



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').

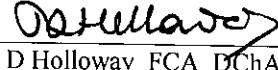
I report in respect of my examination of the charity's accounts carried out under section 145 of the Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the act.

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 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	-	-	-	-
	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%	