be drawn to enable a proper understanding of the accounts to be reached.

Signed 
Name J D Holloway FCA DChA
RMT Ribchesters
Finchale House, Durham DH1 1TW

Date: 10/09/24

DURHAM SAMARITANS
STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2024

	Note	2024 Unrestricted	2024 Restricted	2024 Total	2023 Total
		£	£	£	£
Income					
Incoming resources from generated funds					
Voluntary income	3	27,408	-	27,408	15,739
Activities for generating funds	4	9,929	-	9,929	7,894
Investment income	5	279	-	279	107
Incoming resources from charitable activities	6	8,458	-	8,458	3,587
Other income					
Government Grants		—	—	—	—
Total incoming resources		<u>46,074</u>	<u>—</u>	<u>46,074</u>	<u>27,327</u>
Expenditure					
Costs of generating funds					
Costs of generating voluntary income	7	2,319	-	2,319	4,544
Charitable activities	8	<u>24,252</u>	<u>—</u>	<u>24,252</u>	<u>27,055</u>
Total resources expended		<u>26,571</u>	<u>—</u>	<u>26,571</u>	<u>31,599</u>
Net movement in funds		<u>19,503</u>	<u>—</u>	<u>19,503</u>	<u>(4,272)</u>
Total funds brought forward		<u>82,983</u>	<u>—</u>	<u>82,983</u>	<u>87,255</u>
Total funds carried forward		<u>102,486</u>	<u>—</u>	<u>102,486</u>	<u>82,983</u>

DURHAM SAMARITANS
BALANCE SHEET AS AT 31 MARCH 2024

	Note	2024 Unrestricted £	2024 Restricted £	2024 Total £	2023 Total £
Fixed assets					
Tangible assets	10	<u>16,324</u>	<u>-</u>	<u>16,324</u>	<u>18,782</u>
Current assets					
Debtors		-	-	-	28
Prepayments		1,051	-	1,051	-
Cash at bank and in hand		<u>86,458</u>	<u>-</u>	<u>86,458</u>	<u>64,433</u>
Total current assets		87,509	-	87,509	64,461
Creditors : amounts falling due within one year					
Creditors		-	-	-	-
Accruals		<u>1,347</u>	<u>-</u>	<u>1,347</u>	<u>260</u>
Net current assets		<u>86,162</u>	<u>-</u>	<u>86,162</u>	<u>64,201</u>
Net assets		<u>102,486</u>	<u>-</u>	<u>102,486</u>	<u>82,983</u>
Funds					
Unrestricted funds		<u>102,486</u>	<u>-</u>	<u>102,486</u>	<u>82,983</u>

Signed on behalf of all the Trustees on 9 September 2024

Mike Rayner

Mike Rayner

Don Stronach

Don Stronach

DURHAM SAMARITANS

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2024

1 Basis of preparation

The financial statements of the charity, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Charities Act 2011. The financial statements have been prepared under the historical cost convention.

2 Accounting policies

Recognition of incoming resources

These are included in the Statement of Financial Activities (SOFA) when: -

- the charity becomes entitled to the resources
- the trustees are virtually certain they will receive the resources and
- the monetary value can be measured with sufficient reliability

Incoming resources with related expenditure

Where incoming resources have related expenditure, the incoming resources and related expenditure are reported gross in the SOFA.

Grants and donations

These are only included in the SOFA when the charity has unconditional entitlement to the resources.

Investment income

This is included in the accounts when receivable.

Contractual income

This is only included in the SOFA once the related goods or services have been delivered.

Volunteer help

The value of any voluntary help received is not included in the accounts but is described in the Trustees' Annual report.

Liability recognition

Liabilities are recognised as soon as there is a legal or constructive obligation committing the charity to pay out resources.

Governance costs

Include the costs of the preparation and examination of statutory accounts, the costs of meetings and the cost of any legal advice to trustees on governance or constitutional matters.

Support costs

Include costs of central functions and have been allocated to activity cost categories on a basis consistent with the use of resources.

Unrestricted funds

Unrestricted funds represent income receivable or generated for the objects of the charity without further specified purpose and are available as general funds.

Restricted funds

Restricted funds are those funds which must be spent as income on the particular purposes specified by the donor or specifically identified in appeal literature.

Tangible fixed assets for use by charity

These are capitalised if they can be used for more than one year and cost at least £100. They are valued at cost or a reasonable value on receipt. The charity does not have a policy of revaluation.

DURHAM SAMARITANS

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2024

(continued)

3	Voluntary income	2024	2023
		£	£
	Shakespeare Temperance Trust CIO	6,000	6,000
	W A Handley Trust	1,000	1,000
	Anonymous donors	10,570	1,276
	Enthuse	609	1,586
	Churches, groups and other clubs	444	236
	The Durham City Mayor	4,352	-
	Donated Services	480	480
	Shop Collections	2,506	2,384
	Others	<u>1,447</u>	<u>2,777</u>
		<u>27,408</u>	<u>15,739</u>
Donated services represent the value of time spent by the Independent Examiner in undertaking such responsibilities. These services have been provided without charge.			
4	Activities for generating funds	2024	2023
		£	£
	Fundraising	<u>9,929</u>	<u>7,894</u>
5	Investment income	2024	2023
		£	£
	Bank interest	<u>279</u>	<u>107</u>
6	Incoming resources from charitable activities	2024	2023
		£	£
	Contract income from HM Prisons	<u>8,458</u>	<u>3,587</u>
7	Costs of generating voluntary income	2024	2023
		£	£
	Fundraising costs	<u>2,319</u>	<u>4,544</u>

DURHAM SAMARITANS

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2024

(continued)

8	Charitable activities	2024	2023
		£	£
	Direct costs		
	Telephone and IT	-	(54)
	Administration Costs	116	1,683
	Publicity	613	510
	Travelling	7,459	6,693
	Subsistence	815	1,159
	Recruitment and training	182	258
	Samaritans Affiliation fee and Conference	2,067	3,251
	DD Volunteer Care	121	126
	DD Selection, Recruitment and outreach	-	200
	Repairs & Renewals	<u>781</u>	<u>568</u>
		<u>12,154</u>	<u>14,394</u>
	Support costs		
	Repairs & Renewals	1,809	3,581
	Utilities	3,584	2,375
	Insurance	739	734
	Independent Examiners Fee	480	480
	Depreciation	2,457	3,191
	Bank charges	164	235
	Computer Costs	<u>2,865</u>	<u>2,065</u>
		<u>12,098</u>	<u>12,661</u>
		<u>24,252</u>	<u>27,055</u>

9 **Trustee expenses**

None of the trustees were paid expenses in either this year or last year.

DURHAM SAMARITANS

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2024

(continued)

10	Tangible fixed assets	Property	Furniture	Equipment	Total
		£	£	£	£
	Asset cost				
	Balance brought forward	26,576	5,487	39,953	72,016
	Additions	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
	Balance carried forward	<u>26,576</u>	<u>5,487</u>	<u>39,953</u>	<u>72,016</u>
	Depreciation				
	Balance brought forward	16,787	5,487	30,960	53,234
	Charge for year	<u>196</u>	<u>-</u>	<u>2,262</u>	<u>2,458</u>
	Balance carried forward	<u>16,983</u>	<u>5,487</u>	<u>33,222</u>	<u>55,692</u>
	Net book value				
	Brought forward	<u>9,789</u>	<u>-</u>	<u>8,993</u>	<u>18,782</u>
	Carried forward	<u>9,593</u>	<u>-</u>	<u>6,731</u>	<u>16,324</u>
	Basis	Reducing balance	Reducing balance	Reducing balance	
	Rate	2%	25%	25%	

DURHAM SAMARITANS
FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

INDEPENDANT EXAMINER'S REPORT TO THE TRUSTEES OF DURHAM SAMARITANS FOR THE YEAR ENDED 31ST MARCH 2024

I report to the charity trustees on my examination of the accounts of the charity for the year ended 31 March 2024.

Responsibilities and basis of the 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').

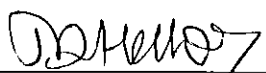
I report in respect of my examination of the charity's accounts carried out under section 145 of the Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the act.

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 confirm that there are no other matters to which your attention should be drawn to enable a proper understanding of the accounts to be reached.

Signed 
Name J D Holloway FCA DChA
RMT Ribchesters
Finchale House, Durham DH1 1TW

Date: 10/09/24

DURHAM SAMARITANS
STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2024

	Note	2024 Unrestricted £	2024 Restricted £	2024 Total £	2023 Total £
Income					
Incoming resources from generated funds					
Voluntary income	3	27,408	-	27,408	15,739
Activities for generating funds	4	9,929	-	9,929	7,894
Investment income	5	279	-	279	107
Incoming resources from charitable activities	6	8,458	-	8,458	3,587
Other income					
Government Grants		-	-	-	-
Total incoming resources		<u>46,074</u>	<u>-</u>	<u>46,074</u>	<u>27,327</u>
Expenditure					
Costs of generating funds					
Costs of generating voluntary income	7	2,319	-	2,319	4,544
Charitable activities	8	<u>24,252</u>	<u>-</u>	<u>24,252</u>	<u>27,055</u>
Total resources expended		<u>26,571</u>	<u>-</u>	<u>26,571</u>	<u>31,599</u>
Net movement in funds		<u>19,503</u>	<u>-</u>	<u>19,503</u>	<u>(4,272)</u>
Total funds brought forward		<u>82,983</u>	<u>-</u>	<u>82,983</u>	<u>87,255</u>
Total funds carried forward		<u>102,486</u>	<u>-</u>	<u>102,486</u>	<u>82,983</u>

DURHAM SAMARITANS
BALANCE SHEET AS AT 31 MARCH 2024

	Note	2024 Unrestricted £	2024 Restricted £	2024 Total £	2023 Total £
Fixed assets					
Tangible assets	10	<u>16,324</u>	<u>-</u>	<u>16,324</u>	<u>18,782</u>
Current assets					
Debtors		-	-	-	28
Prepayments		1,051	-	1,051	-
Cash at bank and in hand		<u>86,458</u>	<u>-</u>	<u>86,458</u>	<u>64,433</u>
Total current assets		87,509	-	87,509	64,461
Creditors : amounts falling due within one year					
Creditors		-	-	-	-
Accruals		<u>1,347</u>	<u>-</u>	<u>1,347</u>	<u>260</u>
Net current assets		<u>86,162</u>	<u>-</u>	<u>86,162</u>	<u>64,201</u>
Net assets		<u>102,486</u>	<u>-</u>	<u>102,486</u>	<u>82,983</u>
Funds					
Unrestricted funds		<u>102,486</u>	<u>-</u>	<u>102,486</u>	<u>82,983</u>

Signed on behalf of all the Trustees on 9 September 2024

Mike Rayner

Mike Rayner

Don Stronach

Don Stronach

DURHAM SAMARITANS

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2024

1 Basis of preparation

The financial statements of the charity, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Charities Act 2011. The financial statements have been prepared under the historical cost convention.

2 Accounting policies

Recognition of incoming resources

These are included in the Statement of Financial Activities (SOFA) when: -

- the charity becomes entitled to the resources
- the trustees are virtually certain they will receive the resources and
- the monetary value can be measured with sufficient reliability

Incoming resources with related expenditure

Where incoming resources have related expenditure, the incoming resources and related expenditure are reported gross in the SOFA.

Grants and donations

These are only included in the SOFA when the charity has unconditional entitlement to the resources.

Investment income

This is included in the accounts when receivable.

Contractual income

This is only included in the SOFA once the related goods or services have been delivered.

Volunteer help

The value of any voluntary help received is not included in the accounts but is described in the Trustees' Annual report.

Liability recognition

Liabilities are recognised as soon as there is a legal or constructive obligation committing the charity to pay out resources.

Governance costs

Include the costs of the preparation and examination of statutory accounts, the costs of meetings and the cost of any legal advice to trustees on governance or constitutional matters.

Support costs

Include costs of central functions and have been allocated to activity cost categories on a basis consistent with the use of resources.

Unrestricted funds

Unrestricted funds represent income receivable or generated for the objects of the charity without further specified purpose and are available as general funds.

Restricted funds

Restricted funds are those funds which must be spent as income on the particular purposes specified by the donor or specifically identified in appeal literature.

Tangible fixed assets for use by charity

These are capitalised if they can be used for more than one year and cost at least £100. They are valued at cost or a reasonable value on receipt. The charity does not have a policy of revaluation.

DURHAM SAMARITANS

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2024

(continued)

3	Voluntary income	2024	2023
		£	£
	Shakespeare Temperance Trust CIO	6,000	6,000
	W A Handley Trust	1,000	1,000
	Anonymous donors	10,570	1,276
	Enthuse	609	1,586
	Churches, groups and other clubs	444	236
	The Durham City Mayor	4,352	-
	Donated Services	480	480
	Shop Collections	2,506	2,384
	Others	<u>1,447</u>	<u>2,777</u>
		<u>27,408</u>	<u>15,739</u>
Donated services represent the value of time spent by the Independent Examiner in undertaking such responsibilities. These services have been provided without charge.			
4	Activities for generating funds	2024	2023
		£	£
	Fundraising	<u>9,929</u>	<u>7,894</u>
5	Investment income	2024	2023
		£	£
	Bank interest	<u>279</u>	<u>107</u>
6	Incoming resources from charitable activities	2024	2023
		£	£
	Contract income from HM Prisons	<u>8,458</u>	<u>3,587</u>
7	Costs of generating voluntary income	2024	2023
		£	£
	Fundraising costs	<u>2,319</u>	<u>4,544</u>

DURHAM SAMARITANS

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2024

(continued)

8	Charitable activities	2024	2023
		£	£
	Direct costs		
	Telephone and IT	-	(54)
	Administration Costs	116	1,683
	Publicity	613	510
	Travelling	7,459	6,693
	Subsistence	815	1,159
	Recruitment and training	182	258
	Samaritans Affiliation fee and Conference	2,067	3,251
	DD Volunteer Care	121	126
	DD Selection, Recruitment and outreach	-	200
	Repairs & Renewals	<u>781</u>	<u>568</u>
		<u>12,154</u>	<u>14,394</u>
	Support costs		
	Repairs & Renewals	1,809	3,581
	Utilities	3,584	2,375
	Insurance	739	734
	Independent Examiners Fee	480	480
	Depreciation	2,457	3,191
	Bank charges	164	235
	Computer Costs	<u>2,865</u>	<u>2,065</u>
		<u>12,098</u>	<u>12,661</u>
		<u>24,252</u>	<u>27,055</u>

9 **Trustee expenses**

None of the trustees were paid expenses in either this year or last year.

DURHAM SAMARITANS

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2024

(continued)

10	Tangible fixed assets				
		Property	Furniture	Equipment	Total
		£	£	£	£
	Asset cost				
	Balance brought forward	26,576	5,487	39,953	72,016
	Additions	-	-	-	-
	Balance carried forward	<u>26,576</u>	<u>5,487</u>	<u>39,953</u>	<u>72,016</u>
	Depreciation				
	Balance brought forward	16,787	5,487	30,960	53,234
	Charge for year	196	-	2,262	2,458
	Balance carried forward	<u>16,983</u>	<u>5,487</u>	<u>33,222</u>	<u>55,692</u>
	Net book value				
	Brought forward	<u>9,789</u>	-	<u>8,993</u>	<u>18,782</u>
	Carried forward	<u>9,593</u>	-	<u>6,731</u>	<u>16,324</u>
	Basis	Reducing balance	Reducing balance	Reducing balance	
	Rate	2%	25%	25%	

Accounts



Registered Charity Number 1173976

DURHAM SAMARITANS
ANNUAL REPORT AND ACCOUNTS 2023

DURHAM SAMARITANS

The trustees present their annual report and financial statement for the year ending 31 March 2023 and confirm that they have been prepared in accordance with applicable accounting standards and the Statement of Recommended Practice on Accounting for Charities

REFERENCE AND ADMINISTRATIVE INFORMATION

Charity name: Durham Samaritans, previously The Samaritans of Central Durham

Charity Registration: 1173976

Principal office: The Samaritans, 26 Sutton Street, Durham DH1 4BW

Trustees: the trustees during the year were:

Barry Thomas William Akins from 28 March 2023

Jeremy Felix Disley from 29 March 2022

Alan John MacDonald from 28 March 2023

Louise Elisabeth Gloria Maxwell from 29 March 2022

Dr Jeanne Marie Pratt from 29 March 2022 to 28 March 2023

Christopher David Rae to 28 March 2023

Michael Ian Rayner (Treasurer)

Janine Schaffrath from 28 March 2023

Monica Rosemary Smith (Director) from 29 March 2022 to 31 March 2023

Donald Stronach (Director) from 1 April 2023

Jean Stores

Amanda Louise Winter (Secretary)

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

Durham Samaritans is a Charitable Incorporated Organisation ("CIO") which was registered on 27 July 2017 with the Charities Commission of England and Wales. The Constitution of Durham Samaritans, last amended on 27 November 2018, covers the Objects of the CIO, its governance and all aspects of its operation. Following the establishment of the CIO, Durham Samaritans is now recognised as a legal entity with the right to enter into contracts and agreements giving its Trustees the same protection as directors of a limited liability company.

Organisational structure

The trustees are responsible for the general control and management of the Charity. The trustees give their time freely and receive no remuneration or other financial benefits. The trustees meet monthly and are responsible for all decisions taken in relation to running the Charity.

Recruitment and appointment of trustees

The trustees of the Charity comprise.

- the Branch Director
- the elected trustees, being a trustee elected by the members with the role of secretary and a trustee elected by the members with the role of treasurer (or one trustee elected by the Members to serve as both secretary and treasurer)
- up to eight additional trustees elected by the Members
- up to two co-opted trustees appointed in accordance with clause 12.4 of the Constitution

All trustees have the same rights, duties and responsibilities unless otherwise specified in the constitution. All members of the Charity (including the trustees) may make nominations for individuals to stand for election as elected trustees.

OBJECTS

The objects of the Charity are:

- To enable persons in Durham and the surrounding area as well as elsewhere who are experiencing feelings of distress or despair, including those who may be at risk of suicide, to receive confidential emotional support at any time of the day or night in order to improve their emotional health and to reduce the incidence of suicide;
- To promote a better understanding in society of suicide, suicidal behaviour and the value of expressing feelings which may otherwise lead to suicide or impaired emotional health; and
- To collaborate with and support Samaritans Central Charity and its affiliated branches in fulfilling these Objects.

ACTIVITIES, ACHIEVEMENTS AND PERFORMANCE

Recruitment and Selection

In 2022/23 we reintroduced information evenings. At these sessions potential new volunteers are given a presentation in relation to the background and aim of the Samaritans. They gain an understanding of some of the benefits of volunteering with us and they are able to gather a fuller picture of the nuts and bolts of being a volunteer at the branch. Part of the session is informal where potential volunteers can meet with members of the recruitment and selection team, ask questions and have informal chats. These sessions proved to be a success. We had three separate intakes throughout the year, in June, October and February. The October and February sessions both held information sessions and were an overall success compared to the June session where people only attended for interviews.

Training

Over the past year, twenty potential volunteers completed their initial Core Development training, in three groups which started in March, July and October 2022, with a fourth group starting at the end of February 2023. Volunteers are introduced to the key elements underlying the role of a listening volunteer. Each session covers a great deal of new ground and trainees also have to complete a number of online modules between the face-to-face sessions. After the successful completion of this 18-hour course the volunteers are ready to start taking calls. Training continues for all new volunteers during the extensive period when they are Probationers, with new topics introduced in the 5 session Embedding course. Active participation is strongly encouraged at this stage of the learning process, as always within a mutually supportive environment. By the end of this learning period, new

volunteers are almost ready to become full volunteers and their initial learning curve is complete.

Since January 2022 our Branch Mentors have supported thirty new volunteers in their early journey towards becoming Samaritan Listening Volunteers. The support and guidance given to someone in this early stage of their volunteering pathway is invaluable. In the same time frame, we saw nine Probationers moving to other areas of the country after receiving their training and mentor support. nine Probationers progressed to become Full Listening Volunteers, eight of whom are still with our branch, and we had eleven current Probationers at the end of the year.

Durham has also seen a steady number of Returning Volunteers. Those include Volunteers returning from extended leaves of absence and people who are returning to Durham to study.

Prisons

At the beginning of 2022 support meetings with our prison Listeners at HMP Durham were still restricted due to Covid. Contact numbers were low and Listeners weren't being used on an evening. Thirteen new Listeners were trained in May 2022 which took the team up to a healthy number. By the end of the year, we were left with only six Listeners, mainly through transfer to other establishments, but it's pleasing to note that generally they continue to stay in the role of Listener in their new prisons. twelve new Listeners were selected and trained in January and February 2023, giving a much better spread of Listeners across the wings. All have had the opportunity to put their training into practice for real and have commented on how rewarding it is to feel that they've helped someone.

We are lucky to have a fairly constant number of Listeners at HMP Low Newton as, unlike HMP Durham which is a remand prison, sentenced prisoners tend to stay within one prison until they are re-categorised. We trained six new Listeners in July 2022 which took the number up to eleven. October saw a Family Day organised by the Safer Custody team as a sign of appreciation to the listeners for the work they do. The prison support team helped with the event by running a quiz and games of bingo for the Listeners, their families and friends. It's always rewarding to hear how proud the families are of the Listeners for what they do for others who need emotional support. A selection process in February 2023 saw only two candidates to be trained.

We lost our two most experienced Listeners at the end of the year, one who had been a Listener for eleven years and the other for over five years. They decided that the time had come for them to concentrate on themselves and we are very grateful for all that they have done. Indeed, they have inspired others to become Listeners from the support that they provided to them in the early days of custody.

Outreach

The end of lockdown restrictions gave us the opportunity to get back out in the community and meet the public in a variety of settings to promote the work of the Durham Branch. We do this by handing out information literature and promotional materials but more importantly by talking to people about the concerns they have raised or by simply just having a chat.

31 March was the anniversary of a 17-year-old young man tragically taking his life at Chester-le-Street station. We were at the station to talk to passengers and give out information about Samaritans.

11 May at New College Durham for Mental Health Awareness Week. This was a really good opportunity for us to raise awareness of our service among students and staff at the college. Some young people told us how difficult things had been with lockdown restrictions impacting on their education and on their ability to socialise with their friends.

29 May at Durham Pride. This was a day where people from across the county came together in a celebration of inclusion and diversity. We were able to take part in the parade that walked from Palace Green to the Sands, the main site of the event, where we had a stall which attracted a lot of interest.

On 9 July the Durham Miners' Gala returned after a three-year absence. Thousands of people packed the streets of Durham and the Racecourse Ground in this unique and inspiring spectacle. It was a privilege for us to have a stall at the event where we met so many people.

21 September the Freshers Fair at New College Durham gave us an opportunity to meet with new students during what can for some be an anxious time.

10 October was World Mental Health Day and we handed out Samaritans branded coffee cups to passengers at Durham Station to raise awareness of mental health issues. We also returned to New College Durham to talk to students about mental health.

On 3 December we had a stall in Durham Town Hall as part of the mayor's annual appeal. It was a good opportunity for us to meet with people, raise the profile of the branch and support the mayor, who had nominated our branch as his designated charity for the year.

On 16 January we spent the morning on Durham station handing out Samaritans tea bags and listening tips to passengers for Brew Monday. The key message was that we can always make time for a cuppa and a catch up. Brew Monday encourages people to reach out to catch up with family, friends, colleagues and loved ones.

Volunteer Care

Volunteer Care is a role that allows us to support volunteer wellbeing and morale with a calendar of events that volunteers would find enjoyable and beneficial. These included a Garden Day to tidy our yard space, a Sunday lunch in Volunteers' Week, a Beetle Drive with pie and peas, our annual Christmas Dinner and a Tarot and Oracle evening. The intention is to give back to our volunteers who do so much for our branch and callers.

Data Protection

Durham Samaritans is registered annually with the Information Commissioner's Office. With the support of the Central Charity, Durham Samaritans have mandated clear, plain English guidelines in terms of a Data Protection Policy and incorporated within this policy is a Schedule of Personal data held by the branch. This gives guidance on retention periods, guidance on CCTV procedures, Data Subject requests, an ongoing Data Protection Plan and a set of practical guidelines. The Data Protection Policy is available to all volunteers on the Three Rings platform.

Fundraising and Events

In 2022 we have been able to plan, organise and deliver some extremely successful events and are delighted that the community and branch volunteers have come along and supported these.

We began in April 2022 with a Colours Fashion Show hosted at Durham City Golf Club which was really well attended and raised a wonderful amount for Durham Samaritans.

Local Businesses and individuals were very generous in donating raffle prizes. As Listening volunteers, we also had an opportunity to raise awareness of Samaritans and tell our guests about the support we offer. c

In May 2022 we were invited to collect for Samaritans following a Sarah Millican event. This was really successful. Throughout the year collection tins were placed in shops, pharmacies, pubs, hairdressers and slimming clubs around Durham and we were amazed how much they raised. After cancelling our street collections during 2020 and 2021, we were able to visit towns in County Durham on Saturdays from May to August 2022, when a total of six street collections took place. While collecting it was great for the volunteers to speak to the public and tell them a little about what Samaritans can offer.

Our largest fundraising event took place in August 2022: the Charity Golf Day at Durham City Golf Club. We had the highest number of entrants ever, over 170. We were delighted this was so strongly supported and raised a large amount of money for Durham Samaritans. This event was sponsored by a local business, with other businesses and individuals supporting and donating prizes.

Durham Samaritans is registered on a fundraising platform called Enthuse, a platform used by many other Samaritans branches. Several of our volunteers this year have challenged themselves to walk or run for our charity and have successfully fundraised via this platform.

In November 2022 we teamed with Body Shop and ran a Wellbeing Night, a great chance for people to meet, pamper themselves and order some Christmas presents.

Our last event in 2022 was Carol Singing at Durham Railway Station. Although this is not a fundraising event, we were amazed how much money the public donated.

Building, Health and Safety

During 2022 a fire door and fire evacuation survey was undertaken by the fire brigade and the fire risk assessment and fire evacuation plan were reviewed and updated.

Health and Safety checks and assessments are regularly undertaken and reviewed but health and safety is every volunteer's responsibility. All relevant Health and Safety documents are now stored on the Three Rings platform, available to all branch members.

Annual preventative maintenance has been undertaken which has included electrical appliances (PAT), smoke detector and emergency light testing and servicing of the boiler, fire extinguishers. Repairs were also undertaken on the boiler and a new emergency light fitted in the hallway.

A comprehensive review of the Building Condition Survey was undertaken. In November 2022 repairs to the gable end, both front and rear, were undertaken. All the rear guttering was replaced and new hopper and new fixings to rear downpipe were fitted.

Environmental Policy

Durham Samaritans acknowledges its responsibility to, and the advantages of, maintaining a sound environment. We recognise the importance, no matter how small of the impact of our activities on the environment and that there is a need to consider ways in which we can conserve energy and minimise waste in these activities.

Our environmental policy was adopted as a guidance document to help us to consider how we can reduce where possible our impact on the environment.

Statistics

In the period covered by this report, branch volunteers have answered 12,825 contacts: 11,571 contacts by phone (totalling 3,270 hours) and 1,245 contacts by email for those who prefer to contact us via the written word.

Future plans: 2023-24

The pro-active Branch Leadership Team will continue to build on achievements and actions to date, with small but significant changes planned for the coming year.

The training team continues to grow with several more volunteers trained and joining the team of late. This will ensure that we commit to Core Development Training which will see up to 30 new volunteers trained to become Samaritans. It will also support the ongoing development of our existing volunteers. One of our aspirations is to attract a more diverse group of people to become volunteers.

We have resumed our Face-to-Face service in Branch. Supporting the people of Durham by offering them the opportunity to speak with a Samaritan in person, is important to us. The aim is to have our doors open from the hours of 9.00am to 9.00pm each day.

We are looking to build on our current successful Outreach Programme particularly around the support we offer our local Train Stations. We are trialling a regular outreach session, each Friday evening at the Chester Le Street Train Station where it has been reported that people in distress are attracted to the Station.

Fundraising continues at a pace with several community events planned for the coming months. This ensures we are sustainable as a charity.

There is an increasing demand for our service, this is noticeable in the number of calls received by Samaritans nationally. Overnight hours being the higher demand. Our response is to continue to review our volunteer rotas on a regular basis and to encourage and support our volunteers in the excellent work they do.

We historically have supported our Local NHS Mental Health Teams and Durham University Pastoral Service through locally agreed Memorandum of Understandings. These, post Covid, have lost their purpose and direction. We plan to engage with the NHS and Durham University to re-establish our support.

Succession Planning for future volunteer leaders is an area of importance to us. The Branch Leadership Team (BLT) have a key role in the sustainability of our Branch and offer direction through change. The BLT have opened up their meetings and are offering shadowing and mentoring opportunities for interested volunteers.

FINANCIAL REVIEW

Financially 2022/23 was year of financial normality and we operated within expected financial parameters. There was a deficit of £4272 but this was in line with our plan to reduce our reserves.

Our expenditure was basically in line with previous years but we did see the start of increases in volunteers' travel costs and utility costs which have continued. This was balanced to some extent because our building improvement programme was completed and our annual payment to the national office was also reduced, due to our deficit in 2021/22

The Charity has to maintain a constant fundraising effort every year to cover the running costs of its premises and it continues to rely on the generosity of organisations, groups and individuals inside and outside Durham Samaritans. The major part of our income derives from the fundraising activities previously detailed and regular donation from two charitable trusts.

RESERVES POLICY

The Charity's Reserve Policy was agreed on 14 February 2023. The Trustees consider it is appropriate to hold reserves of £44000. This can be quantified as £36500 representing eighteen months of basic expenditure plus £7500 contingency held for unbudgeted building, decorating and furniture expenditure.

The Charity cash in the bank at the end of the 2022/23 Financial Year was £64433.

Action is being taken to reduce our reserves through a programme that will either improve the working environment for our volunteers or which will provide improved service to callers and visitors. It is obvious that the reduction in the Charity's reserves may well take some time to achieve.

THE AUDITED FINANCIAL STATEMENT FOR 2022/23 WILL BE SUBMITTED AS A SEPARATE FILE

THE SAMARITANS OF CENTRAL DURHAM
FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2023

INDEPENDANT EXAMINER'S REPORT TO THE TRUSTEES OF THE SAMARITANS OF CENTRAL DURHAM FOR THE YEAR ENDED 31ST MARCH 2023

I report to the charity trustees on my examination of the accounts of the charity for the year ended 31 March 2023.

Responsibilities and basis of the 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').

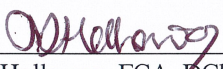
I report in respect of my examination of the charity's accounts carried out under section 145 of the Act and in carrying out my examination I have followed all the applicable Directors given by the Charity Commission under section 145(5)(b) of the act.

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 confirm that there are no other matters to which your attention should be drawn to enable a proper understanding of the accounts to be reached.

Signed 
Name J D Holloway FCA DChA
Ribchesters, Chartered Accountants
Finchale House, Durham DH1 1TW

Date: 21/9/23

THE SAMARITANS OF CENTRAL DURHAM
STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2023

	Note	2023 Unrestricted £	2023 Restricted £	2023 Total £	2022 Total £
Income					
Incoming resources from generated funds					
Voluntary income	3	15,739	-	15,739	14,449
Activities for generating funds	4	7,894	-	7,894	7,782
Investment income	5	107	-	107	51
Incoming resources from charitable activities	6	3,587	-	3,587	5,342
Other income					
Government Grants		-	-	-	816
Total incoming resources		<u>27,327</u>	<u>-</u>	<u>27,327</u>	<u>28,440</u>
Expenditure					
Costs of generating funds					
Costs of generating voluntary income	7	4,544	-	4,544	3,520
Charitable activities	8	<u>27,055</u>	<u>-</u>	<u>27,055</u>	<u>26,376</u>
Total resources expended		<u>31,599</u>	<u>-</u>	<u>31,599</u>	<u>29,896</u>
Net movement in funds		<u>(4,272)</u>	<u>-</u>	<u>(4,272)</u>	<u>(1,456)</u>
Total funds brought forward		<u>87,255</u>	<u>-</u>	<u>87,255</u>	<u>88,711</u>
Total funds carried forward		<u>82,983</u>	<u>-</u>	<u>82,983</u>	<u>87,255</u>

THE SAMARITANS OF CENTRAL DURHAM

BALANCE SHEET AS AT 31 MARCH 2023

	Note	2023 Unrestricted £	2023 Restricted £	2023 Total £	2022 Total £
Fixed assets					
Tangible assets	10	<u>18,782</u>	<u>-</u>	<u>18,782</u>	<u>18,496</u>
Current assets					
Debtors		28	-	28	-
Prepayments		-	-	-	735
Cash at bank and in hand		<u>64,433</u>	<u>-</u>	<u>64,433</u>	<u>68,405</u>
Total current assets		64,461	-	64,461	69,140
Creditors : amounts falling due within one year					
Creditors		-	-	-	-
Accruals		<u>260</u>	<u>-</u>	<u>260</u>	<u>381</u>
Net current assets		<u>64,201</u>	<u>-</u>	<u>64,201</u>	<u>68,759</u>
Net assets		<u>82,983</u>	<u>-</u>	<u>82,983</u>	<u>87,255</u>
Funds					
Unrestricted funds		<u>82,983</u>	<u>-</u>	<u>82,983</u>	<u>87,255</u>

Signed on behalf of all the Trustees on 19/9/23

M. I. Rayner

Mike Rayner

Don Stronach

Don Stronach

THE SAMARITANS OF CENTRAL DURHAM

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023

1 Basis of preparation

The financial statements of the charity, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Charities Act 2011. The financial statements have been prepared under the historical cost convention.

2 Accounting policies

Recognition of incoming resources

These are included in the Statement of Financial Activities (SOFA) when:-

- the charity becomes entitled to the resources
- the trustees are virtually certain they will receive the resources and
- the monetary value can be measured with sufficient reliability

Incoming resources with related expenditure

Where incoming resources have related expenditure, the incoming resources and related expenditure are reported gross in the SOFA.

Grants and donations

These are only included in the SOFA when the charity has unconditional entitlement to the resources.

Investment income

This is included in the accounts when receivable.

Contractual income

This is only included in the SOFA once the related goods or services have been delivered.

Volunteer help

The value of any voluntary help received is not included in the accounts but is described in the Trustees' Annual report.

Liability recognition

Liabilities are recognised as soon as there is a legal or constructive obligation committing the charity to pay out resources.

Governance costs

Include the costs of the preparation and examination of statutory accounts, the costs of meetings and the cost of any legal advice to trustees on governance or constitutional matters.

Support costs

Include costs of central functions and have been allocated to activity cost categories on a basis consistent with the use of resources.

Unrestricted funds

Unrestricted funds represent income receivable or generated for the objects of the charity without further specified purpose and are available as general funds.

Restricted funds

Restricted funds are those funds which must be spent as income on the particular purposes specified by the donor or specifically identified in appeal literature.

Tangible fixed assets for use by charity

These are capitalised if they can be used for more than one year and cost at least £100. They are valued at cost or a reasonable value on receipt. The charity does not have a policy of revaluation.

THE SAMARITANS OF CENTRAL DURHAM

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023

(continued)

3 Voluntary income

	2023	2022
	£	£
Shakespeare Temperance Trust	6,000	6,000
W A Handley Trust	1,000	1,000
Anonymous	1,276	-
Enthuse	1,586	-
Churches, groups and other clubs	236	704
The Banks Group	-	139
Donated Services	480	480
Individual Donations	-	1,672
Shop Collections	2,384	1,359
Virgin Money Giving	-	2,475
Others	<u>2,777</u>	<u>620</u>
	<u>15,739</u>	<u>14,449</u>

Donated services represent the value of time spent by the Independent Examiner in undertaking such responsibilities. These services have been provided without charge.

4 Activities for generating funds

	2023	2022
	£	£
Fundraising	<u>7,894</u>	<u>7,782</u>

5 Investment income

	2023	2022
	£	£
Bank interest	<u>107</u>	<u>51</u>

6 Incoming resources from charitable activities

	2023	2022
	£	£
Contract income from HM Prisons	<u>3,587</u>	<u>5,342</u>

7 Costs of generating voluntary income

	2023	2022
	£	£
Fundraising costs	<u>4,544</u>	<u>3,520</u>

8 Charitable activities

	2023	2022
	£	£
Direct costs		
Telephone and IT	(54)	1,525
Administration Costs	1,683	158
Publicity	510	1,361
Travelling	6,693	3,540
Subsistence	1,159	1,061
Recruitment and training	258	95
Licences	-	35
Samaritans Affiliation fee and Conference	3,251	4,633
DD Volunteer Care	126	-

THE SAMARITANS OF CENTRAL DURHAM

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023

(continued)

8	Charitable activities (continued)	2023 £	2022 £
	Direct costs		
	DD Selection, Recruitment and outreach	200	-
	R & R	<u>568</u>	<u>-</u>
		<u>14,394</u>	<u>12,408</u>
		2023 £	2022 £
	Charitable activities		
	Support costs		
	R & R	3,581	7,617
	Utilities	2,375	2,085
	Insurance	734	543
	Independent Examiners Fee	480	480
	Depreciation	3,191	3,039
	Bank charges	235	204
	Computer Costs	<u>2,065</u>	<u>-</u>
		<u>12,661</u>	<u>13,968</u>
		<u>27,055</u>	<u>26,376</u>

9 Trustee expenses

None of the trustees were paid expenses in either this year or last year.

10 Tangible fixed assets

	Property £	Furniture £	Equipment £	Total £
Asset cost				
Balance brought forward	26,576	5,487	36,475	68,538
Additions	<u>-</u>	<u>-</u>	<u>3,478</u>	<u>3,478</u>
Balance carried forward	<u>26,576</u>	<u>5,487</u>	<u>39,953</u>	<u>72,016</u>
Depreciation				
Balance brought forward	16,587	5,487	27,968	50,042
Charge for year	<u>200</u>	<u>-</u>	<u>2,992</u>	<u>3,192</u>
Balance carried forward	<u>16,787</u>	<u>5,487</u>	<u>30,960</u>	<u>53,234</u>
Net book value				
Brought forward	9,989	<u>-</u>	<u>8,507</u>	<u>18,496</u>
Carried forward	<u>9,789</u>	<u>-</u>	<u>8,993</u>	<u>18,782</u>
Basis	Reducing balance	Reducing balance	Reducing balance	
Rate	2%	25%	25%	

THE SAMARITANS OF CENTRAL DURHAM
FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2023

INDEPENDANT EXAMINER'S REPORT TO THE TRUSTEES OF THE SAMARITANS OF CENTRAL DURHAM FOR THE YEAR ENDED 31ST MARCH 2023

I report to the charity trustees on my examination of the accounts of the charity for the year ended 31 March 2023.

Responsibilities and basis of the 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').

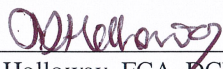
I report in respect of my examination of the charity's accounts carried out under section 145 of the Act and in carrying out my examination I have followed all the applicable Directors given by the Charity Commission under section 145(5)(b) of the act.

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 confirm that there are no other matters to which your attention should be drawn to enable a proper understanding of the accounts to be reached.

Signed 
Name J D Holloway FCA DChA
Ribchesters, Chartered Accountants
Finchale House, Durham DH1 1TW

Date: 21/9/23

THE SAMARITANS OF CENTRAL DURHAM
STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2023

	Note	2023 Unrestricted £	2023 Restricted £	2023 Total £	2022 Total £
Income					
Incoming resources from generated funds					
Voluntary income	3	15,739	-	15,739	14,449
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Investment income	5	107	-	107	51
Incoming resources from charitable activities	6	3,587	-	3,587	5,342
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Total incoming resources		<u>27,327</u>	<u>-</u>	<u>27,327</u>	<u>28,440</u>
Expenditure					
Costs of generating funds					
Costs of generating voluntary income	7	4,544	-	4,544	3,520
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Total funds brought forward		<u>87,255</u>	<u>-</u>	<u>87,255</u>	<u>88,711</u>
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THE SAMARITANS OF CENTRAL DURHAM

BALANCE SHEET AS AT 31 MARCH 2023

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Fixed assets					
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Current assets					
Debtors		28	-	28	-
Prepayments		-	-	-	735
Cash at bank and in hand		<u>64,433</u>	<u>-</u>	<u>64,433</u>	<u>68,405</u>
Total current assets		64,461	-	64,461	69,140
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Accruals		<u>260</u>	<u>-</u>	<u>260</u>	<u>381</u>
Net current assets		<u>64,201</u>	<u>-</u>	<u>64,201</u>	<u>68,759</u>
Net assets		<u>82,983</u>	<u>-</u>	<u>82,983</u>	<u>87,255</u>
Funds					
Unrestricted funds		<u>82,983</u>	<u>-</u>	<u>82,983</u>	<u>87,255</u>

Signed on behalf of all the Trustees on 19/9/23

M. I. Rayner

Mike Rayner

Don Stronach

Don Stronach

THE SAMARITANS OF CENTRAL DURHAM

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023

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THE SAMARITANS OF CENTRAL DURHAM

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023

(continued)

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THE SAMARITANS OF CENTRAL DURHAM

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023

(continued)

8	Charitable activities (continued)	2023 £	2022 £
	Direct costs		
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		<u>14,394</u>	<u>12,408</u>
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		<u>12,661</u>	<u>13,968</u>
		<u>27,055</u>	<u>26,376</u>

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Balance carried forward	<u>16,787</u>	<u>5,487</u>	<u>30,960</u>	<u>53,234</u>
Net book value				
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Carried forward	<u>9,789</u>	<u>-</u>	<u>8,993</u>	<u>18,782</u>
Basis	Reducing balance	Reducing balance	Reducing balance	
Rate	2%	25%	25%	

Accounts



Registered Charity Number 1173976

DURHAM SAMARITANS
ANNUAL REPORT AND ACCOUNTS 2022

DURHAM SAMARITANS

The trustees present their annual report and financial statement for the year ending 31 March 2022 and confirm that they have been prepared in accordance with applicable accounting standards and the Statement of Recommended Practice on Accounting for Charities

REFERENCE AND ADMINISTRATIVE INFORMATION

Charity name	Durham Samaritans, previously The Samaritans of Central Durham
Charity Registration	1173976
Principal office	The Samaritans, 26 Sutton Street, Durham DH1 4BW
Trustees	The trustees during the year were: Linda Aldridge to 29 March 2022 Susan Brady to 29 March 2022 Lynn Christine Brooks (Director) to 2 August 2021 Jeremy Felix Disley from 29 March 2022 Mary Gardner to 29 March 2022 Lynn Haley to 3 September 2021 Matthew Paul Johnson to 29 March 2022 Louise Elisabeth Gloria Maxwell from 29 March 2022 Glynis Margaret Peacock (Director) from 30 August 2021 to 29 March 2022 Dr Jeanne Marie Pratt from 29 March 2022 Christopher David Rae Michael Ian Rayner (Treasurer) Nicola Sian Sawicki to 11 November 2021 Monica Rosemary Smith (Director) from 29 March 2022 Jean Stores Amanda Louise Winter (Secretary)

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

Durham Samaritans, hereafter called The Charity, is a Charitable Incorporated Organisation ("CIO") which was registered on 27 July 2017 with the Charities Commission of England and Wales. The Constitution of Durham Samaritans, last amended on 27 November 2018, covers the Objects of the CIO, its governance and all aspects of its operation. Following the establishment of the CIO, Durham Samaritans is now recognised as a legal entity with the right to enter into contracts and agreements giving its Trustees the same protection as directors of a limited liability company.

Organisational structure

The trustees are responsible for the general control and management of the Charity. The trustees give their time freely and receive no remuneration or other financial benefits. The trustees meet monthly and are responsible for all decisions taken in relation to running the Charity.

Recruitment and appointment of trustees

The trustees of the Charity comprise

- the Branch Director
- the elected trustees, being a trustee elected by the members with the role of secretary and a trustee elected by the members with the role of treasurer (or one trustee elected by the Members to serve as both secretary and treasurer)
- up to eight additional trustees elected by the Members
- up to two co-opted trustees appointed in accordance with clause 12.4 of the Constitution

All trustees have the same rights, duties and responsibilities unless otherwise specified in the constitution. All members of the Charity (including the trustees) may make nominations for individuals to stand for election as elected trustees.

OBJECTS

The objects of the Charity are:

- To enable persons in Durham and the surrounding area as well as elsewhere who are experiencing feelings of distress or despair, including those who may be at risk of suicide, to receive confidential emotional support at any time of the day or night in order to improve their emotional health and to reduce the incidence of suicide;
- To promote a better understanding in society of suicide, suicidal behaviour and the value of expressing feelings which may otherwise lead to suicide or impaired emotional health; and
- To collaborate with and support Samaritans Central Charity and its affiliated branches in fulfilling these Objects.

ACTIVITIES, ACHIEVEMENTS AND PERFORMANCE

Volunteer Care

During the Covid pandemic, fewer volunteers were available to cover our listening shifts, but our policy to increase the number of new volunteers, together with minor adjustments to the rota, enabled us, to a large extent, to meet this challenge and cover the majority of our shifts. Most volunteers have now returned to doing shifts, and face-to-face meetings are again regularly taking place.

Our face-to-face caller facility was suspended at the start of the Covid pandemic and the organisation has not yet lifted this suspension.

2021 was the 50th Anniversary of the founding of this branch of the Samaritans and events were held during the year to commemorate this event. In May 2021 Durham Samaritans celebrated its 50th Birthday with a grand fundraising event called 50 for 50, so our volunteers who took part could choose to do 50 things for 50 years of Samaritans.

Here are some examples of the activities our volunteers were involved in

Volunteers crocheted 50 dishcloths, crocheted 50 flowers, baked 50 cookies, baked 50 fairy cakes made 50 key fobs, identified and learned the Latin names of 50 wild flowers, cooked 50 foods from 50 different countries or ran 50 miles accompanied by their dog.

Many volunteers walked 50 miles or did 50 bike rides taking in the wonderful views of Northumberland, Durham Coastline, North and West Yorkshire. One volunteer's daughter did 50 star jumps on their trampoline. Many were sponsored by friends and family and the branch had a WhatsApp group so volunteers could encourage and support each other, while following their wonderful stories. An amazing amount was raised while we had fun.

Our 2021 Christmas meal was held in December and was enjoyed by all.

Since October 2021, thirteen volunteers have taken part in an initiative to keep in touch with every branch volunteer, including those who have been shielding during the pandemic and those on Leave of Absence. The only exceptions have been new volunteers who are in touch with their mentors.

Our aim in doing this every few months has been to make everyone feel valued and to offer support where needed. It has been especially helpful in making contact with volunteers who had little chance to meet others during the pandemic, and who might have been feeling somewhat isolated as a result

Recruitment and Selection

At the time of writing, over 100 people have expressed an interest in joining our branch. It's great that so many people want to be part of our organization. Recruitment takes place three times each year (four times in 2021) with volunteers coming from a wide geographical area within the North East.

Training

We have embraced Zoom technology and new training materials provided by the Learning and Development team in Samaritans Central Office to undertake a programme of Core Development and Embedding training to ensure the Branch would have a steady supply of new volunteers. Four groups went through training in 2021, an increase on previous years. This was in response to a request from the Central Charity for branches to increase the numbers of new volunteers, to keep pace with the increase in caller demand.

A return to three intakes of potential volunteers per year was made in early 2022, as the demand on the branch infrastructure of four intakes a year was deemed unsustainable. We have continued our long-standing practice of attracting local Durham University students to train as listening volunteers.

Samaritans Central Office provided a range of online training courses to expand volunteers' knowledge and better support callers, including Self Harm, Mental Health, How We Best Support Our Callers; Making Prison Calls Better. Our volunteers met that challenge and diligently worked through this training. Durham Branch also joined the pilot for new Safeguarding training materials; we completed the digital training and provided detailed feedback.

We ran a course to train new leaders but we also included many experienced leaders who offered peer support. Together we refreshed ourselves on safeguarding from a leader standpoint.

Durham Branch also contributed to the Paired Mentor pilot. To increase the number of new volunteers coming in to the branch we tried out a paired mentor scheme whereby one

Mentor supported two mentees. We are seeing the results of that trial now with that group moving from Observer status to Probationer status.

Since late 2021, we have cautiously but very positively returned to face-to-face training at the branch, initially for Embedding training and for Core Development training since March 2022.

Prisons

After the pandemic year we have returned to normal in 'our' two prisons. In May 2021 we were allowed back into both Low Newton and Durham to resume face to face support meetings. However, the number of Listeners at each prison had reduced to only two Listeners which was just not enough to cover the needs of the prisons.

At Low Newton new listeners were quickly cleared and trained. We now have four new listeners there and it has been great to see how well they've quickly taken to the role and receive positive feedback about the work they've done. Following the same process at Durham we now have fourteen listeners there.

2021 was the Listeners 30th Anniversary and Samaritans have a video to promote the scheme nationally. There are five people featured on the video and we are really happy to say that two of them are a volunteer from this branch and a former Listener who we trained and supported.

Data Protection

Privacy is at the heart of what we do at Samaritans. We are committed to protecting privacy and the personal information that we hold. Our Data Protection Policy incorporates a schedule of Personal Data held by Durham Samaritans Branch. This gives guidance on retention periods, guidance on CCTV procedures, Data subject requests, an ongoing Data Protection Plan and a set of practical guidelines. The Policy is available to all volunteers in electronic format.

Fundraising and Events

The Covid pandemic caused the cancellation of our normal programme of fundraising events and street collections in 2020. Despite restrictions many volunteers took part in the Samarathon, which allowed them to seek sponsorship for individual challenges both indoors and outside. In July 2021 volunteers ran, jogged or walked 26.2 miles at their own time and pace and raised over £6000.

External events recommenced on 2 August 2021 with our annual Golf Day at Durham City Golf Club. Apart from the £3700 this event raised, this was an opportunity for volunteers to meet together for the first time and it raised the awareness of Samaritans among a wider group of people.

Four branches in the Northeast shared the cost of a campaign to display awareness posters on buses in Northumberland, Tyne and Wear and County Durham during summer 2021.

Our collections resumed at the Sarah Millican show at the Gala Theatre in September 2021, when over £600 was collected.

We are now getting back out into the community and had a productive day at Durham Railway station promoting Samaritans on World Suicide Prevention Day on 10 September 2021, and an active presence at the same station for Brew Monday in January 2022.

We are very grateful for support from the Shakespeare Temperance Trust, the W A Handley Charity Trust and from our many donors and supporters during the year.

Building, Health and Safety

All our building compliance checks were completed in 2021/22 - PAT testing, smoke detector tests undertaken, emergency light test, fire equipment servicing, stairlift inspection and service, boiler service. Repairs have also been undertaken on the boiler and the downstairs toilet, and a new kettle has been purchased.

In April and May 2021, we repaired and redecorated lintels and the timbers around the oriel window on the front external elevation and fitted a new front door handle and letterbox to go with the new digilock fitted the previous summer. The kitchen window was also replaced with a double-glazed unit.

We replaced the hard drive of our CCTV system in May 2021.

In August 2021 the half landing, stairs, hall and basement were redecorated. Minor repairs to internal walls were undertaken as part of this work. This work completed a full cycle of internal repair and redecoration in the branch since 2018/19.

In December 2021 we replaced the digilocks on the two internal entry doors to our building with a key fob access system. This is expected to improve security because access for volunteers who have left the organisation and fobs that have been lost can be removed from the system.

Our building condition survey risk assessments have now been reviewed and updated and these will provide the basis of a future programme of work in our branch building.

Environmental Policy

Durham Samaritans acknowledges its responsibility to, and the advantages of, maintaining a sound environment. We recognise the importance, no matter how small, of the impact of our activities on the environment and that there is a need to consider ways in which we can conserve energy and minimise waste in these activities.

Our environmental policy was adopted as a guidance document to help us to consider how we can reduce where possible our impact on the environment.

Statistics

In the period covered by this report, branch volunteers have answered 14,392 contacts: 12,206 contacts by phone (totalling 3,451 hours) and 2,186 contacts by email for those who prefer to contact us via the written word.

Future plans: 2022-23

The pro-active Branch Leadership Team will continue to build on achievements and actions to date, with small but significant changes planned for the coming year.

The recruitment process will now be facilitated by the introduction of an information session prior to interview. This has a three-fold purpose: to enable prospective volunteers to explore at first hand different aspects of volunteering for Samaritans; to maximise attendance at interview and, ultimately, to increase the size of our three planned training groups for listening volunteers. The training team itself is going through expansion, with a number of new members joining the team to deliver initial and continuous training, for prospective and existing volunteers respectively. In our partnership with the Prison Service, we anticipate a continued increase in contacts, with more volunteers involved regionally.

It has been a delight to return to activities within the community over the past few months, and we shall continue to do whatever we can to raise awareness of Samaritans with a continued presence at a wide range of community events and in a range of venues e.g., local colleges, often in response to requests at key times within the year. Our pro-active fundraising team is planning new events within the coming months in addition to our existing fundraising activities, to ensure that we raise sufficient funds to be able to comfortably cover all our branch expenses.

And, over-arching all of these activities, we shall continue to provide, for as many hours as we can, emotional support and a listening ear to those in distress.

FINANCIAL REVIEW

Financially 2021/22 was a return to relative financial normality and we operated within expected financial parameters. There was a deficit of £1456 but this was part of our plan to reduce our reserves.

On the expenditure side the most obvious change was to increase our spend to pre-pandemic levels in supporting our fundraising events, in publicity and outreach and in the costs of branch meetings. Our payment to the national organisation also increased because this was based on our increased reserves at the end of 2020/21. Other costs fell after the purchase of IT equipment and headsets in 2020/21.

The Charity has to maintain a constant fundraising effort over the year to cover the running costs of its premises and continues to rely on the generosity of organisations, groups and individuals inside and outside Durham Samaritans.

On the income side the Covid 19 support grants ceased at the end of 2020/21 and we have not repeated the two successful bids for grants which we received in that year. The income from the fundraising activities previously detailed and the refund of the costs incurred in supporting the prison have increased as our activities in those areas have returned to pre-pandemic levels.

RESERVES POLICY

The Charity's Reserve Policy was agreed on 5 October 2021. The Trustees consider it is appropriate to hold reserves of £40000. This can be quantified as £34000 representing eighteen months of basic expenditure plus £6000 contingency held for unbudgeted building, decorating and furniture expenditure.

The Charity cash in the bank at the end of the 2021/22 Financial Year was £68405.

Action is being taken to reduce our reserves through a programme of building repairs and decoration; and investment in equipment that will either improve the working environment for our volunteers or which will provide improved service to callers and visitors. It is obvious that the reduction in the size of the Charity's assets may well take some time to achieve.

THE AUDITED FINANCIAL STATEMENT FOR 2021/22 WILL BE SUBMITTED AS A SEPARATE FILE

THE SAMARITANS OF CENTRAL DURHAM
FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2022

INDEPENDANT EXAMINER'S REPORT TO THE TRUSTEES OF THE SAMARITANS OF CENTRAL DURHAM FOR THE YEAR ENDED 31ST MARCH 2022

I report to the charity trustees on my examination of the accounts of the charity for the year ended 31 March 2022.

Responsibilities and basis of the 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').

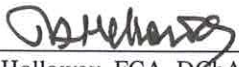
I report in respect of my examination of the charity's accounts carried out under section 145 of the Act and in carrying out my examination I have followed all the applicable Directors given by the Charity Commission under section 145(5)(b) of the act.

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 confirm that there are no other matters to which your attention should be drawn to enable a proper understanding of the accounts to be reached.

Signed 
Name J D Holloway FCA DChA
Ribchesters, Chartered Accountants
Finchale House, Durham DH1 1TW

Date: 29 June 2022

THE SAMARITANS OF CENTRAL DURHAM
STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2022

	Note	2022 Unrestricted £	2022 Restricted £	2022 Total £	2021 Total £
Incoming resources					
Incoming resources from generated funds					
Voluntary income	3	14,449	-	14,449	14,225
Activities for generating funds	4	7,782	-	7,782	9,103
Investment income	5	51	-	51	266
Incoming resources from charitable activities	6	5,342	-	5,477	3,446
Other income					
Government Grants		816	-	816	16,937
Total incoming resources		<u>28,440</u>	<u>-</u>	<u>28,440</u>	<u>43,977</u>
Resources expended					
Costs of generating funds					
Costs of generating voluntary income	7	3,520	-	3,520	112
Charitable activities	8	26,376	-	26,376	21,735
Governance costs	9	-	-	-	213
Total resources expended		<u>29,896</u>	<u>-</u>	<u>29,896</u>	<u>22,060</u>
Net movement in funds		<u>(1,456)</u>	<u>-</u>	<u>(1,456)</u>	<u>21,917</u>
Total funds brought forward		<u>88,711</u>	<u>-</u>	<u>88,711</u>	<u>66,794</u>
Total funds carried forward		<u>87,255</u>	<u>-</u>	<u>87,255</u>	<u>88,711</u>

THE SAMARITANS OF CENTRAL DURHAM

BALANCE SHEET AS AT 31 MARCH 2022

	Note	2022 Unrestricted £	2022 Restricted £	2022 Total £	2021 Total £
Fixed assets					
Tangible assets	11	<u>18,496</u>	<u>-</u>	<u>18,496</u>	<u>18,230</u>
Current assets					
Debtors		-	-	-	152
Prepayments		735	-	735	511
Cash at bank and in hand		<u>68,405</u>	<u>-</u>	<u>68,405</u>	<u>70,656</u>
Total current assets		69,140	-	69,140	71,319
Creditors : amounts falling due within one year					
Creditors		-	-	-	433
Accruals		<u>381</u>	<u>-</u>	<u>381</u>	<u>405</u>
Net current assets		<u>68,759</u>	<u>-</u>	<u>68,759</u>	<u>70,481</u>
Net assets		<u>87,255</u>	<u>-</u>	<u>87,255</u>	<u>88,711</u>
Funds of the charity					
Unrestricted funds		<u>87,255</u>	<u>-</u>	<u>87,255</u>	<u>88,711</u>

Signed on behalf of all the Trustees on 27.06.2022

M. I. Rayner

Mike Rayner

Rosemary Smith

Rosemary Smith

THE SAMARITANS OF CENTRAL DURHAM

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2022

1 Basis of preparation

The financial statements of the charity, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Charities Act 2011. The financial statements have been prepared under the historical cost convention.

2 Accounting policies

Recognition of incoming resources

These are included in the Statement of Financial Activities (SOFA) when:-

- the charity becomes entitled to the resources
- the trustees are virtually certain they will receive the resources and
- the monetary value can be measured with sufficient reliability

Incoming resources with related expenditure

Where incoming resources have related expenditure, the incoming resources and related expenditure are reported gross in the SOFA.

Grants and donations

These are only included in the SOFA when the charity has unconditional entitlement to the resources.

Investment income

This is included in the accounts when receivable.

Contractual income

This is only included in the SOFA once the related goods or services have been delivered.

Volunteer help

The value of any voluntary help received is not included in the accounts but is described in the Trustees' Annual report.

Liability recognition

Liabilities are recognised as soon as there is a legal or constructive obligation committing the charity to pay out resources.

Governance costs

Include the costs of the preparation and examination of statutory accounts, the costs of meetings and the cost of any legal advice to trustees on governance or constitutional matters.

Support costs

Include costs of central functions and have been allocated to activity cost categories on a basis consistent with the use of resources.

Unrestricted funds

Unrestricted funds represent income receivable or generated for the objects of the charity without further specified purpose and are available as general funds.

Restricted funds

Restricted funds are those funds which must be spent as income on the particular purposes specified by the donor or specifically identified in appeal literature.

Tangible fixed assets for use by charity

These are capitalised if they can be used for more than one year and cost at least £100. They are valued at cost or a reasonable value on receipt. The charity does not have a policy of revaluation.

THE SAMARITANS OF CENTRAL DURHAM

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2022 (continued)

3	Voluntary income	2022	2021
		£	£
	Shakespeare Temperance Trust	6,000	6,000
	W A Handley Trust	1,000	1,000
	City of Durham Parish	-	2,500
	County Durham Community Fund	-	3,500
	Churches, groups and other clubs	704	535
	The Banks Group	139	-
	Donated Services	480	-
	Individual Donations	1,672	-
	Shop Collections	1,359	-
	Virgin Money Giving	2,475	-
	Others	<u>620</u>	<u>690</u>
		<u>14,449</u>	<u>14,225</u>
Donated services represent the value of time spent by the Independent Examiner in undertaking such responsibilities. These services have been provided without charge.			
4	Activities for generating funds	2022	2021
		£	£
	Fundraising	<u>7,782</u>	<u>9,103</u>
5	Investment income	2022	2021
		£	£
	Bank interest	<u>51</u>	<u>266</u>
6	Incoming resources from charitable activities	2022	2021
		£	£
	Contract income from HM Prisons	<u>5,342</u>	<u>3,446</u>
7	Costs of generating voluntary income	2022	2021
		£	£
	Fundraising costs	<u>3,520</u>	<u>112</u>
8	Charitable activities	2022	2021
		£	£
	Direct costs		
	Telephone and IT	1,525	2,179
	Administration	158	190
	Publicity	1,361	429
	Travelling	3,540	1,673
	Subsistence	1,061	1,714
	Recruitment and training	95	-
	Licenses	35	35
	Samaritans Affiliation fee and Conference	<u>4,633</u>	<u>2,622</u>
		<u>12,408</u>	<u>8,842</u>

THE SAMARITANS OF CENTRAL DURHAM

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2022

(continued)

	2022 £	2021 £
8 Charitable activities (continued)		
Support costs		
Repairs and refurbishment	7,617	7,760
Utilities	2,085	1,621
Insurance	543	496
Independent Examiner Fee	480	-
Depreciation	3,039	2,887
Bank charges	<u>204</u>	<u>129</u>
	<u>13,968</u>	<u>12,893</u>
	<u>26,376</u>	<u>21,735</u>

9 Governance costs	2022 £	2021 £
Meeting expenses	-	<u>213</u>
	-	<u>213</u>

10 Trustee expenses

No trustees were paid expenses in either this year or last year.

11 Tangible fixed assets

	Property £	Furniture £	Equipment £	Total £
Asset cost or valuation				
Balance brought forward	26,576	5,487	33,170	65,233
Additions	-	-	3,305	3,305
Balance carried forward	<u>26,576</u>	<u>5,487</u>	<u>36,475</u>	<u>68,538</u>

Accumulated depreciation

Basis	Reducing balance	Reducing balance	Reducing balance	
Rate	2%	25%	25%	
Balance brought forward	16,383	5,487	25,133	47,003
Charge for year	<u>204</u>	-	<u>2,835</u>	<u>3,039</u>
Balance carried forward	<u>16,587</u>	<u>5,487</u>	<u>27,968</u>	<u>50,042</u>
Net book value				
Brought forward	<u>10,193</u>	-	<u>8,037</u>	<u>18,230</u>
Carried forward	<u>9,989</u>	-	<u>8,507</u>	<u>18,496</u>

THE SAMARITANS OF CENTRAL DURHAM
FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2022

INDEPENDANT EXAMINER'S REPORT TO THE TRUSTEES OF THE SAMARITANS OF CENTRAL DURHAM FOR THE YEAR ENDED 31ST MARCH 2022

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Responsibilities and basis of the report

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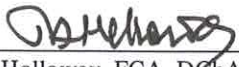
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3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination.

I confirm that there are no other matters to which your attention should be drawn to enable a proper understanding of the accounts to be reached.

Signed 
Name J D Holloway FCA DChA
Ribchesters, Chartered Accountants
Finchale House, Durham DH1 1TW

Date: 29 June 2022

THE SAMARITANS OF CENTRAL DURHAM
STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2022

	Note	2022 Unrestricted £	2022 Restricted £	2022 Total £	2021 Total £
Incoming resources					
Incoming resources from generated funds					
Voluntary income	3	14,449	-	14,449	14,225
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Incoming resources from charitable activities	6	5,342	-	5,477	3,446
Other income					
Government Grants		816	-	816	16,937
Total incoming resources		<u>28,440</u>	<u>-</u>	<u>28,440</u>	<u>43,977</u>
Resources expended					
Costs of generating funds					
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Total resources expended		<u>29,896</u>	<u>-</u>	<u>29,896</u>	<u>22,060</u>
Net movement in funds		<u>(1,456)</u>	<u>-</u>	<u>(1,456)</u>	<u>21,917</u>
Total funds brought forward		<u>88,711</u>	<u>-</u>	<u>88,711</u>	<u>66,794</u>
Total funds carried forward		<u>87,255</u>	<u>-</u>	<u>87,255</u>	<u>88,711</u>

THE SAMARITANS OF CENTRAL DURHAM

BALANCE SHEET AS AT 31 MARCH 2022

	Note	2022 Unrestricted £	2022 Restricted £	2022 Total £	2021 Total £
Fixed assets					
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Debtors		-	-	-	152
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Creditors		-	-	-	433
Accruals		<u>381</u>	<u>-</u>	<u>381</u>	<u>405</u>
Net current assets		<u>68,759</u>	<u>-</u>	<u>68,759</u>	<u>70,481</u>
Net assets		<u>87,255</u>	<u>-</u>	<u>87,255</u>	<u>88,711</u>
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Unrestricted funds		<u>87,255</u>	<u>-</u>	<u>87,255</u>	<u>88,711</u>

Signed on behalf of all the Trustees on 27.06.2022

M. I. Rayner

Mike Rayner

Rosemary Smith

Rosemary Smith

THE SAMARITANS OF CENTRAL DURHAM

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2022

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THE SAMARITANS OF CENTRAL DURHAM

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2022 (continued)

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	Donated Services	480	-
	Individual Donations	1,672	-
	Shop Collections	1,359	-
	Virgin Money Giving	2,475	-
	Others	<u>620</u>	<u>690</u>
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		<u>12,408</u>	<u>8,842</u>

THE SAMARITANS OF CENTRAL DURHAM

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2022

(continued)

	2022	2021
	£	£
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	<u>13,968</u>	<u>12,893</u>
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	£	£
Meeting expenses	-	<u>213</u>
	=	<u>213</u>

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	Property £	Furniture £	Equipment £	Total £
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Additions	-	-	3,305	3,305
Balance carried forward	<u>26,576</u>	<u>5,487</u>	<u>36,475</u>	<u>68,538</u>

Accumulated depreciation

Basis	Reducing balance	Reducing balance	Reducing balance	
Rate	2%	25%	25%	
Balance brought forward	16,383	5,487	25,133	47,003
Charge for year	204	-	2,835	3,039
Balance carried forward	<u>16,587</u>	<u>5,487</u>	<u>27,968</u>	<u>50,042</u>
Net book value				
Brought forward	<u>10,193</u>	-	8,037	<u>18,230</u>
Carried forward	<u>9,989</u>	-	8,507	<u>18,496</u>

Accounts



Registered Charity Number 1173976

DURHAM SAMARITANS
ANNUAL REPORT AND ACCOUNTS 2021

DURHAM SAMARITANS

The trustees present their annual report and financial statement for the year ending 31 March 2021 and confirm that they have been prepared in accordance with applicable accounting standards and the Statement of Recommended Practice on Accounting for Charities

REFERENCE AND ADMINISTRATIVE INFORMATION

Charity name	Durham Samaritans, previously The Samaritans of Central Durham
Charity Registration	1173976
Principal office	The Samaritans, 26 Sutton Street, Durham DH1 4BW
Trustees	The trustees during the year were: Linda Aldridge Susan Brady Lynn Christine Brooks to 2 August 2021 Mary Gardner Lynn Haley to 3 September 2021 Matthew Paul Johnson Glynis Margaret Peacock from 30 August 2021 Christopher David Rae Michael Ian Rayner Nicola Sian Sawicki to 11 November 2021 Jean Stores Amanda Louise Winter

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

Durham Samaritans, hereafter called The Charity, is a Charitable Incorporated Organisation ("CIO") which was registered on 27 July 2017 with the Charities Commission of England and Wales. The Constitution of Durham Samaritans, last amended on 27 November 2018, covers the Objects of the CIO, its governance and all aspects of its operation. Following the establishment of the CIO, Durham Samaritans is now recognised as a legal entity with the right to enter into contracts and agreements giving its Trustees the same protection as directors of a limited liability company.

Organisational structure

The trustees are responsible for the general control and management of the Charity. The trustees give their time freely and receive no remuneration or other financial benefits. The trustees meet monthly and are responsible for all decisions taken in relation to running the Charity.

Recruitment and appointment of trustees

The trustees of the Charity comprise

- the Branch Director
- the elected trustees, being a trustee elected by the members with the role of secretary and a trustee elected by the members with the role of treasurer (or one trustee elected by the Members to serve as both secretary and treasurer)
- up to eight additional trustees elected by the Members
- up to two co-opted trustees appointed in accordance with clause 12.4 of the Constitution

All trustees have the same rights, duties and responsibilities unless otherwise specified in the constitution. All members of the Charity (including the trustees) may make nominations for individuals to stand for election as elected trustees.

OBJECTS

The objects of the Charity are:

- To enable persons in Durham and the surrounding area as well as elsewhere who are experiencing feelings of distress or despair, including those who may be at risk of suicide, to receive confidential emotional support at any time of the day or night in order to improve their emotional health and to reduce the incidence of suicide;
- To promote a better understanding in society of suicide, suicidal behaviour and the value of expressing feelings which may otherwise lead to suicide or impaired emotional health; and
- To collaborate with and support Samaritans Central Charity and its affiliated branches in fulfilling these Objects.

ACTIVITIES, ACHIEVEMENTS AND PERFORMANCE

Volunteer Care

Rota management has been more difficult with fewer volunteers available because of the Covid pandemic. Some of our volunteers have had Covid, some have had to self-isolate and some were not comfortable entering the branch. Our policy to increase the number of volunteers enabled us to help more telephone callers and continue to cover our listening shifts.

Our face-to-face caller facility was suspended at the start of the Covid pandemic and contact between volunteers in the branch has been limited. We also outsourced our cleaning for a period during 2020 with the intention of keeping our volunteers safe.

We have missed getting together at branch meetings and social events, for example our 2020 Christmas meal had to be cancelled, but we have used Zoom to hold events, especially quizzes, where we could. We also held regular raffles and sold a recipe book as ways of keeping volunteers together during this period of relative isolation.

2021 is the 50th Anniversary of the founding of this branch of the Samaritans and events were held during the year to commemorate this event. Many volunteers took part in personal 50 for 50 event challenges.

We look forward to continuing our return to meetings taking place and more volunteers returning to normal duties. Our 2021 Christmas meal is booked for December and hopefully will prove to be enjoyed by all. We look forward to a new director being appointed who will be able to grow the branch and retain the friendliness for which we are noted.

Recruitment and Training

At the time of writing there are 132 people who want to join our branch and are awaiting an interview. It's great that so many people want to be part of our organization and we wish we could have interviewed and trained them all during the year.

We embraced Zoom technology and new training materials provided by the Learning and Development team in Samaritans Central Office to undertake a programme of Core Development and Embedding training to ensure the Branch would have a steady supply of new volunteers. Four groups will go through training this year, an increase on previous years. Samaritans Central Office requested that branches increase the numbers of new volunteers to keep pace with the increasing numbers of callers. This Branch is proud to say that we responded.

Samaritans Central Office provided a range of online training courses to expand volunteers' knowledge and better support callers, including Self Harm, Mental Health, How We Best Support Our Callers; Making Prison Calls Better. Our volunteers met that challenge and diligently worked through this training. Durham Branch also joined the pilot for new Safeguarding training materials; we completed the digital training and provided detailed feedback.

We ran a course to train new leaders but we also included many experienced leaders who offered peer support. Together we refreshed ourselves on safeguarding from a leader standpoint.

Durham Branch also contributed to the Paired Mentor pilot. To increase the number of new volunteers coming in to the branch we tried out a paired mentor scheme whereby one Mentor supported two mentees. We are seeing the results of that trial now with that group moving from Observer status to Probationer status.

Prisons

After the pandemic year we are returning to normal in 'our' two prisons. During 2020 we supported our Listeners with conference calls but in May 2021 we were allowed back into both Low Newton and Durham to resume face to face support meetings. However, the number of Listeners at each prison had reduced to only two Listeners which was just enough not to cover the needs of the prisons.

At Low Newton new listeners were quickly cleared and trained. We now have four new listeners there and it has been great to see how well they've quickly taken to the role and receive positive feedback about the work they've done. Following the same process at Durham we now have fourteen listeners there.

2021 is the Listeners 30th Anniversary and Samaritans have a video to promote the scheme. There are five people on the video and we are really happy to say that two of them are a volunteer from this branch and a former Listener who we trained and supported.

Fundraising and Events

The Covid pandemic caused the cancellation of our normal programme of fundraising events and street collections in 2020. Despite restrictions many volunteers took part in the Samarathon, which allowed them to seek sponsorship for individual challenges both indoors and outside. This branch raised over £6000 through Samarathon.

We formed a bid writing team of volunteers to make use of their experience and abilities. Two successes were achieved almost at once with grants totalling £6000 being received from the County Durham Community Fund and the City of Durham Parish Council. These funds financed the repair and redecoration work undertaken within the building, to purchase new IT and items of furniture and equipment to support our volunteers.

Our increased costs and reduced income during 2020/21 were covered by support grants through Durham County Council totalling almost £17000.

We are very grateful for support from the Shakespeare Temperance Trust, the W A Handley Charity Trust and from our many donors and supporters during the year.

External events recommenced on 2 August 2021 with our annual Golf Day at Durham City Golf Club. Apart from the £3700 this event raised, this was an opportunity for volunteers to meet together for the first time and raises the awareness of Samaritans among a wider group of people.

Our collections resumed at the Sarah Millican show at the Gala Theatre on 3 September 2021, when £620 was collected.

We are now getting back out into the community and had a productive day at Durham Railway station promoting Samaritans on World Suicide Prevention Day 10 September

Four branches in the Northeast shared the cost of a campaign to display awareness posters on buses in Northumberland, Tyne and Wear and County Durham during summer 2021.

Building, Health and Safety

Despite restrictions due to the Covid pandemic all our building compliance checks were completed in 2020/21 and 2021/22 - PAT testing, new smoke detectors installed across the whole branch and test undertaken, emergency light repairs, fire equipment servicing, stairlift inspection and service, boiler service.

In June 2020 the non-compliant access ramp at the rear of the building was removed and the rear gate was replaced. In September the damaged yard wall was lowered and repointed as this wall had been reported as being unsafe.

A full uplift programme was completed on the first floor with the landing, operations room, kitchen and toilet being redecorated. The sagging floorboards in the landing, kitchen and toilet were repaired and the floor coverings were replaced.

In April and May 2021 we repaired and redecorated lintels and the timbers around the oriel window on the front external elevation and fitted a new front door handle and letterbox to go with the new digilock fitted the previous summer. The double-glazed kitchen window was also replaced.

In August 2021 the half landing, stairs, hall and basement were redecorated. This work completed a full cycle of internal repair and redecoration in the branch since 2018/19.

Our building condition survey risk assessments will now be reviewed and updated and these will provide the basis of a future programme of work in our branch building.

FINANCIAL REVIEW

Financially 2020/21 was a successful year with the branch ending in a positive situation. The Charity has to maintain a constant fundraising effort over the year to cover the running costs of its premises and relies on generosity of organisations, groups and individuals.

On the expenditure side the most obvious change was to increase spend on improving the decoration of the branch building. Our payment to the national organisation also increased because this was based on our increased reserves at the end of 2019/20. Other costs have generally reduced through our economy and the effects of the Covid pandemic.

In contrast, income was considerably affected by the Covid pandemic. Activities organised by the Fundraising Team and the Samarathon maintained the flow of funds close to the level of the previous year. Two successful bids submitted by the Bid Writing team were used to support significant improvements in the branch, and our increased costs and reduced income were more than offset by Covid 19 support grants from the County Council.

RESERVES POLICY

The Charity's Reserve Policy was agreed on 8 September 2020. The Trustees consider it is appropriate to hold reserves of £33000. This can be quantified as £25000 representing eighteen months of basic expenditure plus £8000 contingency held for unbudgeted building, decorating and furniture expenditure.

The Charity cash in the bank at the end of the 2020/21 Financial Year was £70623.

Action is being taken to reduce our reserves through a programme of building repairs and decoration; and investment in equipment that will improve the working environment for our volunteers and which will provide improved service to callers and visitors. It is obvious that the reduction in the size of the Charity's assets may well take some time to achieve.

THE AUDITED FINANCIAL STATEMENT FOR 2019/20 WILL BE SUBMITTED AS A SEPARATE
FILE

THE SAMARITANS OF CENTRAL DURHAM

FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2021

INDEPENDANT EXAMINER'S REPORT TO THE TRUSTEES OF THE SAMARITANS OF CENTRAL DURHAM FOR THE YEAR ENDED 31ST MARCH 2021

I report to the charity trustees on my examination of the accounts of the charity for the year ended 31 March 2021.

Responsibilities and basis of the 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 Directors 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 confirm that there are no other matters to which your attention should be drawn to enable a proper understanding of the accounts to be reached.

Signed 
Name J D Holloway FCA DChA
Ribchesters, Chartered Accountants
Finchale House, Durham DH1 1TW

Date: 23 July 2021

THE SAMARITANS OF CENTRAL DURHAM
STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2021

	Note	2021 Unrestricted £	2021 Restricted £	2021 Total £	2020 Total £
Incoming resources					
Incoming resources from generated funds					
Voluntary income	3	14,225	-	14,225	17,404
Activities for generating funds	4	9,103	-	9,103	9,115
Investment income	5	266	-	266	214
Incoming resources from charitable activities	6	3,446	-	3,446	3,352
Other income					
Government Grants		<u>16,937</u>	<u>-</u>	<u>16,937</u>	<u>-</u>
Total incoming resources		<u>43,977</u>	<u>-</u>	<u>43,977</u>	<u>30,085</u>
Resources expended					
Costs of generating funds					
Costs of generating voluntary income	7	112	-	112	958
Charitable activities	8	21,735	-	21,735	20,884
Governance costs	9	<u>213</u>	<u>-</u>	<u>213</u>	<u>366</u>
Total resources expended		<u>22,060</u>	<u>-</u>	<u>22,060</u>	<u>22,208</u>
Net movement in funds		<u>21,917</u>	<u>-</u>	<u>21,917</u>	<u>7,877</u>
Total funds brought forward		<u>66,794</u>	<u>-</u>	<u>66,794</u>	<u>58,917</u>
Total funds carried forward		<u>88,711</u>	<u>-</u>	<u>88,711</u>	<u>66,794</u>

THE SAMARITANS OF CENTRAL DURHAM

BALANCE SHEET AS AT 31 MARCH 2021

	Note	2021 Unrestricted £	2021 Restricted £	2021 Total £	2020 Total £
Fixed assets					
Tangible assets	11	<u>18,230</u>	<u>-</u>	<u>18,230</u>	<u>14,400</u>
Current assets					
Debtors		152	-	152	2,776
Prepayments		511	-	511	-
Cash at bank and in hand		<u>70,656</u>	<u>-</u>	<u>70,656</u>	<u>49,922</u>
Total current assets		71,319	-	71,319	52,698
Creditors : amounts falling due within one year					
Creditors		433	-	433	225
Accruals		<u>405</u>	<u>-</u>	<u>405</u>	<u>79</u>
Net current assets		<u>70,481</u>	<u>-</u>	<u>70,481</u>	<u>52,394</u>
Net assets		<u>88,711</u>	<u>-</u>	<u>88,711</u>	<u>66,794</u>
Funds of the charity					
Unrestricted funds		<u>88,711</u>	<u>-</u>	<u>88,711</u>	<u>66,794</u>

Signed on behalf of all the Trustees on 23 July 2021

Mike Rayner

Mike Rayner

Lynn Brooks

Lynn Brooks

THE SAMARITANS OF CENTRAL DURHAM

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2021

1 Basis of preparation

The financial statements of the charity, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Charities Act 2011. The financial statements have been prepared under the historical cost convention.

2 Accounting policies

Recognition of incoming resources

These are included in the Statement of Financial Activities (SOFA) when:-

- the charity becomes entitled to the resources
- the trustees are virtually certain they will receive the resources and
- the monetary value can be measured with sufficient reliability

Incoming resources with related expenditure

Where income resources have related expenditure, the incoming resources and related expenditure are reported gross in the SOFA.

Grants and donations

These are only included in the SOFA when the charity has unconditional entitlement to the resources.

Investment income

This is included in the accounts when receivable.

Contractual income

This is only included in the SOFA once the related goods or services have been delivered.

Volunteer help

The value of any voluntary help received is not included in the accounts but is described in the trustees' annual report.

Liability recognition

Liabilities are recognised as soon as there is a legal or constructive obligation committing the charity to pay out resources.

Governance costs

Include costs of the preparation and examination of statutory accounts, the costs of meetings and the cost of any legal advice to trustees on governance or constitutional matters.

Support costs

Include costs of central functions and have been allocated to activity cost categories on a basis consistent with the use of resources.

Unrestricted funds

Unrestricted funds represent income receivable or generated for the objects of the charity without further specified purpose and are available as general funds.

Restricted funds

Restricted funds are those funds which must be spent as income on the particular purposes specified by the donor or specifically identified in appeal literature.

Tangible fixed assets for use by charity

These are capitalised if they can be used for more than one year and cost at least £100. They are valued at cost or a reasonable value on receipt. The charity does not have a policy of revaluation.

THE SAMARITANS OF CENTRAL DURHAM

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2021

(continued)

3	Voluntary income	2021	2020
		£	£
	Shakespeare Temperance Trust	6,000	6,000
	W A Handley Trust	1,000	1,000
	City of Durham Parish	2,500	1,500
	County Durham Community Fund	3,500	-
	Churches, groups and other clubs	535	-
	The Banks Group	-	3,500
	Others	690	5,404
		<u>14,225</u>	<u>17,404</u>
4	Activities for generating funds	2021	2020
		£	£
	Fundraising	9,103	9,115
5	Investment income	2021	2020
		£	£
	Bank interest	266	214
6	Incoming resources from charitable activities	2021	2020
		£	£
	Contract income from HM Prisons	3,446	3,352
7	Costs of generating voluntary income	2021	2020
		£	£
	Fundraising costs	112	958
8	Charitable activities	2021	2020
		£	£
	Direct costs		
	Telephone and I.T.	2,179	2,852
	Administration	190	753
	Publicity	429	971
	Travelling	1,673	1,204
	Subsistence	1,714	1,913
	Recruitment and training	-	205
	Licenses	35	113
	Samaritans affiliation fee and Conference	2,622	2,800
		<u>8,842</u>	<u>10,811</u>
	Support costs		
	Repairs and refurbishment	7,760	5,423
	Utilities	1,621	2,318
	Insurance	496	492
	Depreciation	2,887	1,545
	Bank charges	129	295
		<u>12,893</u>	<u>10,073</u>
		<u>21,735</u>	<u>20,884</u>

THE SAMARITANS OF CENTRAL DURHAM

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2021
(continued)

9	Governance costs	2021 £	2020 £
	Meeting expenses	<u>213</u>	<u>366</u>
		<u>213</u>	<u>366</u>

10 **Trustee expenses**

No trustees were paid expenses in either this year or last year.

11 **Tangible fixed assets**

	Property £	Furniture £	Equipment £	Total £
Asset cost or valuation				
Balance brought forward	26,576	5,487	26,453	58,516
Additions	-	-	<u>6,717</u>	<u>6,717</u>
Balance carried forward	<u>26,576</u>	<u>5,487</u>	<u>33,170</u>	<u>65,233</u>

Accumulated depreciation

Basis	Reducing balance	Reducing balance	Reducing balance	
Rate	2%	25%	25%	
Balance brought forward	16,175	5,487	22,454	44,116
Charge for year	<u>208</u>	<u>-</u>	<u>2,679</u>	<u>2,887</u>
Balance carried forward	<u>16,383</u>	<u>5,487</u>	<u>25,133</u>	<u>47,003</u>
Net book value				
Brought forward	<u>10,401</u>	<u>-</u>	<u>3,999</u>	<u>14,400</u>
Carried forward	<u>10,193</u>	<u>-</u>	<u>8,037</u>	<u>18,230</u>

THE SAMARITANS OF CENTRAL DURHAM

FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2021

INDEPENDANT EXAMINER'S REPORT TO THE TRUSTEES OF THE SAMARITANS OF CENTRAL DURHAM FOR THE YEAR ENDED 31ST MARCH 2021

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Responsibilities and basis of the report

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I confirm that there are no other matters to which your attention should be drawn to enable a proper understanding of the accounts to be reached.

Signed 
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Finchale House, Durham DH1 1TW

Date: 23 July 2021

THE SAMARITANS OF CENTRAL DURHAM
STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2021

	Note	2021 Unrestricted £	2021 Restricted £	2021 Total £	2020 Total £
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Incoming resources from generated funds					
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Costs of generating funds					
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Net movement in funds		<u>21,917</u>	<u>-</u>	<u>21,917</u>	<u>7,877</u>
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THE SAMARITANS OF CENTRAL DURHAM

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Signed on behalf of all the Trustees on 23 July 2021

Mike Rayner

Mike Rayner

Lynn Brooks

Lynn Brooks

THE SAMARITANS OF CENTRAL DURHAM

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2021

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THE SAMARITANS OF CENTRAL DURHAM

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2021

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THE SAMARITANS OF CENTRAL DURHAM

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2021
(continued)

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Balance carried forward	<u>16,383</u>	<u>5,487</u>	<u>25,133</u>	<u>47,003</u>
Net book value				
Brought forward	<u>10,401</u>	<u>-</u>	<u>3,999</u>	<u>14,400</u>
Carried forward	<u>10,193</u>	<u>-</u>	<u>8,037</u>	<u>18,230</u>