

NEWPORT & GWENT SAMARITANS

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31st MARCH 2025

The Trustees present their report together with the financial statements of the charity for the year ended 31st March 2025. 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

1 -3 Waters Lane
Newport, South Wales
NP20 1LA

Trustees

Sharon Beckett	resigned September 2024
Anita Clements	appointed September 2024, resigned January 2025
Janine Cox	appointed September 2024, resigned December 2024
Peter Edmunds	
Susan Hard	resigned September 2024
Linette Haines MBE	Director - appointed September 2024
Jane Lewis	appointed September 2024, resigned January 2025
Angela Marshall	appointed September 2024
Jeff Mitchell	
Cynthia Plant	resigned September 2024
David Rodrick	resigned June 2024
Chris Stewart	resigned June 2025
Sarah Symondson	Treasurer
Annette Ware MBE	
Richard Williams	resigned January 2025

Independent Examiner

Caroline Davies FCA
24 Blenheim Avenue
Magor
Monmouthshire
NP26 3NB

Bankers

HSBC
1 Bridge Street
Newport
South Wales
NP20 4UT

NEWPORT & GWENT SAMARITANS

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31st MARCH 2025 - 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 re-registered 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, 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 deputy directors as appropriate. The Trustees met at regular intervals during the year.

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 aims 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 vision 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 seven 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 2025 - 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 February 2022 we sold our premises located at Stow Hill in Newport. In order to be able to continue to provide our core listening service without interruption, we moved to temporary rented premises in Bailey Street in Newport. New premises in Waters Lane in Newport were identified and then purchased in August 2022. The renovations had progressed to the extent that we were able to transfer the whole operation to the new premises in August 2023 and give up the rented premises. Renovations at Waters Lane continued in 2024/25 to a lesser degree. These have now been put on hold while the Samaritans Central Charity considers the future proofing of the organisation as a whole.

The Trustees are extremely grateful to those who have driven this project forward and given a huge amount of time and expertise to it.

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 and outreach.

Volunteer numbers in the branch at any one time varied from between 70 and 85. 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 continues very successfully.

In order to provide our service, we rely on the generosity of individuals and organisations, and on our volunteers, to raise the funds which the branch needs to operate. The fund raising deputy director and team are very hardworking. There will be need for renewed fund raising in the coming year. 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 money to us 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 renovate our premises and maintain our service. We are also more than grateful to the Monmouthshire Masonic Trust who extended a loan of £20,000 to the Branch in order to renovate our premises, which is being repaid over 5 years, and additionally promised to donate £10,000 to Newport Samaritans over a period. They will complete this pledge in November 2025.

NEWPORT & GWENT SAMARITANS

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31st MARCH 2025 - continued

Future developments

2025/26 will see a period of steady service to those in distress or despair but will also see a period of reflection and consultation in the wider UK Samaritans movement to future proof our service.

FINANCIAL REVIEW

The surplus for the twelve months to 31st March 2025 was £12,617, (31st March 2024: deficit £795)

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

26% given by individuals, organisations and in memory (2024: 8%)

64% from grants and fundraising activities (2024: 79%)

10% from the National Offender Management Service partnership (2024: 13%)

General Unrestricted funds amounted to £17,315, (2024: £2,476), and Restricted funds for building renovations amounted to £2,231, (2024: £4,453).

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. The Trustees have agreed to adopt a reserves policy, in this respect, of eighteen months of normal expenditure.

Approved by the Trustees and signed on their behalf by :

.....
Linette Haines MBE

Director

7th November 2025

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

I report on the accounts for the year to 31st March 2025 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.

.....
Caroline Davies FCA
24 Blenheim Avenue, Magor,
Monmouthshire. NP26 3NB

Dated: 7th November 2025

Newport & Gwent Samaritans

Year to 31st March 2025

Statement of Financial Activities		31/03/2025			31/03/2024
	Note	Restricted	Unrestricted	Total	Total
Income					
Donations	1	-	10,244	10,244	5,521
Donations in Memory	2	-	-	-	40
Fundraising & grants	3	12,000	13,200	25,200	52,810
Samaritans prison support		-	4,079	4,079	8,858
		12,000	27,523	39,523	67,229
Expenditure					
Fund raising costs	4	-	965	965	419
Outreach		-	235	235	1,377
Telephone costs		-	-	-	1,783
Rent & rent deposit		-	-	-	1,467
Insurance		-	1,217	1,217	1,840
Rates & water		-	1,992	1,992	1,320
Heat & Light		-	1,832	1,832	4,841
Repairs & housekeeping		-	722	722	910
Travelling expenses	5	-	4,295	4,295	2,956
Conference & training expenses		-	409	409	177
Internet services, IT & office costs		-	377	377	291
Data protection registration		-	70	70	70
Bank charges		-	112	112	164
Central office levy		-	458	458	1,337
Miscellaneous expenses		-	-	-	662
Refurbishment 1-3 Waters Lane	6	14,222	-	14,222	48,410
		14,222	12,684	26,906	68,024
Surplus/ (deficit) for year		(2,222)	14,839	12,617	(795)
Balance as at 1st April 2024 b/f		4,453	2,476	6,929	7,724
Balance as at 31st March 2025		2,231	17,315	19,546	6,929
Represented by:					
HSBC current account CIO				31,446	22,829
HSBC current account oldCo				100	100
Loan from Monmouthshire Masonic Trust Fund				(12,000)	(16,000)
				19,546	6,929
Other assets - Unrestricted Funds					
1-3 Waters Lane, Newport. See note 6				294,254	280,032

Newport & Gwent Samaritans

Year to 31st March 2025

Notes	31/03/2025	31/03/2024
1. Donations		
Lisa Matthews	500	532
Anon/CAF	115	-
Margaret Ford	40	-
Croesyceiliog & Llanyravon CC	150	-
Julie Morgan	50	50
Cath 138 & family	75	40
Glascoed Village	130	35
Freemasons	4,000	4,000
Probus	-	80
Anon	2,252	205
Denise 331	-	210
Anon	300	-
BNI	145	-
Langstone Crematorium	1,500	-
Angela 61	120	-
C James	50	-
Susan 179	7	-
Freemasons Artwork Fund	500	-
Anita 54	10	-
Zion Baptist Chapel	100	-
Della 130	-	100
TR&JM Lewis	-	50
N Byrne Community Council	200	200
Bex 151	-	19
	10,244	5,521

	31/03/2025	31/03/2024
2. Donations In Memory		
	-	40
	-	40

Newport & Gwent Samaritans

Year to 31st March 2025

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3. Fundraising and grants	Restricted	Unrestricted	Total	31/03/2024
Books	-	17	17	54
Cards/Christmas cards/merchandise	-	134	134	288
Plants	-	17	17	19
Christmas party, quiz & raffles	-	96	96	305
Moondance Foundation grant	12,000	-	12,000	20,000
Postcode Community grant	-	-	-	23,000
Everest Expedition	-	3,680	3,680	-
Carol singing	-	234	234	-
Community Foundation Wales	-	2,000	2,000	-
100 Club	-	192	192	270
Easy Fundraising	-	36	36	58
Amazon/PayPal	-	97	97	73
Walk	-	-	-	898
Cwmbran Trust	-	1,000	1,000	-
POBL grant	-	-	-	1,000
Enthuse	-	370	370	1,264
R Jones	-	350	350	-
Calendars	-	969	969	-
Sarah Millican collection	-	963	963	-
Wreath making	-	480	480	-
Matthew Harvey event	-	-	-	841
Fashion Show	-	769	769	994
Ponthir Music Night/BBQ	-	-	-	500
Talks	-	35	35	-
Small collections	-	261	261	161
GWR	-	-	-	1,500
Welsh Government	-	1,500	1,500	1,500
Boules event	-	-	-	85
	12,000	13,200	25,200	52,810

	31/03/2025	31/03/2024
4. Fund raising costs		
Cards & merchandise	348	-
100 Club Prizes	56	119
Calendars	428	-
Fashion Show	133	300
	965	419

Newport & Gwent Samaritans

Year to 31st March 2025

Notes

5. Travel expenses

31/03/2025

31/03/2024

prison	995	1,563
claimed and donated	2,217	-
shifts	993	1,393
general	90	-
	4,295	2,956

6. Freehold property

1-3 Waters Lane, Newport

Purchase	187,947	187,947
Renovations 2022/23	43,675	43,675
Renovations 2023/24	48,410	48,410
Renovations 2024/25	14,222	-
Total cost as at 31st March 2025	294,254	280,032