

SAMARITANS OF DERBY AND DISTRICT

England & Wales - Charity number 1174130

Details

Status Registered

Legal form CIO

Registered 2017-08-04

Register [View on the Charity Commission register](#)

Contact

Address The Samaritans
110 Burton Road
Derby
DE1 1TG

Phone 01332364444

Website www.samaritans.org/derby

Activities

Objects: 1. TO ENABLE PERSONS IN DERBY AND DISTRICT 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: Samaritans offers confidential emotional support 24 hours a day to those who are experiencing feelings of emotional distress or despair, including those which may lead to suicide. Samaritans listen and encourage the recognition and exploration of their options. We make our support available by telephone, email, letter, face to face, SMS, in prisons, schools and the wider community.

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

- **Area of benefit:** DERBY AND DISTRICT AND THE SURROUNDING AREA (WITHOUT SPECIFIC LIMITATION AS TO AREA)
- Derby City
- Derbyshire

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£33,115	£27,825	-	-
2024-03-31	£31,806	£18,608	-	-
2023-03-31	£14,508	£54,409	-	-
2022-03-31	£29,206	£26,348	-	-
2021-03-31	£43,326	£39,058	-	-

Trustees

Name	Role	Appointed
Stephanie Gay Taylor	Chair	2024-09-18
Catherine Mary Arkley		2025-06-05
James Woodburn		2025-06-05
Julie Stone		2019-12-04
Louise Wiseman		2024-09-18
Manjit Mann		2022-09-14
Peter John Ricketts		2025-10-08

Linked charities

- SAMARITANS OF DERBY AND DISTRICT (1174130-1)

SAMARITANS OF DERBY AND DISTRICT

England & Wales - Charity number 1174130

Accounts

SAMARITANS OF DERBY AND DISTRICT

FINANCIAL STATEMENTS

- Year ended -

31 MARCH 2025

Samaritans of Derby and District

Annual report for the year ended 31 March 2025

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Leadership Team Members and Professional Advisors

LEADERSHIP TEAM MEMBERS/TRUSTEES

Matt Byrne	Treasurer
Cate Hollinshead (Resigned April 2025)	Branch Director
Manjit Mann	Deputy Director / Listening Volunteer
Philip Jones (Resigned May 2025)	Deputy Director / Listening Volunteer
Julie Stone	External Volunteer
Jenny Swatton (Resigned Sept 2024)	Deputy Director / Listening Volunteer / Secretary
Stephanie Taylor (Appointed Sept 2024)	Branch Director 01.04.2025 / Listening Volunteer
Louise Wiseman (Appointed Sept 2024)	Listening Volunteer

REGISTERED CHARITY NUMBER 1174130

REGISTERED ADDRESS 110 Burton Road
DERBY
DE1 1TG

ACCOUNTANTS PKF Smith Cooper
Chartered Accountants
DERBY

BANKERS National Westminster Bank plc
7 Market Place
DERBY

Samaritans of Derby and District

Trustees Report for the year ended 31 March 2025

Structure, Governance & Management

The Derby and District Branch was formed in 1961 and operates as a Charitable Incorporated Organisation (CIO) registered under the Charities Act, and as an independent Branch of Samaritans, using an agreed model constitution. The Branch became an Affiliated Branch in October 2017 and is known as Samaritans of Derby and District. Responsibility for the management of the Branch and its financial affairs rests with the Branch Leadership Team/Board of Trustees, comprising a number of volunteers who act as Trustees for the Branch and are elected or co-opted for up to six years. The Leadership Team, after extensive consultation with all the Branch volunteers, nominates one of them for appointment as Branch Director. The Branch Director, together with his/her deputies, is then responsible for managing the service provided to callers and outreach activities.

Trustees have the opportunity, and are encouraged, to attend training and make use of online training and materials so they understand their role and responsibilities.

Risk management is an important element of the trustees' role. Monitoring and reviewing the management of risks is undertaken on a regular basis.

Objectives of Samaritans of Derby and District

The Samaritans Vision is that fewer people die by suicide.

Samaritans provide emotional support 24 hours a day by telephone, face to face, email, on-line chat and letter; at festivals and outside our centres in prisons, in hospitals, schools and workplaces and with the homeless through a network of 201 branches in the UK and Republic of Ireland. In most situations and for most people a confidential service is provided. However, there are important exceptions where, in order to safeguard callers, we may talk to someone else on a caller's behalf e.g. by calling an ambulance or when we need to consider safeguarding for children or vulnerable adults.

<https://www.samaritans.org/about-samaritans/our-organisation/our-safeguarding-policy/>

Public benefit

In planning our activities for the year, we kept in mind the Charity Commission guidance on public benefit at our trustee meetings.

The Objects of the Charity are:

- To enable persons in Derby and District and the surrounding areas 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.

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- To collaborate with and support Samaritans Central Charity and its affiliated branches in fulfilling these Objects.

Further information on Samaritans Central Charity can be found on

<https://www.samaritans.org/>

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Branch Director's Report

This is Cate's last report as Director of Samaritans of Derby and District. She reports that the three years went by incredibly quickly and enjoyably. It is always a great honour to be selected by the Branch to lead them for that time. To be asked to do that twice is just extraordinary and was an opportunity Cate greatly valued. She had a great deal of support over the three years from everyone in the Branch, especially the vice-directors, deputy directors, leads within the Branch and fellow volunteers. She also thanks the support volunteers and especially Kim Mason who is also standing down from the Branch. Kim has given so much of her expertise in terms of bookkeeping.

2024/2025 has been yet another very busy year for the Branch with a number of major projects undertaken. Two of which were required by our central charity and the other two were locally driven.

Externally Driven Projects

All Samaritan Branches are connected through a central call management system. This enables us to operate a one number service (116 123) and a centralised email and webchat service. The provider for this service informed our central charity that they would be pulling out of this provision and we therefore had to source a new platform. Samaritans is a complex organisation working over 5 countries with 200 plus branches. Credit has to be given to the central charity for grasping the nettle. They not only made it work but they delivered the project on time, managed to maintain our service throughout the transition and made much needed improvements along the way. Listening Volunteers David Stott and David Brown led the project in Branch and, with their leadership we managed a very smooth transition to the new listening centre. Most importantly, with this transition the service to our callers is improved. From a volunteer's point of view, the new system is more robust. Thank you, Dennis and David, for your diligence and resilience in seeing this project through to the end.

The central charity also decided to improve the safety and quality of our services by including an enhanced level of criminal record checks for all volunteers and support staff. Given that this encompassed some 23,000 volunteers and staff and that it needed to be completed within the year, this posed considerable logistical challenges! Listening volunteer Sue Ricketts, with the assistance of Philip Jones guided and supported us all through this in Branch and completed the project within the allocated 3 month time frame. Sue went over and above expectations and many volunteers were truly grateful for her care. Thank you, Sue, for all that you did and Philip for giving support.

Internally Driven Projects

At a more local level, we made the decision to upgrade our volunteer rota and administration system. We were one of the few branches that were not utilising a system called "3Rings" and this was starting to cause us logistical problems. Our old system, though it had served us well, was also getting to be a bit "creaky". Under the leadership of Jenny Swatton and Julie Dick, this project was very well implemented and embedded. The volunteers were kept informed throughout and supported the change. There was an unexpected increase in excitement when we realised that the timetables for our local project (3 Rings) and the transfer to the national listening centre were due to take place within a matter of weeks of each other. However, as always, the volunteers seemed to take it in their stride! Thank you to all of them and those supporting them. It was a great achievement.

Changes had been expected in the number of Branches that would continue to deliver an email service to callers. Derby Branch had previously been asked to continue delivering this service. As part of this work a Service Level Agreement was developed by the central charity and Derby Branch was able to meet the increased requirements. We have now opened weekly email only shifts which are proving popular. Additionally, as part of our local quality

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assurance system, we have completed a workshop which almost all volunteers attended to remind ourselves of what is needed when replying to emails and how we can best support each other to deliver a consistently safe, effective and positive reply.

There have been other achievements and challenges which will be covered within the report.

In terms of the Branch as a whole, we have managed to redecorate the whole building and that in itself has really brightened things up! Many thanks to John Martin for arranging the decorators and Tim Almy for finishing off the work in the Operations Room so that we did not have to close. Thanks also go to Luke McInerney and his father for upgrading the lights in the Operations Room at their expense. That was very kind of them and much appreciated. We have also, hopefully been able to enable the front door to the Branch to open and close without difficulty! It has been an ongoing problem and the rains of the winter made it a real challenge!

At the AGM in September Jenny Swatton stepped down as Branch Secretary, a post that has still to be filled, and thanks to her for keeping us on the right side of things over the past three years. We were joined by 2 new branch volunteer Trustees, Stephanie Taylor and Louise Wiseman who will bring a wealth of knowledge and experience to the team. So much so that Stephanie will pick up the custodianship of the Branch from April 2025. More of this later!

At our annual Council of Samaritans where all Branch Directors collectively meet with the senior managers and decision makers within the central charity, we focussed on our strategic agenda, recognising the achievements that had been made, as well as the challenges ourselves and many other Charities are facing. The desire, as always, is to ensure that we remain relevant, effective and sustainable. Changes will face us over the next few years and that will mean changes at all levels. So, whilst we will remain a strong, welcoming Branch locally, we will increasingly need to work more closely with colleagues across the East Midlands Region and within the national frameworks to ensure continuation of One Samaritans. Changes are not always welcome, but that is how we all grow and develop, and some can be very exciting and enriching. This year has seen the volunteers at Derby cope with significant change and we are really proud of them.

Samaritans is an extraordinary organisation, that is filled with extraordinary people. Very best wishes were sent to Stephanie for every success in taking on the role of Director for the next three years. The Branch, I am sure, will help and support her along the way. They are very good at that!

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Trustees Report for the year ended 31 March 2025 (continued)

Treasurer's Report

2024/25 has again been a positive year financially, although with some new cost pressures. We received strong support from donors, including one-off donations, community fundraising, and a number of successful grant applications.

This is now our third year preparing accounts on the accruals basis.

During the year, our total income was £33,115, with £19,801 coming from donations.

Operating expenditure for the year was £27,825, which included £9,276 in central office costs (an increase reflecting the new national funding model). We also continued to invest in long-overdue building repairs, essential given the age and listed status of our premises.

Overall, the branch made a surplus of £5,290, compared with £13,198 last year.

At year end, our total funds stood at £210,519, of which £83,843 was held as cash, with the balance represented by our freehold property. Of the cash balance, £60,000 is invested with Mansfield Building Society and earmarked as reserves, with the remainder available as working capital. This reserves total represents approximately two years of typical operating expenditure and reflects the ongoing maintenance needs of our listed property and the need to ensure financial stability. The property we occupy was historically gifted to the branch and, being a late 18th century listed building, it requires a higher reserve level to ensure that essential remedial work can be funded when needed.

Looking forward, we anticipate that increased demand for our services and the uncertain economic climate will place additional strain on our finances. Careful monitoring of income and expenditure, and continuing efforts in fundraising and grant applications, will remain essential to maintaining a sustainable financial position for the branch.

I would like to take this opportunity to thank all our donors, supporters, and fundraisers for their generosity, and our volunteers who give so much of their time and energy. Without their commitment, our branch could not continue to provide this vital service to our community. Our income this year was strengthened by a substantial contribution from Chevin Golf Club during their Captains' year, and a grant from the Derbyshire Freemasons via Foundation Derbyshire. Alongside many individual donations, these made a significant difference to our overall total of £19,801 in donations, for which we are extremely grateful.

Key figures compared with last year:

Category	2024/25 (£)	2023/24 (£)
Income	33,115	31,806
Expenditure	27,825	18,608
Surplus	5,290	13,198

This comparison shows that while income grew slightly year on year, expenditure rose more sharply, due to higher central office charges, energy and cleaning costs, property repairs/maintenance and IT upgrades to systems and training equipment. This reduced our surplus from £13,198 in 2023/24 to £5,290 in 2024/25. The branch remains in a healthy financial position overall, but future fundraising efforts will be important to offset these increased costs.

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Trustees Report for the year ended 31 March 2025 (Continued)

Activities, achievements & performance in the year

1 Supporting our Callers

“Thank you for listening to me when I was at rock bottom. You saved my life that night. Because of Samaritans I still have my family and something to live for.”

Words spoken by a caller who visited our stand at an event.

Providing emotional support for people who need us is our primary objective. It is a privilege to listen to our many callers as they share their story and we explore with them their options. Our approach is non-judgemental. We do not give advice and we're unafraid to explore feelings, however difficult, as the caller looks to find a way to cope with their situation.

During 2024/25 we provided **17,826 contacts** supporting:

- 13,877 callers through the phone service.
- 3,391 callers by the email service.
- 557 callers through the Webchat facility.
- Additionally, we supported one person delivering support face-to-face during our Outreach activities

This amounted to 6,193 hours of contact time during the year.

There is a slight reduction in total contacts made in the previous year (18,246) but an increase in our total contact time compared to 2023/24 (5,673). The fall in total contacts may be due to a reduction in volunteer time within the Branch and subsequent increased closures but the 9.2% rise in contact hours is likely to reflect more complex contacts, needing greater time to support the callers. We will be monitoring this during 2025/26.

Samaritans central charity has compiled information which shows that responsiveness to callers varies according to time of day. Callers wait longest for their calls to be answered at night, during the 'Twilight' hours (10pm to 2am) and specially 'Overnight' (2am to 6am).

Derby Branch responded to this by focussing on how we can improve our availability in these 'hours of need', working with volunteers to look at availability at these times and by trialling new rota patterns. This helped us to respond better in these hours. During 2024/25 phone hours data was collected and showed that 62% of phone hours were worked during the day, 32% were worked during twilight and 6% were worked during night hours. We are pleased that we contribute 38% of our hours to the time of greatest need for our callers (10pm – 6am), but our aim in 2025/26 is to look at how we can increase our night hours (2am-6am) to at least 10% of total hours worked as a Branch

Email Support Provision

Derby Branch has continued to provide email support throughout the year. Within the East Midlands, we are consistently delivering one of the highest number of email responses to callers. Emails are expected to remain a core part of the branch offering. It is hoped that as part of the new central caller system, an updated email system will be possible. As part of the new Service Level Agreement with the central charity, from January to March 2025, we have undertaken face to face refresher email training with all branch volunteers to re-emphasise the quality standards required to ensure a safe, effective and positive service to callers. The training was well received by volunteers.

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Webchat Support Provision

During the year we continued with our Webchat provision and have 21 listening volunteers trained to deliver it. This service is predominately used by younger callers, many of whom often express suicidal thoughts and feelings. This has resulted in us needing to be even more aware of how we recognise, respond and report safeguarding concerns. Volunteers who want to be involved in this service provision, need to undertake additional training before they can contribute. A new updated training module has been introduced this year which all volunteers currently delivering the Webchat service had to complete. Out of 201 branches across the UK we are one of 79 delivering WebChat.

Caller Support and Safeguarding Hub

The central Caller Support and Safeguarding Hub continues to develop. Each Branch has now appointed a Branch Hub Liaison role to be the conduit between the Hub and volunteers locally. This helps to ensure appropriate and timely communications so that concerns about individual callers and their needs for additional support can be shared and acted upon. Stephanie Taylor has diligently guided us all through supporting our callers and responding to safeguarding more effectively.

Prison Support Provision

Prisoners are one of the highest groups at risk of suicide. Derby Branch is proud to support two local prisons, HMPPS Foston Hall and HMPPS Sudbury.

HMPPS Foston Hall is a closed female estate of over three hundred women. Samaritans Listeners in Foston Hall are trained by members of the Derby Branch Prison team. During the year the Samaritans Listener Team delivered support to 59 fellow prisoners. Not all prisoners feel comfortable to use the listening scheme for various reasons. Each prisoner now has the Samaritans number encoded into their phone. As a result, it is easier and more effective for them to contact Samaritans when they need us.

2024/25 continued to be a challenging year for Foston Hall. The women's prison population is now less stable in terms of length of prison sentences and high mental health needs. The impact has been to reduce the number who feel able to take up the challenge of becoming a Samaritans Listener and who are within the system for a suitable period. Increased efforts by both the internal Prison Team and Derby Samaritans Prison Team have enabled a training programme to run in early 2025 and resulted in a team of 4 Listeners now being in place. The scheme continues to be fragile in nature; this is being experienced across the Women's estate.

During the year some volunteers on our Prison Team needed to renew their vetting clearances as part of standard practice and all the team had renewed key training. Key training is refreshed annually and is essential to allow our volunteers easy access to the prison at all times.

Three dedicated Listener rooms have been identified within the Prison so that listeners can talk to distressed women in private. However this facility has yet to be made operational. It is hoped this will be soon.

Two members of the Derby Prison Team visit the prison weekly, by rota, providing support to the trained Listeners. In addition, representatives of the Derby Prison team attend monthly meetings with the prison Safer Custody team which helps to further the important working relationship between the prison and Derby Samaritans.

Huge thanks go to the Branch Prison Team and the Branch Prison Support Officer for the considerable time, effort and resilience they have all put into getting the scheme at Foston

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Hall to this stage. Lots of on-going support will continue to be needed for the foreseeable future.

HMPPS Sudbury is a male open prison housing just over six hundred men. Listeners typically arrive here fully trained and experienced from other prisons. Members of the Derby Branch prison team provide continuing development for this group of Listeners.

The HMPPS Sudbury Listeners Scheme has had different challenges, reflecting the more mobile population in an open prison especially when many of the inmates are undertaking employment external to the prison. Access to Listeners is provided in a much less formal way and the Listeners themselves can often find it difficult to attend regular support meetings with the Derby Samaritans Prison Team. The Branch Prison Team now has Zoom meetings two out of three months and every third months there is a face to face meeting. Although enthusiasm generally remains high, there are also frustrations in moving things forward. The prison staff in Sudbury are very supportive.

The Prison Team itself has had a number of changes over the year. Branch Listening Volunteers are encouraged to join the team. The team has been unfailing in its enthusiasm for supporting both prisons despite the challenges. Our Branch Prison Support Officer, Sue Yelland, relinquished her post in March 2025. Sue has worked incredibly hard and been equally resilient during her time as prison team lead. Thank you Sue for all you have done.

2 Recruitment and Selection of New Listening Volunteers

Our Listening Volunteers are the backbone of our service delivery. Recruiting and selecting our new volunteers is an important activity delivered by our Branch volunteers with much dedication and diligence. Recruitment and selection have a number of stages.

Information Events

We continue to have a healthy waiting list of potential volunteers. The first step is to invite prospective volunteers to an Information Event where they have the opportunity to hear from members of the branch leadership team as well as recent recruits. This is an open, informal, two-way communication about the commitment required, both in terms of training and as a full Samaritan as well as the rewards of being a listening volunteer. This enables potential volunteers to self-select at an early stage whether they continue to selection. This gives us a more manageable level of applicants going forward for the available training places.

Selection

We offer interviews in Branch and via Zoom which allows for those without quiet space at home, or without internet connectivity, the option to attend an interview, and also allows flexibility for our interviewers.

Our recruitment and selection team accepted 15 new recruits to be part of the May 2024 training cohort.

We were able to offer 10 training places for the January 2025 cohort.

In preparation for the May 2025 training programme, 23 interview slots were offered and 16 interviews undertaken.

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During the year we recruited a new lead and administrator for Recruitment and Selection, Sue Ricketts and Gail Edmonds respectively. Both have worked hard to put in place sound systems and processes to enable more effective recruitment and selection as well as ensure that the volunteers management system is working effectively. Thank you Sue and Gail for your hard work.

Towards the end of 2024 we recruited additional interviewers from our listening volunteer team. The whole team undertook recruitment training early January 2025. This was a refresher for the current team as well as new information for the new recruits.

In mid-2024 the Branch Leadership Team agreed to halt the September 2024 training programme while we recruited a new recruitment lead. This gave the training and mentoring team a much needed break but was only a temporary measure. Training recommenced in January 2025.

3 Training and Mentoring our New Listening Volunteers

Samaritans training is respected nationally, and Derby Samaritans takes its responsibility to deliver sound training very seriously. It takes at least 6 months from the start of training until a trainee is appointed as a full Samaritan Listening Volunteer.

The training is rigorous, demanding and requires considerable dedication from those in the training cohort. Consequently, there is a considerable attrition rate prior to the programme starting, during training and in the early period of being in the Operations Room. During 2025/26 we will look to understand more fully the rate of attrition and the key attrition points.

During 2024 we were delighted to have the support of Derbyshire Freemasons from their grant fund administered by Foundation Derbyshire. We asked for, and received, support to buy a new training computer and support towards other training and support costs. We offer our sincere thanks to our generous funder, Derbyshire Freemasons, and Foundation Derbyshire for their support. The grant of £2,500 has made a huge difference; our trainers are delighted, and their life is made so much easier as a result. Why did we need it? Here is the answer from one of our trainers.

"I'm now involved in training new Samaritans and, as good as our materials are, we're often let down by technical failures due to the age of the computer that we use for the classroom training. This can interrupt the flow of the session and the overall learning experience for new Samaritans. It would be wonderful to be able to remedy this!"

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Core Development – Stage 1 of Listening Volunteer Training

This program delivers one online and 6 in-person sessions to our new recruits. In between sessions trainees must complete digital modules each week in preparation for the next session. This is where they learn Samaritans values, principles and policies and start on their listening journey. At each face-to-face session trainees take part in role play skills practice. Around a third of our Branch volunteers have participated in skills practices, which is fantastic. There can now be as many role plays running simultaneously as we have role players and observers available, with role players “working” from home. This maximises the amount of skills practice time we can give our trainees. Preparing the next generation of volunteers is resource intensive and we are very grateful to all those who generously give even more of their time.

All our training is delivered by our listening volunteers. Thanks go to Nikki Woolard, Melanie Rees and David Stott for their time, patience, skill and resilience in delivering Core Training and all those involved in skills practice.

- 7 potential volunteers completed Core training and went into the ops room from the May 24 Core Training cohort?
- The ten people offered a training place on the January 2025 training cohort resulted in 7 new Samaritans entering the Operations Room in May 2025.

Mentoring – Stage 2 of Listening Volunteer Training

Mentoring is an essential part of a new volunteer’s development. On leaving core training each volunteer is assigned a mentor who supports them on their journey to answer calls and emails from our callers.

We have a fantastic team of 14 Mentors who delivered wonderful support to our New Samaritans in 2024/5, ably led by Philip Jones. Their dedication is beyond doubt, and most mentees and mentors forge a lasting bond. At times Mentors can overlap cohorts so they have a very busy workload. It is vital that we recruit and train sufficient mentors with the necessary skills and experience. Our plan is to recruit new Mentors next year to ensure we are well placed to deliver this vital part of our New Samaritans development. Thank you, Philip, for all you have contributed towards the mentoring in Branch and making it such a positive experience for our trainees.

Embedded Development – Training running alongside the mentoring program

This course consists of five monthly sessions during the new volunteer’s first six months of Operations Room duties. The course is built around “Learning & Coaching” sessions where the new Samaritans present the challenges they have faced for their peers to explore and together come up with new ideas to try in the next, similar calls. This year a new volunteer has been brought in to lead and deliver the embedding sessions. Thank you to Angela Marsden for being involved in this and taking responsibility for it moving forward.

Over 2024/2025, 11 New Samaritans have completed this stage of their development and have become full Listening Volunteers and members of our branch.

4 Continuous Development of our Listening Volunteers

Ongoing Training

Ongoing training is one element of continuous development for our Listening Volunteers and is an important element in ensuring high quality of service delivery. For the period 2024/2025 our volunteers continued to build and develop their skills by completing several varied development programs which both refreshed their learning and updated them with

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new skills. These programs included online digital modules and a number of face-to-face training events which were completed in our training suite within the branch.

These development programs included:

- Face to face Outreach Training for our Outreach team. In addition to this the Outreach Volunteers also completed the online digital module in this topic. We were able to also include volunteers from a neighboring branch on this training.
- Our Prison Team attended and completed face to face recruitment training to update and refresh their interviewing and selection skills. This program was then also completed by all our Recruitment and Selection team who together recruit new volunteers to the branch.
- All our volunteers who fulfil 'online chat' shifts, have completed their digital training in this topic as part of the mandatory regulations.
- By the end of March 2025, all volunteers will have attended the 'Written Word Training Workshop' which was developed and delivered internally and designed to ensure we continue to provide a high quality and consistent service in Emails and Online Chat.
- Between January and June 2025, all listening volunteers, support volunteers and Trustees will be expected to undertake the Equity, Diversity and Inclusion training as a mandatory requirement. As at 31st March 2025 the majority of the Branch had completed the online training.

Our training records and plans are up to date and ensure that our volunteers remain in line with standards designed to ensure we continue to provide a safe, effective and positive experience for our callers.

On Going Mentoring

Delivering a high quality and consistent service is important. Our Ongoing Mentoring Program (OGM) continues to ensure that each of our Listening Volunteers receives an annual "listening in" development shift to ensure their skills and practice remains at a high level and we continue to deliver a safe, effective and positive experience for our callers.

Philip Jones led the management and delivery of ongoing training and OGM during 2024/25. Special thanks go to him for his considerable hard work in ensuring the Branch continues to deliver a high quality service to our callers.

5 Volunteer Support

Our Listening Volunteers support callers who are often at their lowest ebb and may hear things that can be distressing. Derby Branch takes considerable care to ensure our Listening Volunteers do not take their listening experiences away with them and can shed their burden at the end of a duty. Our duty shift leaders have an important role in being the first line of support for our Listening Volunteers to off load at the end of a shift. Leaders can also be contacted at any time during a shift to offer advice and support. We currently have a team of 16 Leaders. Thank you to them. This is a crucial role in the branch. No duty goes ahead without a Leader.

Samaritans of Derby and District

The Volunteer Support Team is a critical part of ensuring that volunteers, at all stages of their volunteer journey, are cared for. Volunteers should expect to have support available to them throughout their time with us, and they are encouraged to make use of this whenever they need it. Within the team itself, there are 5 volunteers one of whom also conducts exit interviews when volunteers leave. 2 members of the team are also Duty Leaders which means they can proactively check volunteers' wellbeing and encourage them to speak to the Volunteer Support Team if appropriate.

The Volunteer Support Team has received much positive feedback from volunteers on leave and those returning from leave and this support has made it easier to return following a period of absence. Unfortunately, for some volunteers the right decision is to resign from the Branch. It is always sad to see a volunteer leave us, however changing personal circumstances often drive their need to withdraw. We hope that if their circumstances change volunteers will feel they will be welcomed back into the Branch in either a Listening or support role. Exit interviews are undertaken and shared with the Branch Director to ensure our service can be improved. To date, no common themes have been identified and the majority had left due to a change in personal circumstances.

During Core Training and in the early stage of undertaking their operational duties, people will be contacted occasionally by a member of the team. This hopefully provides a continuity of care, alongside their mentors, in what can be a challenging transition to becoming a full Samaritan.

Equally important are any volunteers transferring in from other branches who need support to settle into the Branch. They will always be offered a mentor/buddy approach for their first few shifts.

The Volunteer Support Team formally meets quarterly with updates shared in between meetings. This team has done a great job in supporting the Branch and each other over periods of difficult times and is fundamental to underpinning the culture of care throughout the Branch.

Thank you Manjit Mann who leads the Volunteer Support Team so ably.

6 Volunteer Retention

Statistical analysis has identified that we need to appoint at least 20 new Listening Volunteers annually to retain our current volunteer level. This turnover is in line with the national average. This causes considerable pressure on our recruitment and training teams, but it is a reality with which we must contend.

The work of a listening volunteer is demanding and needs to fit around other aspects of a volunteer's life. As reported already, over time, personal priorities change. Most of our volunteers leave because they cannot meet our volunteer requirements. We also recognise the sometimes distressing and challenging nature of the conversations in which our volunteers take part. Burnout is something of which we are aware, and we know for some volunteers there is a toll. As a Branch we take time to ensure duty leaders are on hand to give immediate support and can help escalate to more help, as needed. Our Volunteer Support Team have an important role in supporting volunteer retention.

In March 2025 we had 72 active listening volunteers. This is lower than in previous years and the loss of a training cohort in September will have had an impact on this. During 2025/26 we intend to understand more fully about retention and look at ways we can reduce turnover.

Samaritans of Derby and District

7 Listening Centre Implementation

Volunteers are now used to the absence of physical phones at workstations, but 2024 was a time of challenge for all Samaritan Branches to meet the end of year deadline to move away from the previous, familiar platform and the old copper wire phone network.

Webchat was the first service to be moved onto the new Listening Centre platform. This provided an example of what the new service would look like and a level of familiarity with the new screens, in advance of the bigger move on the telephony side.

With a lot of support from East Midlands Region Champions, and many thanks to David Brown for his IT skills, the connection was made to the Fibre-Optic network. This enabled all Samaritan Branches to then be connected to one broadband supplier, enabling us to access a central IT support system and 4/5 G backup if there is an issue. Finally, we changed our administration handsets to Internet (VoIP) ones.

All this meant that the first shift using the new system on the 19th of November went smoothly. There have been minimal issues logged since then, and all volunteers are thanked for their feedback and engagement in implementing the new system.

Sound problems still occur and always will if they are from the caller's end, but most volunteers have said there has been an improvement in their listening experience. The needs of volunteers with hearing impairment have also been improved (Telecoil facilities) as well as developing support for those with visual impairment. A key additional benefit of the new technology is that we cannot dial out to a phone number from which the service has been withdrawn.

E-mail support responses will be next to be transferred into the Listening Centre.

8 Implementation of New Rota and Volunteer Management System

In the autumn of 2024, the Branch migrated all volunteers to a new electronic volunteer management and shift rota system. The new system "3 Rings" is used by most Samaritans Branches and offers the Branch some additional functionality to improve branch communications, document storage and data capture.

The move to the new system has gone smoothly, and we are grateful to the volunteers who have willingly undertaken training and ensured successful implementation of the new technology.

9 Outreach

The Branch did not have a dedicated lead for Outreach and this inevitably curtailed some of the activities of which we would have wanted to be part. We were able to provide a presence at both Belper and Derby Pride. This allowed us to predominately raise awareness as well as raise minimal funds.

Our partnership with Network Rail remains in place and we have been able to attend awareness raising sessions at Derby Station for Brew Monday and Small Talk Saves Lives events. Both of these events had great support from Network Rail staff as well as our Regional Partnership officer. The lead for Small Talk Saves Lives January 2025 reported the following outcomes of our presence on Derby Station:

- 574 Small Talk Saves Lives contact cards distributed.
- 210 Support Literature distributed.

Samaritans of Derby and District

- £136.55 in donations
- 1 caller received emotional support from one of our trained Outreach Team.

We were able to support induction events at Derby College within their 3 main sites, (Roundhouse, Joseph Wright and Broomfield). We also provided a talk on Samaritans to the staff of SV2 – a Sexual Violence support charity.

We were also able to meet up with our local Central Coop representative and talk with them about potential opportunities to build on the new national three-year partnership that has been agreed with themselves and Samaritans. We attended their half year presentation at Rolls Royce and met with local groups and local Trustees.

10 Decoration and Repair of Branch Premises

During the year the Branch interior has been painted. The Branch looks so much better for all our amazing volunteers as a result. Thank you to Tim Almy and John Martin for their help with making this possible.

In addition, the front door has been rehung and squared off. During 2025/26 the windows in the training room will be replaced.

The toilet facilities on the ground floor have also been refurbished.

11 Fundraising

The Branch needs to raise all funds required to keep the Branch running. This remains a challenge particularly without a fundraising lead. We need to maintain an old building so the maintenance costs are considerable. We continue to rely on local support. Thank you to all those who have organised events or suggested that our Branch is worthy of support.

During the year we were the recipient of £10,369.07 from Chevin Golf Club. During 2023-2024 club captains Debbie Dawson and David Vincent chose Derby Samaritans as their charity to benefit from their Captains' year. Thank you to Debbie and David and all at Chevin Golf Club for your generous support.

In November 2024 the Branch organised another Christmas Concert given by Derby Community Male Voice Choir. Chevin Golf Club kindly hosted the event free of charge. The evening raised £1,017 for Branch funds. Thank you, Michael Jess, Rachel Powles and Catherine Arkley, for your hard work in making the evening such a success. Sincere thanks go to Derby Community Male Voice Choir and Chevin Golf Club without whose enthusiasm and support we would not be able to raise such a fantastic total.

In March and November 2024 the Branch was chosen by comedian Sarah Millican to benefit from a collection as attendees left after her concert at Derby Arena. Our Branch volunteers turned out in force to encourage people to part with their change. The November event raised over £1,500. It should be noted that at every concert location Sarah invites the local Samaritans branch to collect money at the end of her show. Thank you, Sarah, for your support of not just our Branch but also the main charity.

In March 2025 Listening Volunteer Simon Goodall undertook two half marathons and raised money for the Branch. Simon, who is blind, ran with his support runner and raised over £1,000. Thank you, Simon, for all your hard work.

During the year we were informed that a past volunteer has left us a bequest in their will. We are due to receive a third of the estate. We do not know when we will receive the kind bequest but it will make a real difference and we are truly grateful for this generous gift.

Samaritans of Derby and District

We have been the recipient of two grants during the year:

Local Coop Community Fund

During the year we received an unrestricted grant of £3,336.92. Our application focussed on using the funds to convert our telephone system to VOIP. During the course of the year Central Office undertook a national programme of updating all Branches to VOIP and inputting a new Listening Centre system and gave all Branches funding to do so. We used the generous grant to fund the refurbishment programme which has made the Branch so much nicer to work in and improved morale. The Branch extends its thanks to the team at Coop Local and to its many members who supported our cause.

Derbyshire Freemasons via Foundation Derbyshire

In June 2024 the Branch was awarded a restricted grant of £2,500 from Derbyshire Freemasons "To fund a range of ICT and training resources to improve the quality of in-house volunteer training – for listeners and other roles". The new PC to support our volunteer trainers has ensured we can deliver our teaching easily and effectively. Our Listening Volunteers deliver our Branch objectives and are there for our callers. It costs £500 to train a new recruit to become a Listening Volunteer so the additional support towards our costs is invaluable. The Branch extends its thanks to Derbyshire Freemasons for their generosity and Foundation Derbyshire for their support during the application process.

12 Communication and Publicity

During the year we have been delighted to host our two local MPs, Baggy Shankar, Derby South and Catherine Atkinson, Derby North, on separate visits. It was great to show them our organisation but also to talk through and promote the work that we do. They consequently used their Facebook page to promote the work we do and encourage those who might be interested to volunteer with us.

To accompany Simon Goodall's amazing running efforts, we received excellent online cover of his story on Derby Live and Simon's local newspaper, Melbourne Voice. Simon also recorded an interview which was broadcast during the busy morning programme of BBC Radio Derby.

Following last year's review of communications, we have seen our Twitter account generate 1000 followers, which is a great improvement. Regular Tweets which have been more locally focussed, have encouraged followers and consequent retweeting/liking tweets. We have been able to engage in wider Samaritan campaigns and establish a presence both locally and nationally. We are grateful for the support of Ashleigh in delivering our important social media programme.

13 Going Forward

On 1 April 2025 Stephanie Taylor takes over as Branch Director from Cate Hollinshead. Stephanie thanks Cate for her stewardship and leadership of the Branch for the last three years.

Stephanie has appointed her Deputy Director team and her three strategic priorities for her tenure are:

- Ensuring volunteers are, and feel valued
- Developing a viable, sustainable and outward-facing operation
- Delivering a high quality, safe and effective service

Samaritans of Derby and District

Statement of trustees' responsibilities

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

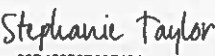
The law applicable to charities in England & Wales requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources of the charity for that year. In preparing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

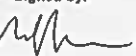
- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP 2015 (FRS 102);
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

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

Approved by the Branch Leadership Team and signed on its behalf by:

S Taylor – Branch Director and Trustee

Signed by:

09D45975D33F464
M Byrne – Treasurer

Signed by:

313F3FCB708A4E8

The Samaritans of Derby and District
110 Burton Road
DERBY

Samaritans of Derby and District

Statement of financial activities for the year ended 31 March 2025

	Note	2025 Unrestricted funds £	2025 Restricted funds £	2025 Total funds £	2024 Total funds £
Receipts					
Donations	3	19,801	-	19,801	20,462
Grant income		3,337	2,500	5,837	-
Gift Aid		1,920	-	1,920	2,187
Income from prisons		4,079	-	4,079	7,819
Bank interest receivable		1,450	-	1,450	1,338
Misc		28	-	28	-
Total Receipts		30,615	2,500	33,115	31,806
Payments					
Operating expenses	4	26,003	1,822	27,825	18,608
Total Payments		26,003	1,822	27,825	18,608
Net Income		4,612	678	5,290	13,198
Total funds last year end		205,067	162	205,229	192,031
Total Funds This Year End		209,679	840	210,519	205,229

Samaritans of Derby and District

Statement of assets & liabilities as at 31 March 2025


	Note	2025 Unrestricted funds £	2025 Restricted funds £	2025 Total funds £	2024 Total funds £
Fixed Assets					
Freehold property		150,000	-	150,000	150,000
Current Assets					
Prepayments	6	1,544	-	1,544	-
Cash at bank and in hand		83,003	840	83,843	84,130
Accrued income	8	1,920	-	1,920	1,376
Current Liabilities					
Accruals	7	(26,788)	-	(26,788)	(30,277)
Net Assets		209,679	840	210,519	205,229

Funds of the Charity

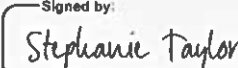
	Note 9	2025	2024
Restricted Funds		840	-
Unrestricted Income Funds			
Board Designated Funds		21,457	-
Building Maintenance Fund		20,000	-
Unrestricted Fund		168,222	205,229
Total Funds		210,519	205,229

Signed on behalf of the Branch Leadership Team on 9/10/2025

M Byrne - Treasurer

Signed by:

 313F3FCB708A4E6

S Taylor – Branch Director and Trustee

Signed by:

 09D45975D33F464

Samaritans of Derby and District

Notes to the accounts for the year ended 31 March 2025

1. GENERAL INFORMATION

On 4 August 2017 Samaritans of Derby and District CIO was formed and on 1 October 2017 the transfer of the unincorporated charity Samaritans of Derby and District took place. These accounts incorporate the figures for both of these linked charities.

2. ACCOUNTING POLICIES

a) Basis of preparation

We are now in our third year of preparing accounts on the accruals basis.

b) Investment and Covenanted Income

Income is brought to credit on a cash received basis and no credit is taken for dividends and interest accrued and tax recoverable.

c) Legacies and Bequests

Legacies and bequests received are credited directly to the income and expenditure account.

d) Taxation

No provision for taxation is included in the accounts as the charity is entitled to exemption from tax because its income is used for charitable purposes only.

e) Tangible fixed assets

The freehold property situated at 110 Burton Road, Derby was donated to the branch on 17 August 1981 but at that time it was not included in the Statement of Assets and Liabilities. When the branch became an affiliated branch and a CIO, title to the property was changed to reflect the Derby branch as owner. The property has therefore been included in these accounts as being an asset of the branch.

No depreciation has been charged on the property as the Trustees consider that its estimated realisable value is the same as its carrying value and therefore any charge for depreciation would be negligible. The property is an unrestricted reserve as there were no restrictions on its use stipulated when it was originally donated to the Samaritans

f) Fund accounting

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the Charity.

Restricted funds are subject to restrictions on their expenditure by the donor.

g) Grant income

Government grants are recognised at the fair value of the asset received or receivable when there is reasonable assurance that the grant conditions will be met and the grants will be received.

Government grants relating to turnover are recognised as income over the periods when the related costs are incurred. Grant relating to an asset are recognised in income systematically over the asset's expected useful life. If part of such a grant is deferred it is recognised as deferred income rather than being deducted from the asset's carrying amount.

Samaritans of Derby and District

Notes to the accounts for the year ended 31 March 2025 (Cont.)

2. ACCOUNTING POLICIES (continued)

h) Going concern

The trustees have considered the financial resources available to the organisation and are confident that there are adequate funds available to enable them to meet the liabilities as they fall due and continue operations for a period of at least twelve months from the signing of the Independent Examiners Report.

3. DONATIONS

Gross income from donations is held for the general purposes of Samaritans of Derby and District unless it is allocated by the donors for specific purposes to specific branches. During the year there was one restricted fund, Training and Listening Support (Note 10).

4. OPERATING EXPENSES

	Note	2025 Unrestricted funds £	2025 Restricted funds £	2025 Total funds £	2024 Total funds £
Printing		413	-	413	493
Telephone		1,117	-	1,117	1,870
Conference and training		-	639	639	50
Stationery and postage		90	-	90	434
Maintenance and equipment		1,876	-	1,876	744
Computer/IT		645	1,183	1,828	642
Gas, water and electricity		4,150	-	4,150	3,223
Cleaning and refuse		2,255	-	2,255	1,837
Insurance		1,545	-	1,545	1,517
Legal fees		-	-	-	-
Travel		2,890	-	2,890	3,341
Support and refreshments		35	-	35	93
Central office		9,276	-	9,276	462
Miscellaneous		514	-	514	1,918
Publicity and recruitment		211	-	211	445
Prison visiting expenses		986	-	986	1,539
		26,003	1,822	27,825	18,608

Samaritans of Derby and District

Notes to the accounts for the year ended 31 March 2025 (Cont.)

5. BRANCH LEADERSHIP TEAM MEMBERS' REMUNERATION AND EXPENSES

No Branch Leadership Team Members receive remuneration for their services.

During the year travel expenses were paid to Branch Leadership Team Members for costs incurred whilst carrying out charitable activities, including prison visiting.

Other purchase costs incurred by Branch Leadership Team members on the charity's behalf were also reimbursed.

6. PREPAYMENTS

	2025 £	2024 £
Insurance – PIB	1,544	-
	1,544	-

7. ACCRUALS

	2024 £	2024 £
Water plus	34	-
SSE Electricity	150	269
Photocopier	-	54
Building	21,382	29,492
Central Office Costs	5,022	462
Refunds to donors	200	-
	26,788	30,277

Samaritans of Derby and District

Notes to the accounts for the year ended 31 March 2025 (Cont.)

8. ACCRUED INCOME

	2024	2024
	£	£
Gift Aid	1,920	1,376
	<u>1,920</u>	<u>1,376</u>

9. RESERVES AND FINANCIAL SUSTAINABILITY

The Board of Trustees have agreed a new Reserves Policy (note 12) which will be reviewed annually. The policy sets out how reserves will be managed going forward.

The Board of Trustees has agreed that it needs to hold the equivalent of 18 months' funding in its unrestricted reserves to fund operational contingencies and an unexpected downturn in income. It accepts this is a high level of unrestricted income, but the Board believes this is necessary as there has not been a fundraising strategy in place during the year and while the new operational team develops and implements a fundraising strategy it needs a higher level of funds to cover it in the interim. Also, given the nature of the work undertaken by Samaritans and the increase in death by suicide nationally, it is essential that the Branch remains operational. Under normal circumstances the Board would expect to have unrestricted reserves to the equivalent of one year. In addition, the Trustees are mindful that it must maintain an old building of which the front is listed all of which makes maintenance more expensive. Therefore, it has built into its reserves a building maintenance fund. The Board has also designated money considering the central charity future proofing project so it can put in place a development programme, including the increase of listening volunteer pods and converting the rear of the building for disabled access.

10. TRAINING AND LISTENING SUPPORT

Grant awarded by Derbyshire Freemasons via Foundation Derbyshire to fund a range of ICT and training resources to improve the quality of in-house volunteer training – for listeners and other roles.

11. OTHER SIGNIFICANT INCOME

During the year there was other significant income which are one off donations as follows:

Unrestricted donation of £10,369.07 from Chevin Golf Club Captains Charities
 Unrestricted grant of £3,336.92 from the Coop Local Community Fund.

Samaritans of Derby and District

Notes to the accounts for the year ended 31 March 2025 (Cont.)

12. RESERVES POLICY

Scope

This reserves policy explains to existing and potential funders, donors, beneficiaries and other stakeholders why we are holding a particular number of reserves. It gives confidence to stakeholders that our finances are being properly managed and will also provide an indicator of future funding needs and our resilience.

Oversight

The amount held in reserves will be monitored during the year as part of our budgetary process and financial monitoring and is the responsibility of the Board of Trustees, also known as the Branch Leadership Team.

Reserves

Reserves are that part of our unrestricted funds that is freely available to spend on any of our purposes. The items excluded from reserves are:

- tangible fixed assets used to carry out the charity's activities, such as land and buildings.
- programme-related investments those held solely to further the charity's purposes.
- designated funds set aside to meet essential future spending, such as funding a project that could not be met from future income.
- commitments that have not been provided for as a liability in the accounts.

Restricted Funds fall outside the definition of reserves, but the nature and amount of such funds may impact on a charity's reserves policy. Where significant amounts are held as restricted funds the nature of the restriction will be considered, as such funds may reduce the need for reserves in particular areas of the charity's work.

Developing Our Policy

The development and review of this policy will consider:

- The nature of the funds received and held by the charity.
- The level of unrestricted and restricted income.
- Unrestricted funds which can be spent on any purposes of our charity.
- Future budgets and future projects or spending plans that cannot be met from the income of a single year, and uncertainties we may face in the future, such as the need to hold some reserves to meet an unexpected call on funds or opportunities that may present themselves.

The Trustees will use the above process to identify why reserves might need to be held and to decide the amount of reserves needed to operate effectively. The Trustees will refer to Charity Commission guidance on reserves and other relevant guidance.

Levels of Reserves

Our target level of reserves will be expressed as a target figure, target range or percentage of annual turnover and will be informed by:

Samaritans of Derby and District

Notes to the accounts for the year ended 31 March 2025 (Cont.)

- The recognition that the charity owns an old property to deliver its objectives and must maintain it to a good standard in order to keep operations functional.
- Our forecasts for levels of income for the current and future years, taking into account the reliability of each source of income and the prospects for developing new income sources
- Our forecasts for expenditure for the current and future years on the basis of planned activity
- Analysis of any future needs, opportunities, commitments or risks, where future income alone is likely to fall short of the amount of the anticipated costs
- Assessment, on the best evidence reasonably available, of the likelihood of a shortfall arising which means that reserves are necessary, and the potential consequences for the charity of not being able to make up the shortfall.

Monitoring of Reserves

The Board of Trustees will keep the reserves policy and the level of reserves held under review, monitor the level of reserves held throughout the year to establish the reason for any significant difference with the target level set. If reserves during the year are below target or exceed target, the Board of Trustees will consider whether this is due to a short-term situation or a longer-term issue, and take any appropriate action.

Annual Reporting

The policy on reserves will be included in the annual report, stating the level of reserves held and why these are held. If material funds have been designated, the reserves policy statement will quantify and explain the purposes of these designations and, where set aside for future expenditure, the likely timing of the expenditure.

The Board of Trustees will ensure that our reporting of our reserves policy meets the requirements of the Charities Statement of Recommended Practice (SORP) (FRS 102) and the requirements of the Regulations.

Investing Reserves

When significant resources are held in reserves from year to year, the trustees will consider whether some or all of the reserves can be invested to obtain a financial return for the charity. In making the investment decision, the trustees should consider when the reserves might be needed (liquidity of the investment) and the acceptable level of investment risk.

Samaritans of Derby and District

Independent Examiner's Report to the Branch Leadership Team Members of Samaritans of Derby and District

I report to the charity trustees on my examination of the accounts of the charity for the year ended 31 March 2025 which are set out on pages 13 to 18.

Responsibilities and basis of report

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

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

Independent examiner's statement

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

1. accounting records were not kept in respect of the charity as required by section 130 of the Act; or
2. the accounts do not accord with those records;

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


Martin Gadsby
Chartered Accountant
PKF Smith Cooper Limited

Prospect House
1 Prospect Place
Pride Park
Derby
DE24 8HG

Date: 9/10/2025

SAMARITANS OF DERBY AND DISTRICT

England & Wales - Charity number 1174130

Accounts

SAMARITANS OF DERBY AND DISTRICT

FINANCIAL STATEMENTS

- Year ended -

31 MARCH 2024

Samaritans of Derby and District

Annual report for the year ended 31 March 2024

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Samaritans of Derby and District

Leadership Team Members and Professional Advisors

MEMBERS/TRUSTEES

Matt Byrne	Treasurer (from Sept 23)
Cate Hollinshead	Branch Director
Manjit Mann	Deputy Director
Philip Jones	Deputy Director
Julie Stone	External
Jenny Swatton	Deputy Director /Secretary
Ellie Eaton	Deputy Director
Kim Mason	Retired (Sept 2023)

REGISTERED CHARITY NUMBER 1174130

REGISTERED ADDRESS 110 Burton Road
DERBY
DE1 1TG

ACCOUNTANTS PKF Smith Cooper
Chartered Accountants
DERBY

BANKERS National Westminster Bank plc
7 Market Place
DERBY

Samaritans of Derby and District

Trustees Report for the year ended 31 March 2024

Structure, Governance & Management

The Derby and District Branch was formed in 1961 and it operates as a Charitable Incorporated Organisation (CIO) registered under the Charities Act, and as an independent Branch of Samaritans, using an agreed model constitution. The branch became an Affiliated Branch in October 2017. Responsibility for the management of the Branch and its financial affairs rests with the Branch Leadership Team/Board of Trustees, comprising a number of volunteers who act as Trustees for the Branch and are elected or co-opted for a three-year period. The Leadership Team, after extensive consultation with all the Branch volunteers, nominates one of them for appointment as Director. The Director, together with his/her deputies, is then responsible for managing the service provided to callers and outreach activities.

Trustees have the opportunity, and are encouraged, to attend day schools run by the regional divisions of Samaritans.

Risk management is undertaken by a group of the trustees who constantly monitor and review the management of risks on a regular basis.

Objectives of Samaritans of Derby and District

The Samaritans Vision is that fewer people die by suicide.

Samaritans provide emotional support 24 hours a day by telephone, face to face, email, on-line chat and letter; at festivals and outside our centres in prisons; in hospitals, schools and workplaces and with the homeless through a network of 201 branches in the UK and Republic of Ireland. In most situations and for most people a confidential service is provided. However there are important exceptions where, in order to safeguard callers, we may talk to someone else on a caller's behalf e.g. by calling an ambulance or when we need to consider safeguarding for children or vulnerable adults.

<https://www.samaritans.org/about-samaritans/our-organisation/our-safeguarding-policy/>

Public benefit

In planning our activities for the year, we kept in mind the Charity Commission guidance on public benefit at our trustee meetings.

The Objects of the Charity are:

- To enable persons in Derby and District and the surrounding areas 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.

Samaritans of Derby and District

- To collaborate with and support Samaritans Central Charity and its affiliated branches in fulfilling these Objects.

Further information on Samaritans Central Charity can be found on

<https://www.samaritans.org/>

Samaritans of Derby and District

Trustees Report for the year ended 31 March 2024 (continued)

Branch Director's Report

At the beginning of March 2023, we agreed an action plan with our Quality Reviewers which covered much of the priorities that we would concentrate on during 2023/24. With the support of the Deputy Directors and key members of the Branch, we have been very successful in completing this work and moving most of the activities to business as usual now. Two key areas of work remain which are to appoint a lead for Outreach activities and a lead for Equity, Diversity and Inclusion. Our Regional Quality Officer has monitored our progress regularly and remains pleased with what we have achieved.

The September 2023 AGM enabled our Treasurer Kim to stand down as she had come to the end of her 6-year tenure as a Trustee. However she has been very generous and has remained looking after the day-to-day financial operations for the Branch which she does very effectively. Her role as Treasurer has been taken up by Matt Byrne who joined the team as Trustee. Matt is a previous Listening volunteer, so understands the nature of our work as well as being a business owner and accountant. We are very grateful to both Kim and Matt.

The Trustees and the Deputy Directors have again been a huge support to myself and the Branch. I am very grateful for all their input and the time they devote to delivering our service to our callers and looking after the volunteers that do all the real work in the Branch. I have also been able to encourage 2 members of the Directorate team to take up the role of Vice directors so that we can further share the leadership and responsibilities within the Branch. Dennis and Philip are able to take leads in some of the large-scale projects that we will be undertaking this year as key systems and processes change across all Samaritan Branches.

This year we have seen a number of Branch members become directly involved in fundraising for us. We had a wonderful couple of events held in both November and December which were held at Chevin Golf Club. We are very grateful for the support of the Golf Club at these events. Although both were incredibly hard work for the volunteers, we also learnt new skills such as electronic ticketing for the events! One of our Trustees was also incredibly successful in running an event, the profits of which she very kindly donated to the Branch. There was also success in our bid writing and benefitting from sponsorship from both the Ladies and Mens' Captains at Chevin Golf Club as well as Derby Concert Orchestra. We were very sad to hear of the unexpected death of David Vincent, Men's Captain at Chevin. Our thanks and heartfelt sympathies go out to his family.

The property we occupy was historically gifted to the branch and is a late 18th century building which is listed under the Planning (Listed Buildings and Conservation Areas) Act 1990 as amended, due to its special architectural or historic interest. Last year was a bit wet! It is probably no surprise that repairs, maintenance and the creation of an alternative drainage system at roof level was required. Thankfully this has been successful in rerouting any further rain damage for the moment. It has brought forward the need for decoration and this is one of the planned areas of work for next year.

The year has been busy as can be seen from the reports below. I've come to the end of my second year as Director and I can barely believe so much time has passed. It has been another great year. There has still been much to learn and it has been quite an adventure. I hope we managed to take most of the Branch with us on that adventure. As always the volunteers contribute so much of their time and energy to supporting the callers and each other. We ask so much of them. They are the critical component of enabling the Branch to exist and flourish. I am incredibly proud of them all and truly thankful I can play a small part in such a great branch.

Samaritans of Derby and District

Trustees Report for the year ended 31 March 2024 (continued)

Treasurer's Report

2023 / 24 has been a better year financially; we received a higher number of one-off donations and our new fundraising lead has helped us to submit some successful bids for funding.

We are now in our second year of our financial statements being prepared on the accruals basis.

During the year, our total income was £31,806 with £20,462 coming from donations.

Operating expenditure during the year amounted to £18,608. Following ongoing problems with the roof and due to the age of the building we continue to invest in long-overdue repairs, and we expect to spend the bulk of our Building accrual during the coming year.

Overall, the branch made a surplus for the year of £13,198.

The cash balance is £84,130, of which £60,000 is in the Mansfield Building Society with the remainder held in a current account as working capital. We will need to draw down on the Building Society investment in order to fund the building works.

The Trustees review the reserves policy annually and at the end of the financial year, reserves totalled £60,000 which the Trustees consider to be satisfactory. It is important to understand why our reserves are at this level. The property we occupy was historically gifted to the branch and is a late 18th century building which is listed under the Planning (Listed Buildings and Conservation Areas) Act 1990 as amended, due to its special architectural or historic interest. It is in a poor state of repair which, coupled with its Listed Building status, means that we have to provide a higher level of reserves provision for when remedial work is required.

Samaritans of Derby and District

Trustees Report for the year ended 31 March 2024 (Continued)

Activities, achievements & performance in the year

Caller Support

Providing emotional support for people who need us is our primary objective. During 2023/24 we provided around 18246 contacts supporting 13972 callers through the phone service, 3612 callers by email and 662 callers through the Webchat facility. This reflected 5,673 hours of contact time during the year. This was a 5% reduction in total contacts made in the previous year. This was a 5% reduction in total contacts made and a 3% reduction in contact time compared to 2022/23. Whilst this may be due to a reduction in volunteer time within the Branch and subsequent increased closures, it could also reflect more complex contacts, needing greater time to support the callers. We will be monitoring this during 24/25.

Samaritans national charity have compiled information which shows that responsiveness to callers varies according to time of day. Callers wait longest for their calls to be answered at night, during the 'Twilight' hours (10pm to 2am) and 'Overnight' (2am to 6am).

Derby branch responded to this by focussing on how we can improve our availability in these 'hours of need' working with volunteers to look at availability at these times and by trialling new rota patterns. This helped us to respond better in these hours. During 2023/24 information about hours on the phone was collected and showed that Derby phone hours split to 60% Day, 33% Twilight and 7% Overnight. Whilst very proud that 40% of our hours are from 10 pm, we would like to increase the Night hours to 10%.

Derby branch has continued to provide email support throughout the year and is expecting that this will remain a core part of the branch offering, whilst looking forward to an updated email system to support volunteers in this!

During the year we continued with our Webchat provision which is predominately used by younger callers, many of whom often express suicidal thoughts and feelings. This has resulted in us needing to be even more aware of how we recognise, respond and report Safeguarding concerns. Volunteers who want to be involved in this service provision, need to undertake additional training. A new updated training module has been introduced this year which all volunteers currently delivering the Webchat service had to successfully complete.

The central Caller Support and Safeguarding Hub has become embedded during the year. Although Caller support is no longer an individual branch led provision, each Branch has appointed a Branch Hub Liaison role to be the conduit between the Hub and volunteers locally. This will help ensure appropriate and timely communications so that concerns about individual callers and their needs for additional support can be shared and acted upon.

Prisoners are one of the highest groups at risk of suicide. We support two local prisons. HMP Foston Hall, a closed female estate of over three hundred women. Listeners in Foston Hall are trained by members of Derby Branch Prison team. HMP Sudbury, is a male open prison housing just over six hundred men. Listeners typically arrive here fully trained and experienced from other prisons. Members of the Derby Branch Prison team will provide continuing development for this group of Listeners.

2023/24 has been a particularly difficult year for Foston Hall as there has been a number of different challenges for the Listener Team and individual Listeners. This has had an impact on our Prison Team, potential callers from Foston Hall and Foston Hall Prison staff. Foston Hall had a death in custody during July 2023 which is always a very sad and traumatic event.

Samaritans of Derby and District

The PostVention programme was utilised as planned and generally worked well. Listeners and Samaritans worked together with the Prison Staff to support prisoners who needed to speak about how the death had impacted on them.

There was a training programme undertaken in June/July 23 which boosted the number of Listeners to the expected ratio for the number of prisoners in Foston. However this did not provide long term stability in the team. The Listener's Scheme was unfortunately suspended from late December 23 until March 24.

Two training programmes have been undertaken in both December 23 and February/ March 24, however despite the hard work of Foston Hall Prison staff recruiting potential Listeners, and the Branch Prison Team in running and supporting the training programmes, the result has been 3 trained Listeners. The scheme has been re-instated in March 24 and although there is lot of determination from all to try and make this an effective, stable scheme, it remains fragile at this time. Huge thanks goes to the Branch Prison Team and the Branch Prison Support Officer for the considerable time and effort they have put into getting the Scheme to this stage. Lots of on-going support will be needed for the foreseeable future.

HMP Sudbury Listeners Scheme has had different challenges which reflect the more mobile population in an Open Prison especially when many of the inmates are undertaking employment external to the prison. Accessibility to Listeners is provided in a much less formal way and the Listeners themselves can often find it difficult to attend regular support meetings. The Branch Prison Team meet with the Listeners once a month and although enthusiasm is generally high, there are also frustrations in moving things forward. The prison staff in Sudbury are almost always very supportive.

Recruitment and Selection

We continue to have a healthy waiting list of potential volunteers, which is now being managed even in advance of Information Events, with an email introducing them to the Branch and asking them to confirm their interest. The re-introduction of Information Events enables prospective volunteers to hear from members of the branch leadership team as well as recent recruits. There is now an open, informal, two-way communication about the commitment required, both in terms of training and as a full Samaritan and the rewards of being a listening volunteer. We have noticed over the year that there is a much better form of self-selection, and those who don't feel they can commit to training or expected shifts, do not pursue the selection process which gives us a more manageable level of applicants going forward for the available training places.

We continue to offer interviews in branch and on zoom which allows for those without quiet space at home, or without internet connectivity, the option to attend an interview, and also allows flexibility for our interviewers. We have welcomed a few new recruits to the recruitment team and are looking to expand that further in 2024.

During 2023 and for the January 2024 training intake, we interviewed 40+ potential volunteers, and during March/ April 24, we are embarking on the Information Event and interviews for our May 24 training intake.

Over the coming few weeks we will be again undertaking an exercise to review data held in the Branch Management Tool, and removing any records no longer required.

Samaritans of Derby and District

Core Development

We continue to train new Samaritans three times a year. There is a new lead role within the Core training team, Emily who is ably assisted by Melanie.

Around a third of the branch have been participating in skills practice, which is fantastic and new members of this team were welcomed during 23/24. There can now be as many role plays running simultaneously as we have role players and observers available, with role players 'working' from home. This maximises the amount of skills practice time we can give our trainees. Preparing the next generation of volunteers is resource intensive and we are very grateful for all those who generously give even more of their time to do this.

There continues to be a need for some candidates to occasionally zoom into our face-to-face group training session. We are looking to invest in some technology that will mean this is easily set up and operated by any trainer or meeting lead.

Having cleared the previous Covid related backlog of interest, we are able to reduce the time between selection and starting the training programmes. Training groups are now at a much more manageable and effective size. In the last 12 months, 23 people started Core Training with 19 participants completing. This is a very good retention rate and much improved on previous cohorts.

Embedded Development

The course consists of monthly sessions over the new volunteers first 6 months of duties. The course is built around 'Learning & Coaching' sessions where the new Samaritans present the challenges they have faced, for their peers to explore, and together come up with new ideas to try in the next, similar calls.

Over the previous year, 13 New Samaritans have completed this stage of their development and have become full members of our branch.

We have made contact with the Central Training School who are very helpful and positive about booking any of our new Samaritans who cannot make one of the Branch face-to-face sessions, into one of their Zoom sessions. This will provide us with additional flexibility and support individuals to complete their training.

Continuous Development

During 2023/24 our volunteers continued to develop their skills by completing a number of development programmes including on line digital modules and face to face training which has been held 'in branch'.

These programmes included; Best Practice for Emails digital; Outreach digital; Keeping Data Safe digital; Becoming a Shift Leader digital; Applying Our Key Policies face to face; Mentoring Training face to face; Recruitment and Selection face to face. In total our volunteers completed approximately 250 individual training assignments.

Our centrally held training plan is up to date and ensures that our volunteers remain in line with the standards required to keep our callers safe.

Samaritans of Derby and District

Mentoring

Mentoring is an essential part of a new volunteer's development, and it is vital that we recruit and train sufficient mentors with the necessary skills and experience. We have a great team of 18 Mentors who have delivered wonderful support to our New Samaritans in 2023/4. During the previous 12 months we have trained a further 3 new Mentors to ensure we have sufficient support for both our new and existing volunteers.

On Going Mentoring

The Ongoing Mentoring Programme is now embedded in our normal activities, ensuring that each of our established volunteers receive a minimum of 1 Ongoing Mentoring shift per annum.

Samaritans of Derby and District

Volunteer Support

The Volunteer Support Team is a critical part of ensuring that volunteers, at all stages of their volunteer journey, are cared for. Volunteers should expect to have support available to them throughout their time with us, and they are encouraged to make use of this as a norm within the branch. Within the team itself, there are 4 volunteers providing support and 1 also undertaking exit interviews. With 2 members also being Duty Leaders, they can proactively check volunteer's wellbeing and encourage them to speak to the Volunteer Support Team when needed.

The Team has received much positive feedback from volunteers on leave and returning from leave and this support has made it easier to return to duties following a period of absence. Unfortunately, for some volunteers the right decision is to resign from the Branch. It is always sad to see a volunteer leave us, however changing personal circumstances often drives their need to no longer volunteer. We hope that if circumstances change again, volunteers will feel they will be welcomed back into the Branch in either a Listening or support role. Exit interviews are undertaken and shared with the Branch Director to ensure our service can be improved. To date, no common themes have been identified.

During Core Training and in the early stage of new Samaritans undertaking their operational duties, they are additionally supported by 2 members of the team. This hopefully provides a continuity of care, alongside their mentors, in what can be a challenging transition to becoming full Samaritans.

Equally important, are any volunteers transferring in from other branches who will need support to settle into the Branch. They will always be offered a mentor/buddy approach for their first few shifts.

The Volunteer Support Team formally meets quarterly with updates shared in between meetings. This team has done a great job in supporting the Branch and each other over periods of difficult times and is fundamental to underpinning the culture of care throughout the Branch.

Outreach

With the lifting of Covid restrictions, there were more opportunities to become involved in a wider number of Outreach activities. We were able to provide a presence at both Belper and Derby Pride events. This allowed us to predominately raise awareness as well as raise funds. The plan will be to be involved again with both these events in 2024.

Our partnership with Network Rail remains in place and we have been able to attend awareness raising sessions at Derby Station for both Brew Monday and Small Talk Saves Lives events.

We have also undertaken 2 information events at local Rotary Clubs in both Burton and Church Wilne which were very enjoyable.

Lastly, but by no means least, we were able to attend a Sarah Millican event at Derby Arena where we were invited to fund raise at the end of the show. It is quite fast and furious as everyone is leaving but this was a very worthwhile event and one that we shall be repeating in November 2024.

Samaritans of Derby and District

Communications

Following last year's review of communications, we have seen our Twitter account generate 1000 followers, which is a great improvement. Regular Tweets which have been more locally focussed, has encouraged followers and consequent retweeting/liking tweets. We have been able to engage in wider Samaritan campaigns and establish a presence both locally and nationally.

Previous work to update and refresh our website provided a very effective framework and this needs to now be further reviewed and built on in line with our increasing aspirations to have a wider community presence as well as support fundraising and awareness.

Our longer-term aim would be to plan a PR campaign for local press, online and broadcast media which supports and drives Twitter and website content around for example our information evenings, local events that the Branch is involved with, fundraising events, new local partnerships, recent outreach work, volunteers and branch news.

Samaritans of Derby and District

Statement of trustees' responsibilities

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

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

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP 2015 (FRS 102);
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

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

Approved by the Branch Leadership Team and signed on its behalf by:

C Hollinshead – Branch Director and Trustee

M Byrne – Treasurer

17 September 2024

The Samaritans of Derby and District
110 Burton Road
DERBY

Samaritans of Derby and District

Statement of financial activities for the year ended 31 March 2024

	Note	2024 Unrestricted funds £	2024 Restricted funds £	2024 Total funds £	2023 Total funds £
Receipts					
Donations		20,462	-	20,462	10,767
Grant income		-	-	-	-
Gift Aid		2,187	-	2,187	777
Income from prisons		7,819	-	7,819	2,964
Fundraising income	3	-	-	-	-
Bank interest receivable		1,338	-	1,338	-
Total Receipts		31,806	-	31,806	14,508
Payments					
Operating expenses	4	18,608	-	18,146	54,409
Total Payments		18,608	-	18,608	54,409
Net Income		13,198	-	13,198	(39,901)
Cash funds last year end		191,869	162	192,031	231,932
Cash Funds This Year End		205,067	162	205,229	192,031

Samaritans of Derby and District

Statement of assets & liabilities as at 31 March 2024

	Note	2024 Unrestricted funds £	2024 Restricted funds £	2024 Total funds £	2023 Total funds £
Fixed Assets					
Freehold property		150,000	-	150,000	150,000
Current Assets					
Prepayments	6	-	-	-	1,517
Cash at bank and in hand		84,130	-	84,130	74,263
Accrued income	8	1,376		1,376	-
Current Liabilities					
Accruals	7	(30,277)	-	(30,277)	(33,749)
Net Assets		205,229		205,229	192,031

Signed on behalf of the Branch Leadership Team on 17 September 2024.

M Byrne - Treasurer

C Hollinshead – Branch Director and Trustee

Samaritans of Derby and District

Notes to the accounts for the year ended 31 March 2024

1. GENERAL INFORMATION

On 4 August 2017 Samaritans of Derby and District CIO was formed and on 1 October 2017 the transfer of the unincorporated charity Samaritans of Derby and District took place. These accounts incorporate the figures for both of these linked charities.

2. ACCOUNTING POLICIES

a) Basis of preparation

We are now in our second year of preparing accounts on the accruals basis.

b) Investment and Covenanted Income

Income is brought to credit on a cash received basis and no credit is taken for dividends and interest accrued and tax recoverable.

c) Legacies and Bequests

Legacies and bequests received are credited directly to the income and expenditure account.

d) Taxation

No provision for taxation is included in the accounts as the charity is entitled to exemption from tax because its income is used for charitable purposes only.

e) Tangible fixed assets

The freehold property situated at 110 Burton Road, Derby was donated to the branch on 17 August 1981 but at that time it was not included in the Statement of Assets and Liabilities. When the branch became an affiliated branch and a CIO, title to the property was changed to reflect the Derby branch as owner. The property has therefore been included in these accounts as being an asset of the branch.

No depreciation has been charged on the property as the Trustees consider that its estimated realisable value is the same as its carrying value and therefore any charge for depreciation would be negligible. The property is an unrestricted reserve as there were no restrictions on its use stipulated when it was originally donated to the Samaritans

f) Fund accounting

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the Charity.

Restricted funds are subject to restrictions on their expenditure by the donor.

g) Grant income

Government grants are recognised at the fair value of the asset received or receivable when there is reasonable assurance that the grant conditions will be met and the grants will be received.

Government grants relating to turnover are recognised as income over the periods when the related costs are incurred. Grant relating to an asset are recognised in income systematically over the asset's expected useful life. If part of such a grant is deferred it is recognised as deferred income rather than being deducted from the asset's carrying amount.

Samaritans of Derby and District

Notes to the accounts for the year ended 31 March 2024 (Cont.)

2. ACCOUNTING POLICIES (continued)

h) Going concern

The trustees have considered the financial resources available to the organisation and are confident that there are adequate funds available to enable them to meet the liabilities as they fall due and continue operations for a period of at least twelve months from the signing of the Independent Examiners Report.

3. FUNDRAISING INCOME

Gross income from fundraising is held for the general purposes of Samaritans of Derby and District unless it is allocated by the donors for specific purposes to specific branches. During the year there was no restricted fundraising income.

4. OPERATING EXPENSES

Note	2024 Unrestricted funds £	2024 Restricted funds £	2024 Total funds £	2023 Total funds £
Printing	493	-	493	527
Telephone	1,870	-	1,870	1,044
Conference and training	50	-	50	-
Stationery and postage	434	-	434	234
Maintenance and equipment	744	-	744	34,486
Computer/IT	642	-	642	699
Gas, water and electricity	3,223	-	3,223	3,506
Cleaning and refuse	1,837	-	1,837	1,885
Insurance	1,517	-	1,517	1,474
Legal fees	-	-	-	-
Travel	3,341	-	3,341	3,180
Support and refreshments	93	-	93	209
Central office	462	-	462	3,952
Miscellaneous	1,918	-	1,918	949
Publicity and recruitment	445	-	445	586
Prison visiting expenses	1,539	-	1,539	1,678
	18,608	-	18,607	54,409

Samaritans of Derby and District

Notes to the accounts for the year ended 31 March 2024 (Cont.)

5. BRANCH LEADERSHIP TEAM MEMBERS' REMUNERATION AND EXPENSES

No Branch Leadership Team Members receive remuneration for their services.

During the year travel expenses were paid to Branch Leadership Team Members for costs incurred whilst carrying out charitable activities, including prison visiting.

Other purchase costs incurred by Branch Leadership Team members on the charity's behalf were also reimbursed.

6. PREPAYMENTS

	2024	2023
	£	£
Insurance – PIB	-	1,517
	-	1,517

7. ACCRUALS

	2024	2023
	£	£
SSE Gas	-	142
SSE Electricity	269	138
Photocopier	54	109
Building	29,492	33,360
Central Office Costs	462	-
	30,277	33,749

Samaritans of Derby and District

Notes to the accounts for the year ended 31 March 2024 (Cont.)

8. ACCRUED INCOME

	2024	2023
	£	£
Gift Aid	1,376	-
	<hr/> 1,376 <hr/>	<hr/> - <hr/>

Samaritans of Derby and District

Independent Examiner's Report to the Branch Leadership Team Members of Samaritans of Derby and District

I report to the charity trustees on my examination of the accounts of the charity for the year ended 31 March 2024 which are set out on pages 11 to 16.

Responsibilities and basis of report

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

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

Independent examiner's statement

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

1. accounting records were not kept in respect of the charity as required by section 130 of the Act; or
2. the accounts do not accord with those records;

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

Martin Gadsby
Chartered Accountant
PKF Smith Cooper Limited

Prospect House
1 Prospect Place
Pride Park
Derby
DE24 8HG

17 September 2024

SAMARITANS OF DERBY AND DISTRICT

England & Wales - Charity number 1174130

Accounts

SAMARITANS OF DERBY AND DISTRICT

FINANCIAL STATEMENTS

- Year ended -

31 MARCH 2023

Samaritans of Derby and District

Annual report for the year ended 31 March 2023

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Samaritans of Derby and District

Leadership Team Members and Professional Advisors

MEMBERS/TRUSTEES

Kim Mason	Treasurer
Cate Hollinshead	Branch Director
Manjit Mann	Deputy Director from Sept 22
Philip Jones	Deputy Director from Sept 22
Julie Stone	External
Jenny Swatton	Deputy Director /Secretary
Aileen Hammersley	retired Sept 2022
David Weston	retired Sept 2022

REGISTERED CHARITY NUMBER 1174130

REGISTERED ADDRESS 110 Burton Road
DERBY
DE1 1TG

ACCOUNTANTS PKF Smith Cooper
Chartered Accountants
DERBY

BANKERS National Westminster Bank plc
7 Market Place
DERBY

Samaritans of Derby and District

Trustees Report for the year ended 31 March 2023

Structure, Governance & Management

The Derby and District Branch was formed in 1961 and it operates as a Charitable Incorporated Organisation (CIO) registered under the Charities Act, and as an independent Branch of Samaritans, using an agreed model constitution. The branch became an Affiliated Branch in October 2017. Responsibility for the management of the Branch and its financial affairs rests with the Branch Leadership Team/Board of Trustees, comprising a number of volunteers who act as Trustees for the Branch and are elected or co-opted for a three-year period. The Leadership Team, after extensive consultation with all the Branch volunteers, nominates one of them for appointment as Director. The Director, together with his/her deputies, is then responsible for managing the service provided to callers and outreach activities.

Trustees have the opportunity, and are encouraged, to attend day schools run by the regional divisions of Samaritans.

Risk management is undertaken by a group of the trustees who constantly monitor and review the management of risks on a regular basis.

Objectives of Samaritans of Derby and District

The Samaritans Vision is that fewer people die by suicide.

Samaritans provide emotional support 24 hours a day by telephone, face to face, email and letter; at festivals and outside our centres in prisons; in hospitals, schools and workplaces and with the homeless through a network of 201 branches in the UK and Republic of Ireland. In most situations and for most people a confidential service is provided. However there are important exceptions where, in order to safeguard callers, we may talk to someone else on a caller's behalf e.g. by calling an ambulance or when we need to consider safeguarding for children or vulnerable adults.

<https://www.samaritans.org/about-samaritans/our-organisation/our-safeguarding-policy/>

Public benefit

In planning our activities for the year, we kept in mind the Charity Commission guidance on public benefit at our trustee meetings.

The Objects of the Charity are:

- To enable persons in Derby and District and the surrounding areas 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.

Samaritans of Derby and District

- 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.
- To collaborate with and support Samaritans Central Charity and its affiliated branches in fulfilling these Objects.

Further information on Samaritans Central Charity can be found on

<https://www.samaritans.org/>

Samaritans of Derby and District

Trustees Report for the year ended 31 March 2023 (continued)

Branch Director's Report

The year ending March 2023 brings the completion of my first year as Branch Director and Chair of the Board of Trustees. At the Annual General Meeting in September, we welcomed two new Trustees to the Board and the Branch Leadership Team. The Trustees, as always have been a great support to myself and the Branch and I am very grateful for that.

One of the first tasks as a new Director is to appoint the Deputy Director's and I have been particularly fortunate to have a very effective group of volunteers to support me in delivering our service to our callers and looking after the volunteers that do all the real work in the Branch.

We held a Branch day in April 2022 and it was one of the first times the volunteers had been able to meet up with each other for almost two years. We took time to review what we valued as volunteers, what we needed to do to rebuild that back into our particular community and what we wanted to achieve in the coming year. As ever the commitment and energy within the Branch was clearly evident and it was so great to feel embraced by that again.

Although the Covid restrictions are gone, some of the impact of those two years lingered and like all Samaritan branches we struggled some weeks to fully fill our rota through illness and some lingering Covid infections, volunteers taking longer holidays than they had for a long time and some re-evaluation of what was important in their life in terms of home and family.

We also attracted sufficient prospective volunteers to deliver three expanded core training programmes and return to face-to-face delivery for these. The volunteers have undertaken a substantial level of continuous development, both online and face to face which is all undertaken in addition to their volunteering duties. This reflects I think, their willingness to ensure that the service we provide is as good as we can make it. We want to retain as many volunteers as we can, and the Volunteer Support activities have grown to reflect that, and that support has been much appreciated. There is also a small group of volunteers who have been organising events for us to spend time together to actually just enjoy each other's company! So, for example a very successful Christmas Concert was held at Chevin Golf Club who have now chosen us as their Charity of the Year.

We have undertaken considerable work to review how we operate our rota and are currently working with a small group of volunteers to consider the changes we could implement going forward. Plans are in place to extend the scope of this work in order to extend the times we can be there for our callers, especially when they need us most.

Each Branch undergoes a Quality Review every 18 months, and the Reviewers completed ours in March 2023. The action plan for the next 18 months has now been agreed and we have started to implement this work. The Reviewers were very complimentary about the Branch and its culture. Whatever changes we make in the Branch to improve our service, maintaining that supportive culture will be critical when we measure any successes.

Funding remains a challenge and one we will be making a bigger priority in 23/24.

It has been a fabulously interesting year, with lots of things to learn and the time has gone surprisingly quickly. I am incredibly grateful for the support the Branch has given me to date and really proud to be part of such a warm and encouraging collective of individuals.

Samaritans of Derby and District

Trustees Report for the year ended 31 March 2023 (continued)

Treasurer's Report

2022/23 has been a challenging year financially as we were not able to secure any grant funding. Thankfully we continued to receive generous donations. We did have to draw on our reserves (current account) to continue operations.

Trustees have made the decision to move to accrual accounting, which is the generally accepted accounting practice and enables us to provide a more accurate financial picture.

During the year, our total income was £14,508 with £10,767 coming from donations.

Expenditure during the year amounted to £54,409, which includes provision for investment in the building. Following ongoing problems with the roof and the age of the building we must invest in long overdue repairs.

As a result, the branch made a deficit for the year of £39,901.

The cash balance is £74,263, of which £60,000 is in the Mansfield Building Society with the remainder held in a current account as working capital. We will need to draw down on the Building Society investment in order to fund the building works.

The Trustees review the reserves policy annually and at the end of the financial year, reserves totalled £60,000 which the Trustees consider to be satisfactory. It is important to understand why our reserves are at this level. The property we occupy was historically gifted to the branch and is a late 18th century building which is listed under the Planning (Listed Buildings and Conservation Areas) Act 1990 as amended, due to its special architectural or historic interest. It is in a poor state of repair which, coupled with its Listed Building status, means that we have to provide a higher level of reserves provision for when remedial work is required.

Finally, we are very lucky to have now appointed someone to the role of fundraising lead who brings a wealth of experience. This is expected to make a significant improvement for us in terms of income generation for 2023 onwards.

Samaritans of Derby and District

Trustees Report for the year ended 31 March 2023 (Continued)

Activities, achievements & performance in the year

Caller Support

Providing emotional support for people who need us is our primary objective. During 2022/23 we provided nearly 19,000 contacts, supporting 14,734 callers through the phone service, 3,563 callers by email and 693 callers through the Webchat facility.

Research carried out by Samaritans demonstrates that men continue to be around three times more likely to take their own lives than women in the UK, and four times in the Republic of Ireland. Middle aged men are still at greatest risk of suicide overall, although in Scotland there has been a rise in the rate of men in the 15–24-year age range taking their own lives. In line with the national trend slightly more females contact us than males, which demonstrates there is more work to be done in reaching out to this high-risk group. We are a member of the Derbyshire Suicide Prevention Partnership Forum whose purpose is congruent with Samaritans' vision that fewer people die by suicide.

During this year, Samaritans national charity has compiled information which shows that our responsiveness to callers varies according to the time of day. Callers wait longest for their calls to be answered at night, during the 'Twilight' hours (10pm to 2am) and 'Overnight' (2am to 6am). Derby branch has responded to this by focussing on how we can improve our availability in these 'hours of need' working with volunteers to look at availability at these times and by trialling new rota patterns.

Samaritans support using email is moving towards a centralised approach through a national specialist email hub. This has resulted in many of the Branches who normally provided email support withdrawing from this service provision. Here in Derby, we were pleased to be asked to be one of only 35 branches who will continue to support callers through email until the end of 2023 and we are preparing for new software to support this.

During the year we continued with our Webchat provision which is predominately used by younger callers, many of whom often express suicidal thoughts and feelings. This has resulted in us needing to be even more aware of how we recognise, respond and report Safeguarding concerns. Volunteers who want to be involved in this service provision, need to undertake additional training.

The central Caller Support and Safeguarding Hub has become embedded during the year. Although Caller support is no longer an individual branch led provision, each Branch has appointed a Branch Hub Liaison role to be the conduit between the Hub and volunteers locally. This will help ensure appropriate and timely communications so that concerns about individual callers and their needs for additional support can be shared and acted upon.

Prisoners are one of the highest groups at risk of suicide. We support two local prisons. HMP Foston Hall, a closed female estate of over three hundred women. Listeners are trained by members of the Prison team. HMP Sudbury, is a male open prison housing just under six hundred men. Listeners typically arrive fully trained and experienced from other prisons.

For much of the year, it has been problematic to provide the support that we would normally do directly within the prisons, however we have now been able to re-start this provision. Both prisons can still have challenges supporting us as staffing levels have been significantly

Samaritans of Derby and District

affected by covid infections. There is work underway to rebuild the Listener teams and refresh partnerships within the prison establishment. We have trained new Listeners within HMP Foston and this new team has gelled very well.

Postvention training has also been undertaken at both Prisons and this will underpin and support a consistent and timely responses to any incidents of death by suicide within the prisons.

Recruitment and Selection

At the beginning of last year, we had a very healthy waiting list of approximately 150 potential volunteers. We also knew that, given the challenges of Covid, many had waited a considerable amount of time and may not have retained the same level of interest. The decision was taken to undertake both a significant data cleansing project and also introduce Information Events. Prospective volunteers can hear from both members of the branch leadership as well as recent recruits. This allows honest two-way communication about both the commitment required and the rewards of being a listening volunteer in an informal way. This gave us a more manageable level of applicants going forward for the remaining training places. Applications were also closed for a period of time and reopened in December 2022.

In October 22, we did our first face to face interviews since before the pandemic. Although this was welcomed by the interviewers, on the day we only had 2 applicants attend the interviews in branch. We are now offering interviews both by Zoom and face to face allowing flexibility for both volunteer and candidate.

So far in 2023, we will have interviewed 45 potential recruits for Core training programmes in May and September 2023 as well as January 2024.

Training will be offered during the year to encourage additional members of the Branch to join the Recruitment Team.

Core Development

We continue to build a team of presenters for Core Development and there are currently 4 in the team. The intention is to continue increasing this team to increase our flexibility and succession planning.

Around a third of the branch have been participating in skills practice, which is fantastic. There can now be as many role plays running simultaneously as we have role players and observers available, with role players 'working' from home. This maximises the amount of skills practice time we are able to give our trainees.

We have continued with an 'Induction' by Zoom a week before the course starts. This has the benefit of ensuring all have Zoom capability. If a new Samaritan has a problem in attending a face to face session (e.g. a positive covid result), they can Zoom into the physical meetings, which greatly improves attendance and reduces the need for repeat sessions. We have now developed our technology so that we can run a mixed physically present / Zoom session in which all participants can see each other.

Samaritans of Derby and District

We have continued to set a ceiling of 14 participants for a course, with a retention rate of usually just over half of that number starting shifts. Over the 12 months, 27 new Samaritans have completed Core and started in the Operations room.

Embedded Development

Approximately 50% of the course consists of 'Learning & Coaching' sessions where the peer group shares their challenges and finds solutions for each other. This is now working very well indeed.

The group nature of the course makes catch up sessions impractical, so the mixed zoom format is extremely useful here. We now have the ability for guest presenters to Zoom in on the big screen, whilst also being able to see the group. This can make it easy for others to promote interest in teams such as Prison and Outreach

Over the 12 months, 15 New Samaritans have completed Embedded Development, allowing them to be made up into full members of our branch.

Continuous Development

During 2022 the Branch really stepped up to successfully complete a number of central driven mandatory training challenges. These included Online Safeguarding Training; Online Applying Our Key Policies Training; Face to Face Applying Our Key Policies Training; and Online Best Practice for Emails Training. In total, almost 400 individual training assignments.

The amount of training required of our volunteers was unusually high in 2022 and our volunteers all completed these challenges, within the timescales required, to allow us to continue to offer our callers a Safe and Positive service.

In addition, we hosted a regional Train the Trainer programme resulting in a further 4 of our volunteers now being approved trainers which is great news for the Training Teams in the branch.

A training plan for 2023/24 has been drafted and helps to ensure that the specialist teams within the Branch have the opportunity to refresh and update their skills.

Mentoring

Mentoring is an essential part of a new volunteer's development, and it is vital that we recruit and train sufficient mentors with the necessary skills and experience. We have a great team of 19 Mentors who have delivered wonderful support to our New Samaritans in 2022. We also have a further 4 volunteers who are about to be trained as Mentors which will allow us to continue to rotate the teams as further New Samaritans complete their Core Development programmes.

On Going Mentoring

On Going Mentoring (OGM) was suspended during Covid and has been re-introduced into the Branch from February 23. It will continue throughout the year and ensures that all full Branch members continue to meet the required competencies required to support callers safely and effectively. It is expected that some common skills may be identified as needing to be refreshed and these will form part of the continuous training offered within the Branch.

Samaritans of Derby and District

Volunteer Support

The Volunteer Support Team is a critical part of ensuring that volunteers, at all stages of their volunteer journey are cared for. Volunteers should expect to have support available to them throughout their time with us, and they are encouraged to make use of this as a norm within the branch. Within the team itself, there are 5 volunteers, 4 providing support and 1 undertaking exit interviews.

The Team has received much positive feedback from volunteers on leave and returning from leave and this support had made it easier to return following a period of absence. Unfortunately, for some volunteers the right decision is to resign from the Branch. It is always sad to see a volunteer leave us, however changing personal circumstances often drives their need to no longer volunteer. We would hope that if circumstances change again, volunteers will feel they would be welcomed back into the Branch in either a Listening or support role. Exit interviews are undertaken and shared with the Branch Director to ensure our service can be improved. To date, no common themes have been identified.

During Core Training and in the early stage of new Samaritans undertaking their operational duties, they are additionally supported by 2 members of the team. This hopefully provides a continuity of care, alongside their mentors, in what can be a challenging transition to becoming full Samaritans.

Equally important, are any volunteers transferring in from other branches who will need support to settle into the Branch. They will always be offered a mentor/buddy approach for their first few shifts.

The Volunteer Support Team formally meets quarterly with updates shared in between meetings. This team has done a great job in supporting the Branch and each other over periods of difficult times and is fundamental to underpinning the culture of care throughout the Branch.

Outreach

With the lifting of Covid restrictions, there were more opportunities to become involved in a wider of Outreach activities. We were able to provide a presence at Belper Pride as well as 3 days at Denby Christmas Market. This allowed us to raise awareness as well as raise funds. The plan will be to be involved again with these events as well as Derby Pride in 2023.

Our partnership with Network Rail remains in place however planned days were unable to be undertaken this year and work is being planned to replace these events.

We have an increased interest in providing mental health awareness talks and it is hoped that these can be further developed.

It is hoped that a dedicated lead for Outreach will be appointed in 2023/24 in order to continue our outreach work and expand our contact into the community.

Communications

Following last year's review of communications, we have seen our Twitter account generate 1000 followers, which is a great improvement. Regular Tweets which have been more locally focussed, has encouraged followers and consequent retweeting/liking tweets. We have been able to engage in wider Samaritan campaigns and establish a presence both locally and nationally.

Samaritans of Derby and District

Previous work to update and refresh our website provided a very effective framework and this needs to now be further reviewed and built on in line with our increasing aspirations to have a wider community presence as well as support fundraising and awareness.

Our longer-term aim would be to plan a PR campaign for local press, online and broadcast media which supports and drives Twitter and website content around for example our information evenings, local events that the Branch is involved with, fundraising events, new local partnerships, recent outreach work, volunteers and branch news.

Statement of trustees' responsibilities

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

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

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP 2015 (FRS 102);
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

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

Approved by the Branch Leadership Team and signed on its behalf by:


C Hollinshead – Branch Director and Trustee


K Mason – Treasurer

The Samaritans of Derby and District
110 Burton Road
DERBY

Samaritans of Derby and District

Statement of financial activities for the year ended 31 March 2023

	Note	2023 Unrestricted funds £	2023 Restricted funds £	2023 Total funds £	2022 Total funds £
Receipts					
Donations		10,767	-	10,767	14,082
Grant income	5	-	-	-	10,799
Gift Aid		777	-	777	538
Income from prisons		2,964	-	2,964	3,750
Fundraising income	3	-	-	-	-
Bank interest receivable		-	-	-	37
Total Receipts		14,508	-	14,508	29,206
Payments					
Operating expenses	4	48,409	6,000	54,409	26,348
Total Payments		48,409	6,000	54,409	26,348
Net Income		(33,901)	(6,000)	(39,901)	2,858
Cash funds last year end		225,770	6,162	231,932	229,074
Cash Funds This Year End		191,869	162	192,031	231,932

Samaritans of Derby and District

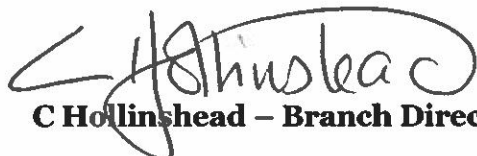
Statement of assets & liabilities as at 31 March 2023

	2023 Unrestricted funds £	2023 Restricted funds £	2023 Total funds £	2022 Total funds £
Fixed Assets				
Freehold property	150,000	-	150,000	150,000
Current Assets				
Prepayments	1,517	-	1,517	-
Cash at bank and in hand	74,101	162	74,263	81,932
Current Liabilities				
Accruals	(33,749)	-	(33,749)	-
Net Assets	191,869	162	192,031	231,932

Signed on behalf of the Branch Leadership Team on

- 

K Mason - Treasurer



C Hollinshead - Branch Director and Trustee

Samaritans of Derby and District

Notes to the accounts for the year ended 31 March 2023

1. GENERAL INFORMATION

On 4 August 2017 Samaritans of Derby and District CIO was formed and on 1 October 2017 the transfer of the unincorporated charity Samaritans of Derby and District took place. These accounts incorporate the figures for both of these linked charities.

2. ACCOUNTING POLICIES

a) Basis of preparation

Previously, the accounts have been prepared under the receipts and payments basis, this year the trustees have made the decision to use the accruals basis going forward.

b) Investment and Covenanted Income

Income is brought to credit on a cash received basis and no credit is taken for dividends and interest accrued and tax recoverable.

c) Legacies and Bequests

Legacies and bequests received are credited directly to the income and expenditure account.

d) Taxation

No provision for taxation is included in the accounts as the charity is entitled to exemption from tax because its income is used for charitable purposes only.

e) Tangible fixed assets

The freehold property situated at 110 Burton Road, Derby was donated to the branch on 17 August 1981 but at that time it was not included in the Statement of Assets and Liabilities. When the branch became an affiliated branch and a CIO, title to the property was changed to reflect the Derby branch as owner. The property has therefore been included in these accounts as being an asset of the branch.

No depreciation has been charged on the property as the Trustees consider that its estimated realisable value is the same as its carrying value and therefore any charge for depreciation would be negligible. The property is an unrestricted reserve as there were no restrictions on its use stipulated when it was originally donated to the Samaritans

f) Fund accounting

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the Charity.

Restricted funds are subject to restrictions on their expenditure by the donor.

g) Grant income

Government grants are recognised at the fair value of the asset received or receivable when there is reasonable assurance that the grant conditions will be met and the grants will be received.

Government grants relating to turnover are recognised as income over the periods when the related costs are incurred. Grant relating to an asset are recognised in income systematically over the asset's expected useful life. If part of such a grant is deferred it is recognised as deferred income rather than being deducted from the asset's carrying amount.

Samaritans of Derby and District

Notes to the accounts for the year ended 31 March 2023 (Cont.)

2. ACCOUNTING POLICIES (continued)

h) Going concern

The trustees have considered the financial resources available to the organisation and are confident that there are adequate funds available to enable them to meet the liabilities as they fall due and continue operations for a period of at least twelve months from the signing of the Independent Examiners Report.

3. FUNDRAISING INCOME

Gross income from fundraising is held for the general purposes of Samaritans of Derby and District unless it is allocated by the donors for specific purposes to specific branches. During the year there was no restricted fundraising income.

4. OPERATING EXPENSES

Note	2023 Unrestricted funds £	2023 Restricted funds £	2023 Total funds £	2022 Total funds £
Printing	355	171	527	833
Telephone	704	340	1,044	850
Conference and training	-	-	-	-
Stationery and postage	158	76	234	699
Maintenance and equipment	34,119	367	34,486	1,773
Computer/IT	471	228	699	1,978
Gas, water and electricity	2,364	1,142	3,506	3,908
Cleaning and refuse	1,271	614	1,885	7,723
Insurance	994	480	1,474	-
Legal fees	-	-	-	-
Travel	2,144	1,036	3,180	3,509
Support and refreshments	141	68	209	726
General office levy and BREF	2,665	1,287	3,952	2,118
Miscellaneous	949	-	949	963
Publicity and recruitment	395	191	586	456
Prison visiting expenses	1,678	-	1,678	812
	48,409	6,000	54,409	26,348

Samaritans of Derby and District

Notes to the accounts for the year ended 31 March 2023 (Cont.)

5. GRANT INCOME

As a result of Covid-19, the following grant income was obtained, with restricting conditions attached.

	2023 Unrestricted funds	2023 Restricted funds	2023 Total funds	2022 Total funds
	£	£	£	£
Foundation Derby – Covid supplies including cleaning	-	-	-	-
National Lottery – Recruitment of new volunteers	-	-	-	6,023
Duke Devonshire - Headsets	-	-	-	-
Pears Foundation – Software upgrade and COVID cleaning	-	-	-	3,776
Gerard Pearse Fund – Contribution towards running costs	-	-	-	1,000
	-	-	-	10,799

6. BRANCH LEADERSHIP TEAM MEMBERS' REMUNERATION AND EXPENSES

No Branch Leadership Team Members receive remuneration for their services.

During the year travel expenses were paid to Branch Leadership Team Members for costs incurred whilst carrying out charitable activities, including prison visiting.

Other purchase costs incurred by Branch Leadership Team members on the charity's behalf were also reimbursed.

7. PREPAYMENTS

	2023	2022
	£	£
Insurance – PIB	1,517	-
	1,517	-

Samaritans of Derby and District

Notes to the accounts for the year ended 31 March 2023 (Cont.)

8. ACCRUALS

	2023	2022
	£	£
SSE Gas	142	-
SSE Electricity	138	-
Photocopier	109	-
Building	33,360	-
	<hr/>	
	33,749	-
	<hr/>	

Samaritans of Derby and District

Independent Examiner's Report to the Branch Leadership Team Members of Samaritans of Derby and District

I report to the charity trustees on my examination of the accounts of the charity for the year ended 31 March 2023 which are set out on pages 10 to 14.

Responsibilities and basis of report

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

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

Independent examiner's statement

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

1. accounting records were not kept in respect of the charity as required by section 130 of the Act; or
2. the accounts do not accord with those records;

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



Martin Gadsby
Chartered Accountant
PKF Smith Cooper Limited

Prospect House
1 Prospect Place
Pride Park
Derby
DE24 8HG

Date:

20-09-2023

SAMARITANS OF DERBY AND DISTRICT

England & Wales - Charity number 1174130

Accounts

Registered Charity No. 1174130

SAMARITANS OF DERBY AND DISTRICT

FINANCIAL STATEMENTS

- Year ended -

31 MARCH 2022

Samaritans of Derby and District

Annual report for the year ended 31 March 2022

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Samaritans of Derby and District

Leadership Team Members and Professional Advisors

MEMBERS/TRUSTEES

Kim Mason	Treasurer
Aileen Hammersley	Branch Director
David Weston	
Phillip Shaw	retired September 2021
Julie Stone	External
Jo Marrable	retired September 2021
Lindsey Twigg	retired September 2021
Cate Hollinshead	from September 2021
Jenny Swatton	from September 2021

REGISTERED CHARITY NUMBER 1174130

REGISTERED ADDRESS 110 Burton Road
DERBY
DE1 1TG

ACCOUNTANTS PKF Smith Cooper
Chartered Accountants
DERBY

BANKERS National Westminster Bank plc
7 Market Place
DERBY

Samaritans of Derby and District

Committee Members' Report for the year ended 31 March 2022

Structure, Governance & Management

The Derby and District Branch was formed in 1961 and it operates as a Charitable Incorporated Organisation (CIO) registered under the Charities Act, and as an independent Branch of Samaritans, using an agreed model constitution. The branch transformed from being an Affiliated Branch in October 2017. Responsibility for the management of the Branch and its financial affairs rests with the Branch Leadership Team/Board of Trustees, comprising a number of volunteers who act as Trustees for the Branch and are elected or co-opted for a three-year period. The Leadership Team, after extensive consultation with all the Branch volunteers, nominates one of them for appointment as Director. The Director, together with their deputies, is then responsible for managing the service provided to callers and outreach activities.

Trustees have the opportunity, and are encouraged, to attend day schools run by the regional divisions of Samaritans.

Risk management is undertaken by a group of the trustees who constantly monitor and review the management of risks on a regular basis.

Objectives of Samaritans of Derby and District

The Samaritans Vision is that fewer people die by suicide

Samaritans provide emotional support 24 hours a day by telephone, face to face, email and letter; at festivals and outside our centres in prisons; in hospitals, schools and workplaces and with the homeless through a network of 201 branches in the UK and Republic of Ireland. (Note: some services have been suspended during COVID). In most situations and for most people a confidential service is provided. However, there are important exceptions where, in order to safeguard callers, we may talk to someone else on a caller's behalf e.g. by calling an ambulance or when we need to consider safeguarding for children or vulnerable adults.

Public benefit

In planning our activities for the year, we kept in mind the Charity Commission guidance on public benefit at our trustee meetings.

The Objects of the Charity are:

- To enable persons in Derby and District and the surrounding areas 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.

Samaritans of Derby and District

- 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.
- To collaborate with and support Samaritans Central Charity and its affiliated branches in fulfilling these Objects.

Further information on Samaritans Central Charity can be found on

<https://www.samaritans.org/>

Samaritans of Derby and District

Committee Members' Report for the year ended 31 March 2022 (continued)

Branch Director's Report

Year ending March 2022 sees the end of my tenure as Branch Director and Chair of the Board of Trustees. At the Annual General Meeting held during 2021 three Trustees retired. On behalf of the members of the Branch I would like to thank them for their support in leading the Branch. Two new Trustees were elected by the membership.

Over the last 3 years, the biggest challenge for the Branch Leadership Team/Board of Trustees has been the impact of Covid-19. Crucially we managed to keep the Branch open, keep volunteers safe and support callers. We continued to use Zoom to train new volunteers, and meetings have been held via Zoom. Our norm pre-covid was to hold three face-to-face Branch Meetings a year. We are currently a community of 81 volunteers and meeting each other face-to-face helps us to get to know one another, share our experience of volunteering and learn from one another. I missed the opportunity for us to be able to do this. I am pleased that the majority of volunteers some past and present were able to celebrate our milestone 60th Anniversary in October 2021.

It was a great honour to be nominated by the membership to the role of Branch Director in 2019. I would like to thank the Branch Leadership Team/Board of Trustees for their support over the past three years. Thank you to all our amazing volunteers for your dedication and support for callers and each other. We have always been known as a friendly and supportive Branch thank you to each and every one of you for supporting me during my time as Branch Director.

All my best wishes to Cate who takes over as Branch Director on 1st April 2022.

Aileen Hammersley – outgoing Branch Director

As I take over operational leadership of the Branch, plans are being developed to strengthen the feeling of community within the branch; to re-establish, develop and expand our pre-covid activities. Like many other Samaritan branches, we have sorely missed the ability to meet as a collective. New priorities and plans are being developed to support us in moving the Branch forward, improving our ways of working and where possible developing new partnerships and links into the local community.

We currently have a waiting list of approximately 150 prospective volunteers, and we will be re-introducing Information Evenings. These are very useful in ensuring potential volunteers are aware of the realities of providing a 24/7 service to callers. Leaving your house at midnight to return at 6am after completing a Samaritan shift is not for everyone.

I am excited and somewhat daunted to be taking up the role of Director for the next 3 years but incredibly grateful to be part of Derby and District branch

Cate Hollinshead – incoming Branch Director

Samaritans of Derby and District

Committee Members' Report for the year ended 31 March 2022 (continued)

Treasurer's Report

During 21/22 we were able to secure some additional grant funding. This, coupled with generous donations and the continued support of our community, have enabled us to carry on another year and without drawing on reserves.

During the year, our total income was £29,206 with £14,082 coming from donations and £10,799 from Grants. These grants have enabled us to continue our strict cleaning regime to keep our volunteers safe as well as purchase some modest health and safety items and upgrade specialist software.

Expenditure during the year amounted to £26,348.

As a result, the branch made a surplus for the year of £2,858. This surplus means that the total cash balance has increased to £81,931.78. Of this balance, £60,000 are deemed reserves held in a savings account with the remainder held in a current account as working capital.

The Trustees review the reserves policy annually and at the end of the financial year unrestricted reserves totalled £60,000 which the Trustees consider to be satisfactory. The reserves are held in the Mansfield Building Society.

Samaritans of Derby and District

Committee Members' Report for the year ended 31 March 2022 (Continued)

Activities, achievements & performance in the year

Caller Support

Providing emotional support for people who need our support is our primary objective. During 2021/22 we supported over 11,500 callers through the phone service, 5698 callers by email and 224 callers through the Webchat facility. Face to face callers have not been possible during the year due to COVID.

Research carried out by Samaritans demonstrates that men are around three times more likely to take their own lives than women in the UK, and four times in the Republic of Ireland. Middle aged men are still at greatest risk of suicide overall, although in Scotland there has been a rise in the rate of men in the 15–24-year age range taking their own lives.

In line with the national trend slightly more females contact us than males, which demonstrates there is more work to be done in reaching out to this high-risk group. During the year we expanded our Webchat provision which is predominately used by younger callers, many of whom often express suicidal thoughts and feelings. This has resulted in us needing to be even more aware of how we recognise, respond and report Safeguarding concerns. We are a member of the Derbyshire Suicide Prevention Partnership Forum whose purpose is congruent with Samaritans' vision that fewer people die by suicide.

During 2021/22 Samaritans Central Charity launched the central Caller Support and Safeguarding Hub. This has meant that Caller support is no longer an individual branch led provision but will be co-ordinated and enabled centrally, providing a more consistent support and safeguarding provision for all callers. Volunteers at Branch level still retain the ability to highlight when they have concerns about an individual caller and their need for additional support.

Prisoners are one of the highest groups at risk of suicide. We support two local prisons. HMP Foston Hall, a closed female estate of over three hundred women. Listeners are trained by members of the Prison team. HMP Sudbury, a male open prison housing just under six hundred men. Listeners typically come fully trained and experienced from other prisons.

For much of the year, it has been problematic to provide the support that we would normally do directly within the prisons, however we have now been able to re-start this provision. Both prisons can still have challenges supporting us as staffing levels have been significantly affected by covid infections. There is work underway to rebuild the Listener teams and refresh partnerships within the prison establishment.

Recruitment and Selection

We have made some major improvements during the year starting with the switch to on-line interviewing for potential new recruits. We put 31 potential volunteers through to training. In June 21 we successfully switched to a more modern system of managing the recruitment process and this has and will continue to speed things up and provide better quality data.

Our waiting list remains very healthy (at the time of writing we have approx 150 on our list)

Samaritans of Derby and District

We have a strong dedicated team and in January we had 3 more volunteers complete their interview training and have now joined us actively participating in interviews.

From the 31 potential volunteers who started Core development, 16 completed both stages of training and went onto become full members within the Branch. 3 potential volunteers, although successfully recruited to the Core programme stage, decided that becoming a Samaritan was not for them at this time in their life.

Training and Mentoring

During 2021 we ran three Core Development initial training programmes, each comprising eleven 90 minute, remote, group sessions delivered by Zoom and with a comprehensive number of digital topics for home study in between.

For those completing Core Development, the next phase of training is Embedding Development. We similarly provided three Embedding Development programmes during 2021, each programme comprising six 90-minute group Zoom sessions, with digital topics interspersed in between for home study.

For the three Core Developments programmes, 10 potential volunteers started the January course, 10 started the May course and 11 started the September course, totaling 31 new trainees over the year.

From these 31 trainees, 16 completed all training.

Mentoring is an essential part of a new volunteer's development, and it is vital that we recruit and train sufficient mentors with the necessary skills and experience. During 2021 we added a further 8 trained mentors who are currently building sufficient experience before taking on a mentee.

We currently have 28 fully fledged mentors with a further 14 waiting in the wings.

Samaritans Central Charity launched an updated version of Safeguarding training to support the refreshed Safeguarding Policy. All members of the Branch were required to complete this training at the appropriate level for their role and this was achieved.

Outreach

Despite the difficulties during the year, the Branch Volunteers were able to provide 1130 Outreach contacts. These were mainly delivered in line with our partnership with Network Rail and were undertaken at Derby station.

From January to March 2022, a further 450 Outreach contacts were generated through Brew Monday again at Derby Station.

A new partnership has been developed with University of Derby which has seen 84 new contacts achieved.

It is expected that a new Deputy Director for Outreach will be appointed in 2022/23 in order to continue our outreach work and expand our contact into the community

Samaritans of Derby and District

Communications

Over the course of the last year we have carried out a communications review of our Twitter account and website, and from this made some recommendations which have led to a number of changes and some plans for future communications.

For our Twitter account, we have maintained the regularity of tweets but have attempted to vary the content more, to make it more local, use people and locally identifiable pictures, and relevant hashtags. We have also tried to build up our local Twitter following by ourselves following local businesses, organisations and individuals that are relevant to our area and our needs and build organic followers from these, and regularly retweeting/liking tweets. We have also asked all our branch volunteers who are on Twitter to follow us, and regularly retweet, and comment on and share our tweets to other social media platforms (eg Facebook).

We have also edited/rewritten the information on our website so that it is succinct, relevant to our branch, personal, engaging and up to date, including creating sub-pages for Volunteering with Derby Samaritans and Fundraising for Derby Samaritans. This allows us to express the benefits of volunteering and showcase some volunteering stories, and on fundraising, link the 'ask' with need - what it costs to run the branch, provide our service, how to donate, how to get involved in fundraising etc.

The groundwork having now been done, and the low-hanging fruit picked, our aim is longer-term to plan a PR campaign for local press, online and broadcast media which supports and drives Twitter and website content around, for example our information evenings, local events that the branch is involved with, fundraising events, new local partnerships, recent outreach work, volunteer and branch news. This will be dependent on the volunteer support available - we have recently recruited a new volunteer to manage Twitter, and the hope is that, as events and outreach work open up again post-Covid, we will once again have active volunteer teams out in the community whose activity can support future communications content.

Statement of trustees' responsibilities

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

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

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP 2015 (FRS 102);
- make judgements and estimates that are reasonable and prudent;

Samaritans of Derby and District

- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

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

Approved by the Branch Leadership Team and signed on its behalf by:



C Hollinshead – Branch Director and Trustee



K Mason – Treasurer

The Samaritans of Derby and District
110 Burton Road
DERBY

Samaritans of Derby and District

Receipts & payments account for the year ended 31 March 2022

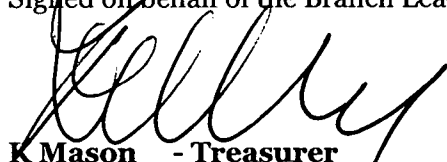
	Note	2022 Unrestricted funds £	2022 Restricted funds £	2022 Total funds £	2021 Total funds £
Receipts					
Donations		14,082	-	14,082	19,772
Grant income	5	-	10,799	10,799	18,427
Gift Aid		538	-	538	821
Income from prisons		3,750	-	3,750	4,098
Fundraising income	3	-	-	-	-
Bank interest receivable		37	-	37	208
Total Receipts		18,407	10,799	29,206	43,326
Payments					
Operating expenses	4	21,570	4,778	26,348	39,059
Total Payments		21,570	4,778	26,348	39,059
Net Income		(3,163)	6,021	2,858	4,268
Cash funds last year end		228,933	141	229,074	224,805
Cash Funds This Year End		225,770	6,162	231,932	229,074

Samaritans of Derby and District

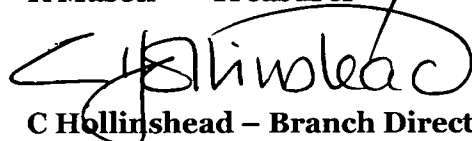
Statement of assets & liabilities as at 31 March 2022

	2022 Unrestricted funds £	2022 Restricted funds £	2022 Total funds £	2021 Total funds £
Fixed Assets				
Freehold property	150,000	-	150,000	150,000
Current Assets				
Cash at bank and in hand	75,770	6,162	81,932	79,074
Net Assets	225,770	6,162	231,932	229,074

Signed on behalf of the Branch Leadership Team on



K Mason - Treasurer



C Hollinshead - Branch Director and Trustee

Samaritans of Derby and District

Notes to the accounts for the year ended 31 March 2022 (Cont.)

2. ACCOUNTING POLICIES (continued)

h) Going concern

The trustees have considered the financial resources available to the organisation and are confident that there are adequate funds available to enable them to meet the liabilities as they fall due and continue operations for a period of at least twelve months from the signing of the Independent Examiners Report.

3. FUNDRAISING INCOME

Gross income from fundraising is held for the general purposes of Samaritans of Derby and District unless it is allocated by the donors for specific purposes to specific branches. During the year there was no restricted fundraising income.

4. OPERATING EXPENSES

Note	2022 Unrestricted funds £	2022 Restricted funds £	2022 Total funds £	2021 Total funds £
Printing	833	-	833	338
Telephone	850	-	850	2,980
Conference and training	-	-	-	-
Stationery and postage	699	-	699	595
Maintenance and equipment	1,489	284	1,773	11,405
Computer/IT	784	1,194	1,978	2,660
Gas, water and electricity	2,908	1,000	3,908	3,278
Cleaning and refuse	5,423	2,300	7,723	7,910
Insurance	-	-	-	1,271
Legal fees	-	-	-	-
Travel	3,509	-	3,509	3,491
Support and refreshments	726	-	726	215
General office levy and BREF	2,118	-	2,118	4,067
Miscellaneous	963	-	963	684
Publicity and recruitment	456	-	456	-
Prison visiting expenses	812	-	812	165
	21,570	4,778	26,348	39,059

Samaritans of Derby and District

Notes to the accounts for the year ended 31 March 2022

1. GENERAL INFORMATION

On 4 August 2017 Samaritans of Derby and District CIO was formed and on 1 October 2017 the transfer of the unincorporated charity Samaritans of Derby and District took place. These accounts incorporate the figures for both of these linked charities.

2. ACCOUNTING POLICIES

a) Basis of preparation

The accounts have been prepared under the receipts and payments basis.

b) Investment and Covenanted Income

Income is brought to credit on a cash received basis and no credit is taken for dividends and interest accrued and tax recoverable.

c) Legacies and Bequests

Legacies and bequests received are credited directly to the income and expenditure account.

d) Taxation

No provision for taxation is included in the accounts as the charity is entitled to exemption from tax because its income is used for charitable purposes only.

e) Tangible fixed assets

The freehold property situated at 110 Burton Road, Derby was donated to the branch on 17 August 1981 but at that time it was not included in the Statement of Assets and Liabilities. When the branch became an affiliated branch and a CIO, title to the property was changed to reflect the Derby branch as owner. The property has therefore been included in these accounts as being an asset of the branch.

No depreciation has been charged on the property as the Trustees consider that its estimated realisable value is the same as its carrying value and therefore any charge for depreciation would be negligible. The property is an unrestricted reserve as there were no restrictions on its use stipulated when it was originally donated to the Samaritans

f) Fund accounting

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the Charity.

Restricted funds are subject to restrictions on their expenditure by the donor.

g) Grant income

Government grants are recognised at the fair value of the asset received or receivable when there is reasonable assurance that the grant conditions will be met and the grants will be received.

Government grants relating to turnover are recognised as income over the periods when the related costs are incurred. Grant relating to an asset are recognised in income systematically over the asset's expected useful life. If part of such a grant is deferred it is recognised as deferred income rather than being deducted from the asset's carrying amount.

Samaritans of Derby and District

Notes to the accounts for the year ended 31 March 2022 (Cont.)

5. GRANT INCOME

As a result of Covid-19, the following grant income was obtained, with restricting conditions attached.

	2022 Unrestricted funds	2022 Restricted funds	2022 Total funds	2021 Total funds
	£	£	£	£
Foundation Derby – Covid supplies including cleaning	-	-	-	3,031
National Lottery – Recruitment of new volunteers	-	6,023	6,023	7,078
Duke Devonshire - Headsets	-	-	-	2,500
Pears Foundation – Software upgrade and COVID cleaning	-	3,776	3,776	5,818
Gerard Pearse Fund – Contribution towards running costs	-	1,000	1,000	-
	-	10,799	10,799	18,427

6. BRANCH LEADERSHIP TEAM MEMBERS' REMUNERATION AND EXPENSES

No Branch Leadership Team Members receive remuneration for their services.

During the year travel expenses were paid to Branch Leadership Team Members for costs incurred whilst carrying out charitable activities, including prison visiting.

Other purchase costs incurred by Branch Leadership Team members on the charity's behalf were also reimbursed.

Samaritans of Derby and District

Independent Examiner's Report to the Branch Leadership Team Members of Samaritans of Derby and District

I report to the charity trustees on my examination of the accounts of the charity for the year ended 31 March 2022 which are set out on pages 10 to 14.

Responsibilities and basis of report

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

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

Independent examiner's statement

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

1. accounting records were not kept in respect of the charity as required by section 130 of the Act; or
2. the accounts do not accord with those records;

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



Martin Gadsby
Chartered Accountant
PKF Smith Cooper Limited

St Helen's House
Cathedral Quarter
King Street
Derby
DE1 3EE

Date: 13 July 2022

SAMARITANS OF DERBY AND DISTRICT

England & Wales - Charity number 1174130

Accounts

SAMARITANS OF DERBY AND DISTRICT

FINANCIAL STATEMENTS

- Year ended -

31 MARCH 2021

Samaritans of Derby and District

Annual report for the year ended 31 March 2021

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Samaritans of Derby and District

Leadership Team Members and Professional Advisors

MEMBERS/TRUSTEES

Kim Mason	Treasurer
Aileen Hammersley	Branch Director
Sarah Buck	retired September 2020
Stephanie Taylor	retired September 2020
David Weston	
Phillip Shaw	
Julie Stone	External
Jo Marrable	from September 2020
Lindsey Twigg	from September 2020

REGISTERED CHARITY NUMBER 1174130

REGISTERED ADDRESS 110 Burton Road
DERBY
DE1 1TG

ACCOUNTANTS Smith Cooper Limited
Chartered Accountants
DERBY

BANKERS National Westminster Bank plc
7 Market Place
DERBY

Samaritans of Derby and District

Committee Members' Report for the year ended 31 March 2021

Structure, Governance & Management

The Derby and District Branch was formed in 1961 and it operates as a Charitable Incorporated Organisation (CIO) registered under the Charities Act, and as an independent Branch of Samaritans, using an agreed model constitution. The branch transformed from being an Affiliated Branch in October 2017. Responsibility for the management of the Branch and its financial affairs rests with the Branch Leadership Team/Board of Trustees, comprising a number of volunteers who act as Trustees for the Branch and are elected or co-opted for a three-year period. The Leadership Team, after extensive consultation with all the Branch volunteers, nominates one of them for appointment as Director. The Director, together with his/her deputies, is then responsible for managing the service provided to callers and outreach activities.

Trustees have the opportunity, and are encouraged, to attend day schools run by the regional divisions of Samaritans.

Risk management is undertaken by a group of the trustees who constantly monitor and revise on a regular basis.

Objectives of Samaritans of Derby and District

Samaritans provides completely confidential emotional support 24 hours a day by telephone, face to face, email and letter, at festivals and outside our centres in prisons, in hospitals, schools and workplaces and with the homeless through a network of 201 branches in the UK and Republic of Ireland. (Note: some services have been suspended during COVID).

Public benefit

In planning our activities for the year, we kept in mind the Charity Commission guidance on public benefit at our trustee meetings.

The Objects of the Charity are:

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

Samaritans of Derby and District

Committee Members' Report for the year ended 31 March 2021 (continued)

Public benefit (continued)

Samaritans offers support to those at risk of suicide by being there to listen and encourage the recognition and exploration of their options. By doing so, we aim to help people find ways of coping with their distress without choosing to die by suicide. We also seek to support those whose distress is less acute, in the hope that they will not reach the point of feeling that they wish to end their lives. We make our support available in many ways, including by telephone, email, letter, face-to-face in prisons and in schools.

Samaritans' service is open to people who are suicidal, despairing or in distress. The branch provides a service primarily intended for the benefit of persons in Derby and the surrounding area. However, it also works with all Samaritans branches to ensure 24-hour availability of the service across the UK. Samaritans does not charge anyone for the service provided. Calls to our branch telephone numbers and the national number (116123) are all Freephone. We will also accept reverse charge calls from callers and we will return their calls at our cost.

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

Samaritans is available 24 hours a day to provide confidential emotional support for people who are experiencing feelings of emotional distress or despair, including those which may lead to suicide.

Samaritans vision is for a society in which:

- Fewer people die by suicide;
- People are able to explore their feelings; and
- People are able to acknowledge and respect the feelings of others

Our values are based on these beliefs:

- The importance of having the opportunity to explore difficult feelings;
- That being listened to, in confidence, and accepted without prejudice, can alleviate despair and suicidal feelings; and
- That everyone has the right to make fundamental decisions about their own life, including the right to die by suicide

Samaritans of Derby and District

Committee Members' Report for the year ended 31 March 2021 (continued)

Branch Director's Report

The year ending 31 March 2021 has been a very challenging year in many respects. Throughout the year the Board of Trustees' priorities were focused on ensuring the safety and well-being of our volunteers, keeping the Branch open and raising funds. At the Annual General Meeting held during 2020 two trustees retired. On behalf of the members of the Branch I would like to thank them for their support during 2019/20. The members elected two new Trustees to the Board.

As a volunteer led organisation it's testament to the dedication and commitment of all volunteers, that despite our reduced capacity, as a result of those who are required to self-isolate, we have been able to continue to provide our telephone help-line and email services throughout the year.

Unfortunately, it has not been possible to provide face to face support for members of our local community. Our outreach activities for the year were adversely affected by the Pandemic and the number of people we were able to reach out to during the year was 2,600 which is a significant reduction to the number of people we reached out to in the previous year. To help raise the profile of the Branch, I am pleased to report that a volunteer with a Marketing and Communications background has taken the Lead on promoting the Branch through our website and social media.

During the year we put in place virtual solutions for a number of our activities including recruiting new volunteers, training new volunteers and supporting the Listening Schemes in HMP Foston Hall, HMP Sudbury and Volunteer Support. This has put additional pressure and workload on to members of these teams who have gone above and beyond to deliver these crucial services.

After substantial years of service three Listening Volunteers who between them had been with the Branch for a total of 87 years left. Although we were very sorry to see them leave their contribution to volunteering with the Branch was outstanding. Retention of volunteers is a priority for the Branch our aim is to reduce the number of leavers by 10%, at the end of the year turnover was 18%.

2021 is a milestone year for Samaritans of Derby and District. This year is our 60th Jubilee. It was on 27 January 2021 that we first opened our doors to callers. At this time, we are unable to plan a celebration of our 60th anniversary.

There are three areas we are looking forward to during 2021, they are the day we can open our doors again to support face to face callers, resuming our outreach activities and organising a well-deserved 60th celebration for our wonderful volunteers who continue to selflessly give of their time to support vulnerable people and keep the Branch open.

Samaritans of Derby and District

Committee Members' Report for the year ended 31 March 2021 (continued)

Treasurer's Report

We have been very fortunate during 2020/21 to have received financial support from a number of organisations enabling us to meet our annual costs during this challenging year. Our thanks to Tesco, Serco, Lubrizol, Derby CC, Foundation Derby, National Lottery, Duke of Devonshire Trust, The One Off, the Pears Foundation and to all the many local PCCs and generous people who have donated funds in the last 12 months.

During the year, our total income was £43,326 which is a 51% increase on the previous year's income of £28,683. Of the total income £19,772 was from donations a reduction on the previous year's donations of £21,350 – due to our inability during COVID to carry out normal fund-raising activity. £18,427 of the income are classed as restricted and have been used for specific purposes – mainly additional cleaning to enable the branch to stay open throughout the pandemic, modest essential improvements to the branch working environment and to provide personal headsets for each and every member of the branch.

Expenditure during the year amounted to £39,058 which represents an increase on the previous year (£26,468) of 47%.

As a result, the branch made a surplus for the year of £4,268. This surplus means that the total cash balance has increased to £79,073.95. Of this balance, £61,042.80 are deemed reserves held in a savings account with the remaining £18,031.15 held in a current account as working capital.

The Trustees review the reserves policy annually and at the end of the financial year unrestricted reserves totalled £61,042 which the Trustees consider to be satisfactory. The reserves are held in a 90-day interest bearing account with National Westminster Bank.

Samaritans of Derby and District

Committee Members' Report for the year ended 31 March 2021 (Continued)

Activities, achievements & performance in the year

Caller Support

Providing emotional support for people who need our support is our primary objective. During 2020/21 we supported over 12,500 callers (face to face callers have not been possible during the year due to COVID). Research carried out by Samaritans demonstrates that men are around three times more likely to take their own lives than women in the UK, and four times in the Republic of Ireland. Middle aged men are still at greatest risk of suicide overall, although in Scotland there has been a rise in the rate of men in the 15–24-year age range taking their own lives. In line with the national trend more females contact us than males, which demonstrates there is more work to be done in reaching out to this high-risk group. We are a member of the Derbyshire Suicide Prevention Partnership Forum whose purpose is congruent with Samaritans' vision that fewer people die by suicide.

Prisoners are one of the highest groups at risk of suicide. We support two local prisons, HMP Foston Hall a closed female estate of over three hundred women. HMP Sudbury is a male open prison housing just under six hundred men. They typically come from other prisons. We have not been able to provide the support that we normally would through our work directly within the prisons and have instead supported remotely.

Some of our volunteers have had to self-isolate throughout the year and still the branch has been open every day and available to provide telephone and email support. A small group were assigned to support the NHS as they worked through the challenges presented by Covid 19.

Recruitment and Selection

Recruitment and selection had to initially go on hold until we gradually were able to offer a remote and on-line process which seems to be working ok. During the year we received more than 295 enquiries from potential volunteers, with some 21 people being interviewed and selected for training. The branch was delighted to maintain its volunteer numbers ending the year with 92 members.

Training and Mentoring

Training also had to be radically changed so that it could be offered remotely and so far, 2 courses have successfully been run. This has resulted in 17 new recruits who have been able to start the in depth one on one training. The journey for a potential volunteer expressing interest in joining Samaritans to becoming a fully trained listening volunteer can be a lengthy and demanding one.

Outreach

Traditional outreach continued to be placed on hold since the start of the pandemic in March 2020. Consequently, our fundraising activity has been entirely focussed on submitting bids to charitable trusts and receiving donations from organisations. The team involved in this has been very successful and this will therefore continue into the year ahead.

Using technology, we have been able to reach out on-line to run some listening skill courses for those looking to support others struggling to cope. Through twitter we have also started to enhance our messaging and reach to support and inform our local community.

Samaritans of Derby and District

Statement of trustees' responsibilities

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

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

Approved by the Branch Leadership Team and signed on its behalf by:



A Hammersley – Branch Director and Trustee



K Mason – Treasurer

The Samaritans of Derby and District
110 Burton Road
DERBY

20 May 2021

Samaritans of Derby and District

Receipts & payments account for the year ended 31 March 2021

	Note	2021 Unrestricted funds £	2021 Restricted funds £	2021 Total funds £	2020 Total funds £
Receipts					
Donations		19,772	-	19,772	171,350
Grant income	5		18,427	18,427	-
Gift Aid		821	-	821	1,805
Income from prisons		4,098	-	4,098	4,740
Fundraising income	3	-	-	-	291
Bank interest receivable		208	-	208	497
Total Receipts		24,899	18,427	43,326	178,683
Payments					
Operating expenses	4	20,772	18,286	39,058	26,468
Total Payments		20,772	18,286	39,058	26,468
Net Income		4,127	141	4,268	152,215
Cash funds last year end		224,805	-	224,805	72,590
Cash Funds This Year End		228,933	141	229,074	224,805

Samaritans of Derby and District

Statement of assets & liabilities as at 31 March 2021

	2021 Unrestricted funds £	2021 Restricted funds £	2021 Total funds £	2020 Total funds £
Fixed Assets				
Freehold property	150,000	-	150,000	150,000
Current Assets				
Cash at bank and in hand	78,933	141	79,074	74,805
Net Assets	228,933	141	229,074	224,805

Signed on behalf of the Branch Leadership Team on 20 May 2021



K Mason - Treasurer



A Hammersley - Branch Director and Trustee

Samaritans of Derby and District

Notes to the accounts for the year ended 31 March 2021

1. GENERAL INFORMATION

On 4 August 2017 Samaritans of Derby and District CIO was formed and on 1 October 2017 the transfer of the unincorporated charity Samaritans of Derby and District took place. These accounts incorporate the figures for both of these linked charities.

2. ACCOUNTING POLICIES

a) Basis of preparation

The accounts have been prepared under the receipts and payments basis.

b) Investment and Covenanted Income

Income is brought to credit on a cash received basis and no credit is taken for dividends and interest accrued and tax recoverable.

c) Legacies and Bequests

Legacies and bequests received are credited directly to the income and expenditure account.

d) Taxation

No provision for taxation is included in the accounts as the charity is entitled to exemption from tax because its income is used for charitable purposes only.

e) Tangible fixed assets

The freehold property situated at 110 Burton Road, Derby was donated to the branch on 17 August 1981 but at that time it was not included in the Statement of Assets and Liabilities. When the branch became an affiliated branch and a CIO, title to the property was changed to reflect the Derby branch as owner. The property has therefore been included in these accounts as being an asset of the branch.

No depreciation has been charged on the property as the Trustees consider that its estimated realisable value is the same as its carrying value and therefore any charge for depreciation would be negligible. The property is an unrestricted reserve as there were no restrictions on its use stipulated when it was originally donated to the Samaritans

f) Fund accounting

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the Charity.

Restricted funds are subject to restrictions on their expenditure by the donor.

g) Grant income

Government grants are recognised at the fair value of the asset received or receivable when there is reasonable assurance that the grant conditions will be met and the grants will be received.

Government grants relating to turnover are recognised as income over the periods when the related costs are incurred. Grant relating to an asset are recognised in income systematically over the asset's expected useful life. If part of such a grant is deferred it is recognised as deferred income rather than being deducted from the asset's carrying amount.

Samaritans of Derby and District

Notes to the accounts for the year ended 31 March 2021 (Cont.)

2. ACCOUNTING POLICIES (continued)

h) Going concern

The trustees have considered the financial resources available to the organisation and are confident that there are adequate funds available to enable them to meet the liabilities as they fall due and continue operations for a period of at least twelve months from the signing of the Independent Examiners Report.

3. FUNDRAISING INCOME

Gross income from fundraising is held for the general purposes of Samaritans of Derby and District unless it is allocated by the donors for specific purposes to specific branches. During the year there was no restricted fundraising income.

4. OPERATING EXPENSES

	Note	2021 Unrestricted funds £	2021 Restricted funds £	2021 Total funds £	2020 Total funds £
Printing		338	-	338	1,219
Telephone		1,386	1,594	2,980	1,917
Conference and training		-	-	-	350
Stationery and postage		595	-	595	862
Maintenance and equipment		3,625	7,780	11,405	2,251
Computer/IT		806	1,854	2,660	1,440
Gas, water and electricity		2,635	643	3,278	3,456
Cleaning and refuse		2,535	5,375	7,910	1,636
Insurance		1,271	-	1,271	1,214
Legal fees		-	-	-	-
Travel		2,451	1,040	3,491	4,091
Support and refreshments		215	-	215	1,467
General office levy and BREF		4,067	-	4,067	2,448
Miscellaneous		684	-	684	492
Publicity and recruitment		-	-	-	230
Prison visiting expenses		165	-	165	3,395
		20,772	18,286	39,058	26,468

Samaritans of Derby and District

Notes to the accounts for the year ended 31 March 2021 (Cont.)

5. GRANT INCOME

As a result of Covid-19, the following grant income was obtained, with restricting conditions attached.

	2021 Unrestricted funds £	2021 Restricted funds £	2021 Total funds £	2020 Total funds £
Foundation Derby – Covid supplies including cleaning	-	3,031	3,031	-
National Lottery – Headsets and other Covid supplies	-	7,078	7,078	-
Duke Devonshire - Headsets	-	2,500	2,500	-
Pears DCMS – Building improvements	-	5,818	5,818	-
	-	18,427	18,427	-

6. BRANCH LEADERSHIP TEAM MEMBERS' REMUNERATION AND EXPENSES

No Branch Leadership Team Members receive remuneration for their services.

During the year travel expenses were paid to Branch Leadership Team Members for costs incurred whilst carrying out charitable activities, including prison visiting.

Other purchase costs incurred by Branch Leadership Team members on the charity's behalf were also reimbursed.

Samaritans of Derby and District

Independent Examiner's Report to the Branch Leadership Team Members of Samaritans of Derby and District

I report to the charity trustees on my examination of the accounts of the charity for the year ended 31 March 2021 which are set out on pages 8 to 12.

Responsibilities and basis of report

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

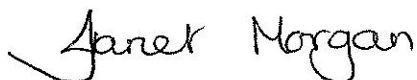
I report in respect of my examination of the charity's accounts carried out under section 145 of the Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

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

1. accounting records were not kept in respect of the charity as required by section 130 of the Act; or
2. the accounts do not accord with those records;

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



Janet Morgan
Chartered Accountant
Smith Cooper Limited

St Helen's House
Cathedral Quarter
King Street
Derby
DE1 3EE

Date: 20 May 2021