

NEWPORT & GWENT SAMARITANS

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31st MARCH 2021

The Trustees present their report together with the financial statements of the charity for the year ended 31st March 2021. The financial statements have been prepared in accordance with the accounting policies set out in Note 1 and comply with the Charity's trust deed and applicable law.

Legal and administrative information

Charity registration number 1174186

Address

43 Stow Hill
Newport, South Wales
NP20 1JH

Trustees

Sharon Beckett	Director	appointed September 2021
Peter Edmunds		
Susan Hard		
Cynthia Plant	Director	resigned September 2021
Sarah Symondson	Treasurer	
Annette Ware		
Jeff Mitchell		appointed November 2020

Independent Examiner

David L Evans ACA
Twr Melyn
Monmouth Road
Raglan
Monmouthshire

Bankers

HSBC
1 Bridge Street
Newport
South Wales
NP20 4UT

NEWPORT & GWENT SAMARITANS

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31st MARCH 2021 - continued

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

The charity was registered on 26th February 1968 under charity registration number 255044. On 9th August 2017 the Charity was reregistered as a Charitable Incorporated Organisation (CIO) with the new number of 1174186. A new constitution was created and lodged with the Charity Commission. At the time of this change, the Charity became an affiliated branch of the main Samaritans Charity (reg. 219432) which is the co-ordinating body for the separate Samaritan charities in the UK and Ireland.

Recruitment and appointment of new trustees

All persons wishing to become Trustees are given a trustee role description, a trustee person description and a trustee code of conduct. They are required to undergo the Trustees Training module provided by Samaritans head office. Every trustee must be appointed by a resolution passed at a properly convened meeting of the existing charity trustees. New trustees are also required to undertake induction training during which (s)he will be given (and receive help in understanding) copies of:

- the governing document
- the annual report and accounts
- the current budget
- internal policy statements

Organisational Structure

The Director (D1) is responsible for the day to day service provision by the branch, all contact with our service users and the deployment and welfare of all volunteers. The director is also a Trustee. Various roles within the branch are delegated to deputy directors, who need not necessarily also be trustees. These roles include the training of new volunteers, the ongoing training of existing volunteers, leaders, caller care, volunteer care and recruitment.

Responsibility for all practical aspects of managing premises, finance and fundraising is also undertaken by the Director (under what is known as 'branch single leadership') and is delegated to other trustees or members of the branch as appropriate. The Trustees met at regular intervals during the year, usually at six week intervals as part of the 'Branch Leadership Team' regular meetings.

Risk Management

The trustees operate a rolling programme of identifying and addressing major risks to the charity at their regular meetings.

OBJECTIVES AND ACTIVITIES

Purpose and aims

Samaritans aim to provide confidential, non-judgemental, emotional support for people who are experiencing feelings of distress and despair, including those which may lead to suicide.

It is our mission that fewer people die by suicide.

Samaritans, as a nationwide organisation, aims to provide this support every hour of every day of the year to those who need it. Newport branch operates six days a week and covers as many hours as possible depending on volunteer numbers.

NEWPORT & GWENT SAMARITANS

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31st MARCH 2021 - continued

Activities undertaken for the public benefit

In all their decisions the trustees have complied with their duty to have due regard to the Charity Commission's public benefit guidance when exercising any powers or duties to which the guidance is relevant.

ACHIEVEMENTS AND PERFORMANCE

In the last twelve months, the Newport branch of the Samaritans was able to support those in emotional distress in the following ways:

telephone conversations

email contacts

on-line chat

Face to face conversations with those who come into the branch premises have had to be suspended due to Covid-19 restrictions and precautions.

Volunteer numbers in the branch at any one time varied from between 80 and 100. Everybody who provides our service is a volunteer and there are no paid employees. All volunteers, including trustees, are reimbursed for any expenses they incur on behalf of the branch. The trustees extend our thanks to everyone in the branch who has so generously given their time.

Our partnership with the National Offender Management Service where volunteers give training and support to prisoners who act as 'Listeners' to other prisoners in two of our local prisons, had to be suspended for some months due to Covid-19 restrictions. It has been possible to resume these now.

In order to provide our service, we rely on the generosity of individuals and organisations and on the funds which the branch can raise.

The fund raising deputy director and team have again been very hardworking but the running of fund raising events has necessarily been curtailed because of the pandemic.. The trustees would like to thank the team and everybody who helped in both large and small ways to raise the funds which are necessary to fund our ongoing service.

A list of those individuals and organisations who have donated in the past year can be found in Note 1 to the financial statements; donations in memoriam in note 2 and the fund raising events and grants received in note 3. The Trustees wish to thank all who have given both time and money so generously to enable us to maintain our service.

The effects of the Covid-19 pandemic have had a marked effect on the service we have been able to offer after March 2020 and our ability to raise funds. For four weeks the Branch was closed as it was considered that our building was not suitable for social distancing and therefore the safety of volunteers could not be guaranteed. Since then we have reorganised the operations room and instituted procedures to allow shifts to resume. This happened slowly at first, but we are now back to a normal number of shifts being opened.

Future developments

Additional telephone lines have been installed to enable us to expand our capacity to answer emails.

It has been apparent for some little time that our building is no longer adequate to house a modern Samaritans operation. Several options have been discussed at length. The decision was made to sell our property with the long term aim of purchasing new more suitable premises. In order to minimise disruption to our operations, it has been decided to move to temporary rented accommodation while we locate suitable premises to purchase. We hope the move to rented premises will take place in 2021.

NEWPORT & GWENT SAMARITANS

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31st MARCH 2021 - continued

FINANCIAL REVIEW

The surplus for the twelve months to 31st March 2021 is £2,761, (31st March 2020: deficit £895).

The charity's principal sources of funding during the last financial period were as follows:

52% given by individuals, organisations and in memory (2020: 14%)

35% from grants and fundraising activities (2020: 73%)

13% from the National Offender Management Service partnership (2020: 13%)

All funds are held as general unrestricted funds.

Reserves Policy

The trustees believe that sufficient reserves should be maintained in order that if any of our major sources of income are lost, we will have enough resources to maintain our core service until replacement sources of funding can be established. It may take twelve to eighteen months to establish another reliable regular income stream. The Trustees have agreed to adopt a reserves policy, in this respect, of eighteen months of normal expenditure.

The trustees also consider that sufficient reserves should be maintained in order to meet unforeseen urgent and necessary repairs and maintenance to the building for which Newport & Gwent Samaritans is responsible.

The trustees are also mindful that our premises are no longer adequate to maintain our service in a modern setting, and they provide no access for disabled people, either as volunteers or service users. This has to be addressed in the future, as mentioned above, and will necessitate considerable expenditure and use of reserves.

Approved by the Trustees and signed on their behalf by :

.....
Sharon Beckett

Director

15th November 2021

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF NEWPORT & GWENT SAMARITANS

I report on the accounts for the year to 31st March 2021 set out on pages 6 to 9.

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for the period (under Section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is required.

It is my responsibility to:

- examine the accounts under Section 145 of the 2011 Act
- to follow the procedures laid down in the general Directions given by the Charity Commission (under Section 145(5)(b) of the 2011 Act) and
- to state whether particular matters have come to my attention.

Basis of independent examiner's report

My examination was carried out in accordance with the General Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts and in seeking explanations from you as trustees concerning such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present 'a true and fair view' and the report is limited to those matters set out in the statements below.

Independent examiner's statement

In connection with my examination, no matter has come to my attention:

- 1 which gives me reasonable cause to believe that, in any material respect, the requirements:
 - to keep accounting records in accordance with section 130 of the 2011 Act; and
 - to prepare accounts which accord with the accounting records and comply with the accounting requirements of the 2011 Act;have not been met; or
- 2 to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

.....
David Evans ACA
Twr Melyn, Monmouth Road
Raglan, Monmouthshire.

16th November 2021

Newport & Gwent Samaritans

Year to 31st March 2021

	Note	31/03/2021 £	31/03/2020 £
Income			
General donations	1	8,106	647
Donations in Memory	2	245	1,416
Fundraising & grants	3	5,536	10,458
NOMS prison claim		2,016	1,914
		<u>15,903</u>	<u>14,435</u>
Expenditure			
Fund raising costs	4	252	178
Telephone caller line		537	500
Printing, stationery & office costs		373	232
Water rates		238	227
Insurance		664	685
Office telephone costs		1,248	1,892
Conference & training expenses		124	221
Gas & electricity		1,270	1,638
Travelling expenses	5	827	2,403
Repairs & housekeeping	6	3,483	1,849
Central office levy		2,066	2,982
Business rates & levy		992	894
Internet services & IT costs		486	762
Data protection registration		70	70
Licences		362	20
Miscellaneous expenses	7	150	777
		<u>13,142</u>	<u>15,330</u>
Surplus/ (deficit) for year		<u>2,761</u>	<u>(895)</u>
Balance as at 1st April 2020 b/f		48,190	49,085
Balance as at 31st March 2021		<u>50,951</u>	<u>48,190</u>

STATEMENT OF ASSETS & LIABILITIES

	£	£
Bank accounts	<u>50,951</u>	<u>48,190</u>
Fixed asset		
	£	£
43 Stow Hill, Newport NP20 1JH at cost	<u>20,487</u>	<u>20,487</u>

Newport & Gwent Samaritans

Year to 31st March 2021

Notes	31/03/2021	31/03/2020
1. General donations	£	£
Chepstow Townswomen's Guild	45	
Mount Zion Baptist Church	100	
Cwmbran Inner Wheel	500	
Ann Powys	50	
Magor Knit & Natter Group	100	
Waterloo Foundation	2,222	
David 65	20	
Mrs DR Podmore	50	
Pauline Faraday	5	
Margaret Smith	5	
Freemasons of Monmouthshire	2,000	
Masonic Charitable Foundation	2,000	
Carly 106	180	
JH Patterson	100	
Annette 150	26	
Mrs J Taylor	10	
Pontypool Rotary	50	
Mrs Margaret Ford	20	
100 Club prizes donated	43	
C Shaw	20	
Usk TC	500	
Llanover CC	50	
Val 26	10	
	8,106	647

	31/03/2021	31/03/2020
	£	£
2. Donations In Memory		
Lawrie 149	-	926
Anne Aitken	-	490
Jessie McRoberts	125	-
Bex's Grandmother	120	-
	245	1,416

Newport & Gwent Samaritans

Year to 31st March 2021

Notes	31/03/2021 £	31/03/2020 £
3. Fundraising and grants		
Book sales	8	25
Cards/Christmas cards sales	156	109
Swap shop/sale of novelty lamps	-	5
Fashion show	-	869
Croesyceiliog & Llanyravon CC	-	150
Langstone Crematorium	3,105	-
Grant Torfaen CBC	-	300
Sky jump	-	451
Talks	-	125
Community Grant	-	5,000
Cwmbran Theatre collecting tin	-	53
Open Garden	-	820
Nelson cake sale	-	72
Samarathon/Virgin Money Giving	1,212	230
The Cwmbran Trust	-	1,500
100 Club	371	441
Pub quiz	-	83
Easy Fundraising	18	15
NHS Christmas jumper day (Emma 44)	-	94
Crown Commercial Services bake sale (Jo 216)	-	62
Brew Monday collection Newport Railway Station	-	47
Amazon	45	7
PayPal	430	-
Raffle	191	-
	5,536	10,458
	31/03/2021 £	31/03/2020 £
4. Fund raising costs		
Christmas cards	132	51
100 Club Prizes	120	127
	252	178

Newport & Gwent Samaritans

Year to 31st March 2021

Notes

5. Travelling expenses	31/03/2021	31/03/2020
	£	£
Prison (reclaimed)	716	1,494
General	-	149
Caller support	-	144
Prison support	-	-
Volunteer shifts	111	616
	827	2,403
6. Repairs & housekeeping	31/03/2021	31/03/2020
	£	£
Thermometer	90	-
Boiler maintenance	-	112
Housekeeping, small repairs, refreshments	271	264
Fire risk assessment	-	300
Gas safety certificate	100	-
Phone handsets/new phone/headsets	32	226
Locksmith - kitchen door	119	-
Full electrical inspection	-	916
Prison meeting catering (reclaimable)	-	31
External downpipe etc replacements	2,800	-
Fire alarm repairs	71	-
	3,483	1,849
7. Miscellaneous expenses	31/03/2021	31/03/2020
	£	£
Volunteer care	104	55
Visitors accommodation & expenses	-	691
Donation to prison (sewing machine parts)	-	31
Presents for prison listeners (reclaimable)	46	-
	150	777