

WOLVERHAMPTON SAMARITANS

England & Wales · Charity number 1174632

Details

Status Registered

Legal form CIO

Registered 2017-09-13

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

Contact

Address The Samaritans
54 Newhampton Road West
Wolverhampton
WV6 0RU

Phone 01902426422

Website www.samaritans.org/wolverhampton

Activities

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

Activities: Samaritans work in partnership with other Branches, NHS, Government, charities etc to see a reduction in the incidence of suicide & the means to suicide. Our vision is that fewer people die from suicide. We offer a volunteer-led 24 hour confidential emotional support via phone on 116123, text, email where we support those in distress, despair, who may have thoughts or intention of suicide

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

- Wolverhampton

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£55,004	£39,713	-	-
2024-03-31	£133,171	£79,761	-	-
2023-03-31	£34,984	£40,407	-	-
2022-03-31	£33,675	£29,032	-	-
2021-03-31	£35,335	£20,479	-	-

Trustees

Name	Role	Appointed
David Martin		2024-04-05
Emma Christina Priest		2022-08-08
Melanie Lockey		2025-07-17
Stacey Mcfarlane		2026-03-01
Tahra Hussain		2026-03-01

Linked charities

- SAMARITANS OF WOLVERHAMPTON (1174632-1)

WOLVERHAMPTON SAMARITANS

England & Wales - Charity number 1174632

Accounts

Wolverhampton Samaritans
REPORTS AND FINANCIAL STATEMENTS
For the year ended 31 March 2025
(Registered Charity No. 1174632)

Muras Baker Jones Limited
Chartered Accountants
Wolverhampton

Wolverhampton Samaritans

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Year ended 31 March 2025

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Wolverhampton Samaritans

REFERENCE AND ADMINISTRATIVE INFORMATION

Year ended 31 March 2025

Charity Name: Wolverhampton Samaritans

Charity Registration Number: 1174632

Registered Office and
Operational address: 54 Newhampton Road West
Wolverhampton
West Midlands
WV6 0RU

Trustees:

E Priest
A Talbot-May
V Griffin
D Martin
A Sperring
J Wilkins
M Lockey

Independent Examiner: Mr M O Ross FCA
Muras Baker Jones Limited
Regent House
Bath Avenue
Wolverhampton
WV1 4EG

Bankers: Barclays Bank PLC
Leicester
LE87 2BB

Wolverhampton Samaritans

REPORT OF THE TRUSTEES

For the year ended 31 March 2025

INTRODUCTION

Samaritans Wolverhampton are an independent charity, that is affiliated with the main Samaritans Charity which is located at The Upper Mill, Kingston Road, Elwell, Surrey, KT17 2AF. Wolverhampton Samaritans is a CIO (Charitable Incorporated Organisation) which adheres to all applicable constitutional rules.

EXECUTIVE SUMMARY

The charity leadership team consists of two co-directors who work together in partnership to lead Wolverhampton Samaritans. Together they provide strategic direction, ensure operational continuity and support the deputy directors in delivering the charity's work. The co-directors oversee day-to-day operations from safeguarding and volunteer support through to property management, recruitment and community engagement.

The co-directors are accountable to the board of trustees, who oversee governance, strategy and financial stewardship. The trustees ensure that Wolverhampton Samaritans continues to operate in line with Charity Commission regulations and maintains high standards of safety, transparency and accountability.

Our operational leadership team includes deputy directors for Core Training, Continuous Development, Recruitment, Fundraising, Publicity and Communications, Mentoring, Prisons, Outreach, Volunteer Wellbeing, Property and Rota Management. Two positions remain vacant in Capacity Improvement and the strategic Training role, and recruitment into these areas will continue during the coming year.

A major focus throughout the year has been on increasing volunteer numbers and stabilising the rota. Recruitment, training and the development of new Samaritans have been prioritised so that we can begin to cover more 'Hours of Need' and ensure callers can reach us when they most need support. Several new cohorts have joined the branch, internal training capacity has increased, and we are building the foundations required for improved shift coverage in the year ahead.

We are pleased to report that the charity has 77 volunteers in total. Of these, 41 are active listening volunteers and 36 are currently inactive, which includes 20 in training, 9 in support roles and 7 temporarily off the rota. We are proud to celebrate four new Samaritans joining the branch this year and six probationers who are progressing well through mentoring.

Alongside our focus on recruitment and training, we have continued to invest in our ageing premises to ensure the environment remains safe, welcoming and fit for purpose. Essential work has taken place across fire safety, water safety, accessibility and general maintenance. These improvements have strengthened the building's resilience and supported volunteer wellbeing.

This year, we were honored to complete our year as one of the 165th Mayor of Wolverhampton's Charities of the Year. This recognition highlights the contribution our volunteers make within the city and beyond. We are extremely grateful for the considerate donations received and for the Mayor's continued support. Our volunteers also took part in a national Samaritans photoshoot, which offered positive visibility for the branch and show-cased the dedication of our team.

Outreach and Communications areas remain led by one of the co-directors on an interim basis while recruitment for these deputy director roles continues.

Wolverhampton Samaritans
REPORT OF THE TRUSTEES (Cont'd)
For the year ended 31 March 2025

STRUCTURE, GOVERNANCE AND MANAGEMENT OF THE CHARITY

Leadership Team

The branch is jointly led by two co-directors who share responsibility for the strategic, operational and cultural leadership of Wolverhampton Samaritans. This approach provides balanced decision-making, improved oversight across key areas and increased availability for volunteer support.

The leadership team has strengthened further during the year through the appointment of new deputy directors. At the end of the year, deputy directors were in place for Core Training, Continuous Development, Recruitment, Fundraising, Publicity and Communications, Mentoring, Prisons, Outreach, Volunteer Wellbeing, Property and Rota Management.

Two deputy director roles remain vacant. These are Capacity Improvement and the strategic Training role. Recruitment for these positions is ongoing and remains a priority to ensure long-term sustainability and effective succession planning.

The trustees would like to acknowledge the significant commitment shown by both co-directors throughout the year, particularly during periods of operational challenge and organisational change. Their leadership has ensured continuity, stability and a strong focus on volunteer experience and branch growth.

Trustees

The trustees are responsible for the governance, oversight and administration of the charity. They ensure that the charity operates legally, ethically and in the best interests of callers and volunteers. The following trustees served during the financial year recorded in last year's accounts or served up to the date this report was approved.

Trustees per last year's accounts

D Marsh	Chair Resigned 1 May 2025
E Priest	Trustee
A Talbot-May	Trustee
V Griffin	Trustee
G Griffiths	Trustee Resigned 20 August 2023
E Kaur	Trustee Appointed 25 March 2024, Resigned 1 May 2025
D Martin	Trustee Appointed 5 April 2024
M Rudge	Trustee Resigned 7 May 2024

New trustees appointed during the reporting period

M Lockey	Treasurer Appointed 17 July 2025
A Sperring	Trustee Appointed 1 May 2025
J Wilkins	Chair Appointed 1 May 2025

The board is currently recruiting for a Secretary and an additional Trustee to strengthen governance capacity and support the continued development of Wolverhampton Samaritans.

The trustees would like to express their sincere gratitude to all volunteers who contribute their time and skills to Wolverhampton Samaritans.

Wolverhampton Samaritans

REPORT OF THE TRUSTEES (Cont'd)

For the year ended 31 March 2025

TRUSTEES REPORT

The previous AGM was held on 30 September 2024 and included attendance from 15 volunteers and members of the Regional Team. This year's AGM will be held on 20 November 2025.

The charity's core purpose continues to be the provision of emotional support to anyone experiencing distress or despair. Volunteers respond to callers facing a wide range of difficulties, including loneliness, relationship problems, financial pressures, mental health concerns, suicidal thoughts and calls from those actively in the process of taking their life. The aim of the charity is that fewer people die by suicide, and this purpose continues to underpin all of our operational and strategic work.

Volunteers work within a rota that spans day and night. Many volunteers balance their shifts with employment, caring responsibilities and education. Listening volunteers are supported by shift leaders who provide guidance and debriefing. The Deputy Director for Volunteer Wellbeing offers additional support through one-to-one conversations and signposting when needed. Safeguarding remains a priority, and volunteers receive regular reminders of their responsibilities when supporting vulnerable adults and children.

The central charity continues to operate a national email response hub which ensures consistent, high-quality responses and allows branches to focus on telephone and online chat support.

VOLUNTEERS

Volunteers remain the heart of Wolverhampton Samaritans. The trustees offer their sincere thanks to everyone who gives their time in roles including listening, support, training, mentoring, property management, fundraising, publicity, outreach, prisons, rota management, recruitment and wellbeing. Everyone's commitment ensures that the charity can be here every day for people who need support.

Volunteer attrition has reduced compared with the previous year. Our total of 77 volunteers reflects the strong intake of new Samaritans currently in training and moving steadily through the onboarding process. This growth means the branch is well placed to strengthen shift coverage during the coming year. The appointment of new deputy directors in Core Training and Continuous Development, along with additional members joining the wider training teams, has increased our internal capacity and reduced reliance on external training provision.

One-to-one volunteer feedback interviews were held with the majority of active listening and support volunteers during the year. Much of the feedback received was positive, particularly regarding the support offered within the branch. Training and rota coverage were the main areas of concern raised, and these have been carefully noted and will be acted upon as part of our continued commitment to improving the volunteer experience.

The branch continues to prioritise equity, diversity and inclusion. This includes improving accessibility within the building, ensuring open recruitment for all roles and encouraging broader representation in the leadership team. During the year, we also created a small downstairs training space, which will enable volunteers with accessibility needs to continue to train or deliver training with us, ensuring that opportunities remain open and inclusive for everyone.

Significant investment has been made in premises and equipment, including maintenance of fire and water safety systems, repairs to the automatic doors, drainage work and general improvements to the environment. These steps ensure that volunteers have a clean, safe and welcoming space in which to support callers.

Volunteer recognition remains important. Long service achievements have been celebrated, and social events have continued to support team cohesion and wellbeing.

Wolverhampton Samaritans
REPORT OF THE TRUSTEES (Cont'd)
For the year ended 31 March 2025

TRAINING

During the year the Charity has made significant progress in rebuilding its internal training capacity. Following a long period of reliance on the Samaritans Training School, Wolverhampton Samaritans has now appointed Deputy Directors for Core Training and Continuous Development, along with additional members joining the wider training team. This has strengthened our ability to deliver training in-house and reduced the need for external support.

A major milestone this year has been the launch of our first in-house Core Training cohort for quite some time. This represents an important step forward in restoring our internal training capability and supporting the growth of the branch. Planning is already underway for further cohorts, with new volunteers already booked into a training group scheduled for early next year.

Continuous training remains an essential requirement for all existing volunteers. Volunteers have access to a wide range of online learning modules to support their skills and confidence. There is an expectation that every volunteer will complete five hours of On-Going Training within each twelve-month period, and there may be occasions when specific modules are mandated by the Central Charity to ensure consistency of practice across the organisation.

The branch continues to work in close partnership with the Samaritans Training School. Their ongoing support, guidance and provision of national training resources remain vital, particularly during this period of rebuilding. We are grateful for their continued collaboration as we strengthen our internal capacity.

A detailed report was received from the Deputy Director for Continuous Development, outlining plans to revitalise learning opportunities, strengthen embedding support for probationers and develop external partnerships. Work is underway to:

- promote the importance of ongoing learning and development
- ensure volunteers complete annual mandatory requirements
- explore external organisations that can offer relevant talks or training
- gather feedback from volunteers and mentors on training needs
- build links with other local Samaritan branches for shared learning
- prepare for the return of in-branch Embedding Training in 2026

The strengthening of the training structure, combined with the increasing number of new volunteers progressing through the onboarding process, ensures the branch is better equipped to support our callers with confidence and consistency.

MENTORING

Mentoring remains an essential part of supporting new Samaritans as they progress through their probationary journey. Work in this area has continued, and the branch remains committed to strengthening the mentoring structure as volunteer numbers grow.

With an increasing number of new volunteers joining the branch and several cohorts progressing through training, mentoring capacity will be a key focus for the coming year. The aim is to increase the number of trained mentors to ensure that each probationer receives consistent, high-quality support during their early listening experience. Strengthening this team will help ensure a positive transition into full volunteering roles and contribute to improved rota stability and volunteer confidence.

Wolverhampton Samaritans
REPORT OF THE TRUSTEES (Cont'd)
For the year ended 31 March 2025

FUNDRAISING AND OUTREACH

Fundraising and outreach activities have continued to grow during the year, despite challenges linked to volunteer availability. Wolverhampton Samaritans has successfully re-established key outreach connections, including at Wolverhampton Railway Station, the Wellbeing Hub at the station and the University of Wolverhampton. The branch has also developed new partnerships with Wolverhampton Wanderers Football Club and the Wolves Foundation, increasing the charity's local visibility.

Importantly, the branch has provided Post Incident Support on two occasions at two different stations this year, offering essential emotional support to staff and ensuring that Samaritans continue to be present during moments of need within the rail community.

Fundraising has remained steady throughout the year, with support from local community events playing a vital role. A recent music concert organised by a branch volunteer and supporters raised over seven hundred pounds for the branch and helped to further increase local awareness of our work. Events like this have proven popular and are scheduled periodically throughout the upcoming year. Engagement with community partners continues to provide valuable opportunities to raise both the profile of Samaritans and much needed funds.

The charity also received a considerable donation at the end of our term as one of the Mayor of Wolverhampton's Charities of the Year, which has provided valuable financial support during a period of significant development, refurbishment and community engagement.

PUBLICITY AND COMMUNICATIONS

Publicity and communications activity has remained steady throughout the year, helping to strengthen the visibility of Wolverhampton Samaritans within the local community. Press releases were issued for all major branch events, including the unveiling of the branch mural and the presentation of funds raised by the Mayor of Wolverhampton.

The branch has also developed a strong and positive relationship with WCR FM, with one of our volunteers regularly appearing on the station to represent the charity. This ongoing partnership has provided valuable opportunities to raise awareness of our service, share key messages and deepen our connection with the local community.

Social media activity was paused temporarily due to concerns surrounding the X platform. However, two volunteers are part of the social media team and will begin reactivating and managing the branch's online presence. This renewed capacity will support improved communication, increased outreach opportunities and better engagement with the wider public.

Wolverhampton Samaritans
REPORT OF THE TRUSTEES (Cont'd)
For the year ended 31 March 2025

PREMISES

The charity remains committed to maintaining safe, functional and accessible premises for volunteers and callers. The branch follows a rolling twelve-month property schedule aligned with national health and safety requirements, covering water hygiene, fire safety, COSHH compliance and mandatory equipment inspections.

This year's primary focus has been bringing fire safety and water hygiene monitoring to a satisfactory and sustainable standard. With the support of volunteers, weekly checks are now completed consistently and recorded in dedicated logbooks. A fire drill was also undertaken during the year, marking progress in strengthening emergency procedures and safety awareness.

A significant amount of work has centered on managing and resolving property issues that require professional intervention. Most service contracts and inspections remain on schedule, and maintenance work continues to be monitored closely. The most complex outstanding issue is the persistent water ingress into the cellar from the rainwater drain serving both kitchens. Engineers are scheduled to complete further work on the drainage system, and it is hoped this will resolve the matter.

Accessibility remains a key priority for the branch. The installation of automatic doors has now been completed, significantly improving access for volunteers and visitors. A small downstairs training space has also been created to support volunteers with mobility challenges, enabling them to train or deliver training within an accessible environment.

The project to install a passenger lift has been paused. This decision reflects the current operational landscape, as any major investment must be future-proofed and aligned with sustainable volunteer numbers and rota coverage. The lift project will be revisited when the branch is in a stronger position to guarantee long-term operational viability.

The funding previously secured for accessibility improvements, which included reference to both lift and door installations, is now being reviewed. Discussions will take place with the relevant funders, including the National Lottery and B and Q, to confirm whether the remaining funds can be legitimately allocated towards the automatic door project.

The Property Deputy Director continues to manage a very demanding and often time-critical workload, with many maintenance activities requiring attendance at the branch. The trustees acknowledge the scale of this commitment and recognises that the division of Health and Safety and Property into separate roles will be an important future development.

PRISONS

Wolverhampton Samaritans continues to support two prisons, HMP Brinsford and HMP Featherstone, through the Listener Scheme. The national charity has secured a grant agreement with His Majesty's Prison and Probation Service to help sustain this essential work, and Wolverhampton receives a proportion of this funding to contribute towards operating costs.

The branch continues to train and support prison Listeners who provide emotional support to their fellow inmates. This partnership remains a vital part of Samaritans' regional service, ensuring that individuals within the prison system have confidential emotional support available to them at times of distress or crisis.

Volunteers remain committed to maintaining this important service. The trustees extend their sincere gratitude to those who undertake prison work, recognising the dedication required to deliver emotional support in this challenging and sensitive environment.

Wolverhampton Samaritans
REPORT OF THE TRUSTEES (Cont'd)
For the year ended 31 March 2025

VOLUNTEERS WELLBEING

Volunteer wellbeing remains an important priority for the branch.

This role also ensures that service awards, birthday cards and volunteer celebrations are marked throughout the year. These acknowledgements play a key part in helping volunteers feel valued and connected to the branch.

As volunteer numbers continue to grow, volunteer well-being support aims to adapt to ensure all volunteers feel supported and appreciated.

FINANCE REPORT 1st April 2024 – 31st March 2025

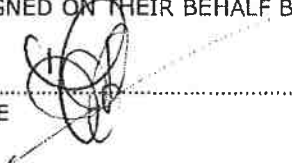
As an affiliated charity to the Central Samaritans charity, we are responsible for our own finances which includes a responsibility to raise funds to cover the cost of running the charity. The money is raised through a range of activities including direct fundraising by volunteers, grant applications and donations we receive.

During the financial year, Wolverhampton Samaritans received a total income of £55,004, made up of £43.7K in donations, £4,740 from fundraising and £4,079 in grants. Included in this, we have made our capital work for us, earning £2,485 in interest over the year, which covered 6% of our overall running costs.

Expenditure this year has reduced significantly on last year's expenditure, in part due to the much-reduced refurbishment costs on our premises. Expenditure for the year was £39,713 (£37,228 net of interest earned). This resulted in the charity achieving a surplus of £15,291 in the year, adding to our healthy reserves of just over £100k, which could meet an estimated 3 years of normal operating costs.

APPROVED BY THE TRUSTEES ON 20TH NOVEMBER 2025
AND SIGNED ON THEIR BEHALF BY:

.....
TRUSTEE



Wolverhampton Samaritans

INDEPENDENT EXAMINERS' REPORT TO THE TRUSTEES OF WOLVERHAMPTON SAMARITANS

I report on the accounts of the charity for the year ended 31 March 2025 which are set out on pages 10 to 15.

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 this period under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed.

It is my responsibility to:

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


Basis of independent examiner's report

My examination was carried out in accordance with 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 seeking explanations from you as trustees concerning any 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 statement 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 Acthave 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.


Mr. M O Ross FCA
Muras Baker Jones Limited
Chartered Accountants
Regent House
Bath Avenue
Wolverhampton, WV1 4EG

20TH NOVEMBER 2025

Wolverhampton Samaritans

STATEMENT OF FINANCIAL ACTIVITIES

Year ended 31 March 2025

		Unrestricted Funds	Restricted Funds	Total Funds	
	Note	£	£	2025 £	2024 £
Income					
Income from:					
Voluntary Income:					
Bequests and donations	2	42,780	5,000	47,780	131,649
Investment Income		2,485	-	2,485	-
Activities to generate funds:					
Fundraising		4,739	-	4,739	1,522
TOTAL INCOME		50,004	5,000	55,004	133,171
EXPENDITURE ON					
Charitable activities					
Cost of fundraising		890		890	532
Water rates		266		266	119
Insurance		1,002		1,002	813
Light and heat		6,361		6,361	4,996
Cleaning		3,366		3,366	3,059
Repairs & maintenance		4,202		4,202	41,205
Kitchen and cleaning supplies		725		725	811
Printing and stationery		677		677	396
Advertising		966		966	260
Telephone and postage		985		985	2,517
Conference, training and travel expenses		3,951		3,951	3,409
Income branch contribution		6,000		6,000	11,255
Interbranch Donations		2,620		2,620	-
General expenses		674		674	3,105
Depreciation		4,970		4,970	4,938
Bank Charges		86		86	158
Governance costs	3	1,973		1,973	2,188
TOTAL EXPENDITURE		39,713	-	39,713	79,761
NET INCOME FOR THE YEAR		10,291	5,000	15,291	53,410
Reconciliation of funds					
Fund balance brought forward		163,349	12,884	176,233	122,823
Fund balance carried forward		173,640	17,884	191,524	176,233

Wolverhampton Samaritans

BALANCE SHEET

Year ended 31 March 2025

	Note	2025 £	2024 £
FIXED ASSETS:			
Tangible assets	6	<u>78,166</u>	<u>63,276</u>
Debtors	7	-	-
Cash at bank and in hand		<u>128,115</u>	<u>121,041</u>
		128,115	121,041
LIABILITIES: Amounts falling due within one year	8	<u>(14,757)</u>	<u>(8,084)</u>
NET CURRENT ASSETS		<u>113,358</u>	<u>112,957</u>
NET ASSETS	9	<u>191,524</u>	<u>176,233</u>
Unrestricted		173,640	163,349
Restricted		<u>17,884</u>	<u>12,884</u>
TOTAL FUNDS	10	<u>191,524</u>	<u>176,233</u>

APPROVED BY THE TRUSTEES ON
AND SIGNED ON THEIR BEHALF BY:

TRUSTEE

Wolverhampton Samaritans

NOTES TO THE FINANCIAL STATEMENTS

Year ended 31 March 2025

1. STATEMENT OF ACCOUNTING POLICIES

A summary of the principal accounting policies adopted (which have been applied consistently, except where noted),

(a) BASIS OF FINANCIAL STATEMENTS

The Financial Statements have been prepared under the historical cost convention, as modified by the inclusion of fixed asset investments at market value. In preparing the accounts the Charity follows the recommendations in Accounting in accordance with the Financial Reporting Standard FRS102 and the Charities Act 2011 (the 2011 Act).

The Charity has taken advantage of the exemption in FRS102 from the requirement to produce a cash flow statement on the grounds that the income does not exceed £500,000.

(b) FUND ACCOUNTING

Unrestricted funds comprise grants and other incoming resources receivable or generated for the objects of charity, without specified purpose and are available as general funds.

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets this criteria is charged to the fund.

(c) INCOME

Income is recognised in the year in which the charity is entitled to receipt. Income is only deferred when the charity has to fulfil conditions before becoming entitled to it or when the donor has specified that the income is to be expended in a future year.

No amounts are included in the financial statements for services donated by volunteers.

(d) GRANTS

Grants, including grants for the purchase of fixed assets, are recognised in full in the Statement of Financial Activities in the year in which they are receivable.

(e) EXPENDITURE

Resources expended are recognised in the year in which they are incurred and include attributable VAT, which cannot be recovered.

Expenditure is allocated across the funds on the basis of the number of volunteers utilised in each particular fund.

(f) DEPRECIATION POLICY

Depreciation is provided at rates calculated to write off the cost less residual value of each asset over its expected useful life, as follows:

Fixtures & Fittings	-	33% / 20% Straight line
Disabled Access	-	10 % Straight line
Freehold Property renovations	-	10 % Straight line

Depreciation is not provided on the freehold property as the trustees' consider that it is maintained in a continual state of repair and that its life is so long and its residual value based on prices prevailing at the time of acquisition is so high, that its depreciation is insignificant.

Wolverhampton Samaritans

NOTES TO THE FINANCIAL STATEMENTS

Year ended 31 March 2025

	Unrestricted Funds £	Restricted Funds £	2025 £	Total Funds 2024 £
2. BEQUESTS AND DONATIONS				
General donations	42,780		42,780	112,916
Edward Cadbury Charitable Trust			-	5,000
Tryull Church			-	100
St Peters Lodge			-	250
Old Wulfrunians Lodge			-	500
The Grand Charity			-	1,000
J Savage			-	383
Tipton and Coseley Building Society			-	2,000
National Lottery Community Fund			-	9,500
B&Q Foundation		5,000	5,000	-
	42,780	5,000	47,780	131,649

3. GOVERNANCE COSTS

Accountancy fees	1,973		1,973	2,118
	1,973	-	1,973	2,118

4. TRUSTEES' REMUNERATION AND EXPENSES

No remuneration directly or indirectly out of the funds of the charity was paid or payable for the year to any trustee (who are also considered to be the key management personnel of the charity) or to any person or persons known to be connected with any of them. No expenses were paid to the trustees during the year.

5. TAXATION

Wolverhampton Samaritans are not liable to pay tax on their income because of their charitable status.

6. TANGIBLE FIXED ASSETS

	Freehold property unrestricted £	Freehold property restricted £	Fixtures & fittings unrestricted £	Fixtures & fittings restricted £	Total £
COST					
At 1 April 2024	76,929	29,185	31,443	2,950	140,507
Additions	19,605	-	255	-	19,860
Disposals	-	-	-	-	-
At 31 March 2025	96,534	29,185	31,698	2,950	160,367
DEPRECIATION					
At 1 April 2024	21,624	29,185	23,473	2,949	77,231
Charge for the year	2,348	-	2,622	-	4,970
On disposal					
At 31 March 2025	23,972	29,185	26,095	2,949	82,201
NET BOOK VALUE					
At 1 April 2024	55,305	-	7,970	1	63,276
At 31 March 2025	72,562	-	5,603	1	78,166

Wolverhampton Samaritans

NOTES TO THE FINANCIAL STATEMENTS

Year ended 31 March 2025

7. DEBTORS

	2025 £	2024 £
Other debtors and prepayments	<u>-</u>	<u>-</u>

8. CREDITORS : AMOUNTS FALLING DUE WITHIN ONE YEAR

	2025 £	2024 £
Accruals	12,800	7,783
Trade Creditors	1,957	301
	<u>14,757</u>	<u>8,084</u>

9. ANALYSIS OF NET ASSETS BY FUND

	Unrestricted Fund £	Restricted Fund £	Total £
Tangible fixed assets	78,165	1	78,166
Current assets	110,231	17,884	128,115
Current liabilities	(14,757)	-	(14,757)
	<u>173,639</u>	<u>17,885</u>	<u>191,524</u>
Net assets at 31 March 2025			

ANALYSIS OF NET ASSETS BETWEEN FUNDS - PRIOR PERIOD

	Unrestricted Fund £	Restricted Fund £	Total £
Tangible fixed assets	63,275	1	63,276
Current assets	108,158	12,883	121,041
Current liabilities	(8,084)	-	(8,084)
	<u>163,349</u>	<u>12,884</u>	<u>176,233</u>
Net assets at 31 March 2024			

WOLVERHAMPTON SAMARITANS

NOTES TO THE FINANCIAL STATEMENTS

Year ended 31 March 2025

10. MOVEMENT IN FUNDS

	Balance	Movement In Funds		Balance
	Brought Forward	Income	Expenditure	Carried Forward
	01.04.24			31.03.25
	£	£	£	£
RESTRICTED FUNDS:				
Balance Brought Forward	1			1
The Grand Charity	1000			1,000
J Savage	383			383
Tipton and Coseley Building Society	2000			2,000
National Lottery Community Fund	9500			9,500
B&Q Foundation		5,000		5,000
	12,884	5,000	-	17,884
UNRESTRICTED FUNDS				
General funds	163,349	50,004	39,713	173,640
Total Funds	176,233	55,004	39,713	191,524

MOVEMENT IN FUNDS- PRIOR PERIOD

	Balance	Movement in Funds		Balance
	Brought Forward	Income	Expenditure	Carried Forward
	01.04.23			31.03.24
	£	£	£	£
RESTRICTED FUNDS:				
Balance Brought Forward	1			1
Edward Cadbury Charitable Trust		5,000	5,000	-
Tryull Church		100	100	-
St Peters Lodge		250	250	-
Old Wulfrunians Lodge		500	500	-
The Grand Charity		1,000		1,000
J Savage		383		383
Tipton and Coseley Building Society		2,000		2,000
National Lottery Community Fund		9,500		9,500
	1	18,733	5,850	12,884
UNRESTRICTED FUNDS				
General funds	122,822	114,438	73,911	163,349
Transfer between funds	-	-	-	-
Total Funds	122,823	133,171	79,761	176,233

PURPOSES OF RESTRICTED FUNDS

Prison listening service

The listening services continue at Featherstone and Brinsford.

Disabled access

Donations have been made to fund branch building improvements needed to enable access for disabled visitors and volunteers, and are funding the depreciation costs of the disabled access.

11 ULTIMATE CONTROL,

The charity is controlled by the Trustees, who are also members of the charity.

WOLVERHAMPTON SAMARITANS

England & Wales - Charity number 1174632

Accounts

SIGNED COPY

Wolverhampton Samaritans
REPORTS AND FINANCIAL STATEMENTS
For the year ended 31 March 2024
(Registered Charity No. 1174632)

Muras Baker Jones Limited
Chartered Accountants
Wolverhampton

Wolverhampton Samaritans

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Year ended 31 March 2024

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Wolverhampton Samaritans

REFERENCE AND ADMINISTRATIVE INFORMATION

Year ended 31 March 2024

Charity Name: Wolverhampton Samaritans

Charity Registration Number: 1174632

Registered Office and
Operational address: 54 Newhampton Road West
Wolverhampton
West Midlands
WV6 0RU

Trustees:

D Marsh
E Priest
A Talbot-May
V Griffin
G Griffiths (Resigned 20th August 2023)
E Kaur (Appointed 25th March 2024)
D Martin (Appointed on 5th April 2024)
M Rudge (Resigned 7th May 2024)

Independent Examiner:

Mr M O Ross FCA
Muras Baker Jones Limited
Regent House
Bath Avenue
Wolverhampton
WV1 4EG

Bankers:

Barclays Bank PLC
Leicester
LE87 2BB

Wolverhampton Samaritans

REPORT OF THE TRUSTEES

For the year ended 31 March 2024

INTRODUCTION

Samaritans Wolverhampton are an independent charity, that is affiliated with the main Samaritans Charity which is located at The Upper Mill, Kingston Road, Elwell, Surrey, KT17 2AF. Wolverhampton Samaritans is a CIO (Charitable Incorporated Organisation) which adheres to all applicable constitutional rules.

EXECUTIVE SUMMARY

The charity leadership team consists of a branch director and a vice director who work in close partnership, they are supported by a team of deputy directors who have responsibility for specific areas of the charity's operations. The directors and deputy directors are responsible for the operation of the charity and are governed by a board of trustees who fulfil their obligations within the Charity Commission regulations and guidelines. They make decisions regarding strategy, governance and investment as well as review the charity's operational performance. The charity's operational leadership team currently consists of seven Deputy Directors who manage the day-to-day operations of the charity and ensure that it delivers a high-quality and consistent service to our callers.

Deputy Directors have responsibility for areas such as fundraising, publicity, the prison listening service, volunteer support and rota management. During the year we have been successful in appointing volunteers into a number of vacant deputy director roles, this has been a significant milestone for the charity and places it on a more sustainable footing for the future, it is however critical that appropriate attention is now focused on succession planning for these roles to ensure that the charity can continue its operations when there is attrition in these roles. Wolverhampton Samaritans has had a presence in Wolverhampton since 1980, and we have been at our current headquarters since 1984. One of our key priorities over the financial year (and the preceding financial year) has been to invest in our ageing premises and facilities, to ensure they remain fit-for-purpose and provide our volunteers with the right environment and equipment, as well as providing the best volunteering experience possible.

During this year, the commitment and professionalism of our volunteers was recognised by the charity being awarded the Kings Award for Voluntary Service – this is the equivalent of an MBE for charitable organisations, and this was a landmark achievement for the charity. We are immensely proud to have received this award which formally recognises our team of amazing volunteers who give their time freely to be there to support our callers.

The charity has also been selected as one of the Mayor of Wolverhampton's charities of the year for 2024, we are immensely grateful for the Mayor's support. The charity's selection recognises the contribution its volunteers make to the City of Wolverhampton as well as to our callers on a local and national level. As one of the Mayor's selected charities, Wolverhampton Samaritans will benefit from a proportion of the funds raised through the Mayor of Wolverhampton's Charitable Fund during 2024.

At the end of the year, the charity had 56 volunteers a drop of 4 volunteers (6.6%) vs 22/23 as a result we handled fewer calls, during the year we answered 4,751 calls vs 6,736 in 22/23, this was a significant drop of 1,985 calls (29%) – however this can be attributed to lower volunteer numbers and the branch temporarily closing for a period of eight weeks for repairs and maintenance activity.

Wolverhampton Samaritans

REPORT OF THE TRUSTEES (Cont'd)

For the year ended 31 March 2024

STRUCTURE, GOVERNANCE AND MANAGEMENT OF THE CHARITY

Leadership Team

There have been further changes in the charities' Leadership Team during the year with the appointment of several new deputy directors and an additional trustee.

At the end of the financial year, there were a number of critical Deputy Director vacancies on the leadership team, in the areas of recruitment, training and property management, with these roles having been covered by the directors on an interim basis for a long period of time. Filling these positions has been a key priority for the directors and at the time of writing this report we are pleased to confirm that these roles have now been filled.

It should also be noted that during the year, one of the branch co-directors had to step down from her role due to personal reasons. The remaining co-director has remained in post as sole director for the remainder of his tenure in order to provide continuity. The sole director has, however, appointed a vice director to support the day-to-day operation of the charity. The board of trustees would like to convey their gratitude to the outgoing co-director who has dedicated a significant amount of her time to leading the branch and driving improvements since being appointed in the Autumn of 2022.

Trustees

Our trustees are responsible for controlling the work, management and administration of the charity on behalf of its beneficiaries. The following trustees served during the financial year or served to the date the reports were approved.

D Marsh	Chair	
E Christina Priest	Trustee	
A Talbot-May	Trustee	
V Griffin	Trustee	
E Kaur	Trustee	Appointed 25 March 2024
D Martin	Trustee	Appointed 5 April 2024
G Griffiths	Trustee	Resigned 20 August 2023
M Rudge	Trustee	Resigned 7 May 2024

TRUSTEES REPORT

Our last AGM was held on September 23rd, 2023, and was well attended by 15 volunteers from the charity people as well as the charity's regional director. This year's AGM will be held on September 30th, 2024. Our listening volunteers continue to provide our core service which is to respond to contact from people who are in emotional despair or distress. This can be due to relationship breakdown, debt, addiction, loneliness, self-harm, mental health issues and the added pressures of the cost-of-living crisis and aftereffects of COVID. Callers may also be experiencing suicidal thoughts. A key objective of the charity is that fewer people die by suicide. Samaritans believe that giving emotional support to our callers by listening and empathising with them can reduce feelings of emotional distress and suicide. Callers can contact us via our telephone helpline or via our online chat facility.

Our volunteers work in shift patterns and attend shifts spread across the day and night. Many of our volunteers are in full-time employment or education and carry out their volunteer duties in their free time. Our volunteers are supported by shift leaders who they de-brief at the end of a shift. Our Deputy Director for Volunteer Wellbeing also supports volunteers through regular well-being meetings. Our Safeguarding Policy is continually reviewed and updated, and all our volunteers are aware of their responsibilities when dealing with vulnerable adults and children.

Wolverhampton Samaritans

REPORT OF THE TRUSTEES (Cont'd)

For the year ended 31 March 2024

The Central Samaritans Charity, with which Wolverhampton Samaritans is affiliated, has developed a call quality monitoring framework to ensure that our callers receive the best response possible service when they contact us in emotional distress. We have moved away from individual Samaritans branches responding to emails and the central charity has now established a centralised hub to respond to emails from callers. This hub is resourced by experienced volunteers with highly developed competencies in responding to caller emails and is designed to ensure quality, consistent responses to those individuals who prefer to contact Samaritans using this channel.

VOLUNTEERS

Our volunteers are our most vital asset, and the board of trustees would like to express their thanks, to them for giving their time freely - in roles ranging from listening to volunteers to deputy directors and supporting activities such as management and administration, recruitment, training, mentoring, shift leadership, fundraising, prison support and outreach. It is through their time and commitment that we are able to be here for anyone struggling to cope.

During the year volunteer attrition was much lower compared with the previous year and we were successful in recruiting a number of new volunteers into the organisation. Despite this, our volunteer numbers did reduce slightly compared with 22/23 – from 60 to 56 volunteers – a drop of 4 volunteers or 6.6%.

We do have a strong pipeline of new volunteers with a number of new Samaritans already in training and the leadership team have plans to increase volunteer numbers during 24/25 by recruiting three new cohorts of volunteers.

On-boarding new Samaritans is a significant undertaking for the charity - as all new volunteers have to go through comprehensive training and mentoring in order to be able to support our callers. During 24/25 we expect to be less reliant on the Samaritans Training School (provided by the Samaritans Central Charity) – this is due to us being successful in appointing two new co-deputy directors for training as of April 2024. Our internal training team will work in partnership with the central training school to train our new volunteers – with training being delivered both in-person and remotely.

The board are committed to making volunteering at Wolverhampton Samaritans a rewarding experience, during the year we continued to increase our focus on equity, diversity and inclusion – particularly by addressing accessibility issues within the premises as part of our refurbishment programme and ensuring all vacant roles are advertised and open to all of our volunteers, we are actively encouraging more diversity in our leadership team.

The board is committed to the well-being of our volunteers and has recently undertaken a comprehensive volunteer engagement survey to gain insights into our volunteers' experience with Wolverhampton Samaritans. The feedback received through this survey was extremely positive with high approval ratings for the leadership team and a high level of volunteer satisfaction, however, the survey did identify several areas where improvements could be made, and the board of trustees are committed to acting on this valuable feedback to further improve our volunteer offer and experience.

We continued to make significant investment in our premises and technology during the year - to ensure our volunteers have access to a clean, safe and secure environment and the facilities they need to be there to support our callers.

We have also introduced more flexibility in the way volunteers give their time by continuing to operate and extend a points-based rota system.

We are committed to recognising the contributions made by our volunteers and have introduced recognition for long service and we regularly organise and subsidise a number of social activities and events for our volunteers.

Wolverhampton Samaritans

REPORT OF THE TRUSTEES (Cont'd)

For the year ended 31 March 2024

TRAINING

In 2023 the charity was heavily dependent on the Samaritans Training School operated by the Central Charity – to be able to train new volunteers – this was due to the absence of a Deputy Director for Training and other key resources on our internal training team. The board of trustees would like to express its gratitude for the ongoing support received from the Central Charity in training our new volunteers.

However, looking forward to 2024/25 more training will be delivered in-house, following appointment into key training roles. The Samaritans Training School will continue to play an important role in supplementing our internal training resources in the short to medium term.

In 2024/25 it is hoped that through the internal team working in partnership with the Samaritans Central Training School – that the charity will be able to recruit and train the new cohorts of volunteers.

Continuous training is important for all existing volunteers and there is a range of online training modules which they can access as they seek to develop their own skills. There is an expectation that each volunteer will undertake, within each twelve-month period, five hours of On-Going Training. There may be occasions when On-Going Training modules may be mandated by the Central Samaritans Charity.

FUNDRAISING AND OUTREACH

Our outreach activities have continued on a relatively limited basis, due to volunteer availability. However, we continue to operate our "Heads for Health" group and our long-running partnership with Network Rail. We also partner with a number of local organisations including companies and educational institutions - to raise the profile of the charity and the services we provide.

During the year we also organised a number of community-based fundraising events including our annual quiz night and Christmas carol singing events at the Molineux and a local Asda Supermarket. In addition to these, we are grateful for the ongoing support of Sarah Millican who encourages Samaritans branches across the country to collect funds at her shows. This year Wolverhampton Samaritans attended two of Sarah's shows and raised a total of £1,428.

The Fundraising Team has been successful in applying for a number of grants to support the accessibility improvements at the branch (known as restricted donations) and grants to cover day-to-day operating expenses (known as unrestricted donations).

This year a significant proportion of our income can be attributed to funds that were bequeathed to the charity.

PREMISES

At Wolverhampton Samaritans, we are very fortunate to own dedicated premises, which we moved to in 1984. The Trustees recognise that they are the current custodians of the building and have a responsibility and obligation to maintain and refurbish it appropriately to ensure that it provides a safe environment for our volunteers and remains fit for purpose for the years to come. There is in place a rolling twelve-month property schedule to ensure that we meet all health and safety obligations and necessary statutory service test dates. In doing so it ensures that our most valuable resources, our volunteers, are provided with the best possible environment in which to support some of the most vulnerable individuals in society with the gift of being listened to. During the year we completed the final phase of the refurbishment of our premises.

We have further planned to improve accessibility within our premises and have been focused on raising funds to support the installation of automatic opening doors and a passenger lift – in order to make our premises and facilities available to wheelchair users and other volunteers and visitors with mobility issues. We hope to complete these accessibility improvements during the 24/25 financial year.

Wolverhampton Samaritans

REPORT OF THE TRUSTEES (Cont'd)

For the year ended 31 March 2024

PRISONS

The central charity has secured a grant with HMPPS (His Majesty's Prison and Probation Service) to help to continue to run our prison listener scheme. Wolverhampton Samaritans currently supports two prisons – HMP Brinsford and HMP Featherstone and receives a proportion of the grant allocated to the national charity to contribute to the charities (Wolverhampton Samaritans) running costs. This grant helps to ensure that we can continue to train and support more listeners at HMP Brinsford and Featherstone – enabling them to be there for their fellow inmates and continue this vital component of our service.

FINANCE REPORT 1st April 2023 – 31st March 2024

As an affiliated charity to the Central Samaritans charity, we are responsible for our own finances including having the responsibility for raising funds to cover the costs of running the charity. This money is raised by the fundraising team, grant applications and the receipt of donations. During the year the charity received a total of £133,171 in grants and donations, of which £18,733 was restricted income. Expenditure was significantly higher at £79,761, this is due to increased fixed costs – largely driven by external factors such as the war in Ukraine and higher inflation, but also a significant investment in property maintenance and repairs – as we completed the second and larger phase of our refurbishment programme.

This year the charity achieved a surplus of £53,410. Despite the increased expenditure, the charity maintains very healthy free reserves of £100,073 (excluding £12,884 being the balance of restricted income) which could meet an estimated 36 months of our normal operating costs.

Wolverhampton Samaritans

REPORT OF THE TRUSTEES (Cont'd)

For the year ended 31 March 2024

STRATEGIC OBJECTIVES FOR THE CHARITY

2024/25 will be the final full year of the tenure of the current branch director, who has identified a series of key objectives for the charity to meet.

Creating a Sense of Belonging:

- Continuing to build a more **diverse and inclusive** environment for our volunteers by responding to the Samaritans Central Charities national strategy on **Equity, Diversity and Inclusion** and recruiting volunteers from a diverse range of backgrounds.
- Creating a sense of **pride, belonging and community** for all of our volunteers.
- Further improving **volunteer engagement** by improving communication and organising further social, fundraising and community events for volunteers.
- Improving **volunteer retention and engagement** by responding to findings from the volunteer engagement survey and looking for further ways to improve our volunteering offer and providing more flexibility in the ways that volunteers can give their time.

Engaging with the National Strategy:

- Engage with Samaritans Central Office strategy on **equality, diversity, and inclusion**.
- Engage with Samaritans Central Office strategy on **access, reach, impact, capacity, and sustainability**.

Meeting Commitments:

- Reduce the **number of shift closures**.
- **Increase** the number of shifts we operate and the number of calls we answer.
- Improving our **'hours of need'** coverage.

Creating a sustainable platform for the future:

- **Recruiting and retaining** more volunteers with a more flexible volunteer offer.
- Investing in our existing volunteers through **mentoring, training, and progression** opportunities.
- Investing in our **premises and technology** to ensure they are clean, safe, fit for purpose and accessible for all of our volunteers
- **Embedding** volunteers who have recently joined the branch leadership team and setting them up for success in their roles
- Creating a **succession plan** for key leadership roles to place the branch on a sustainable footing for the medium-term

APPROVED BY THE TRUSTEES ON 30th SEPTEMBER 2024
AND SIGNED ON THEIR BEHALF BY:


.....
TRUSTEE

Wolverhampton Samaritans

INDEPENDENT EXAMINERS' REPORT TO THE TRUSTEES OF WOLVERHAMPTON SAMARITANS

I report on the accounts of the charity for the year ended 31 March 2024 which are set out on pages 9 to 14.

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 this period under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed.

It is my responsibility to:

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

Basis of independent examiner's report

My examination was carried out in accordance with 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 seeking explanations from you as trustees concerning any 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 statement 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 Acthave 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.



Mr. M O Ross FCA
Muras Baker Jones Limited
Chartered Accountants
Regent House
Bath Avenue
Wolverhampton, WV1 4EG

30TH SEPTEMBER 2024

Wolverhampton Samaritans

STATEMENT OF FINANCIAL ACTIVITIES

Year ended 31 March 2024

	Note	Unrestricted	Restricted	Total Funds	
		Funds	Funds	2024	2023
		£	£	£	£
Income					
Income from:					
Voluntary Income:					
Bequests and donations	2	112,916	18,733	131,649	33,834
Activities to generate funds:					
Fundraising		1,522	-	1,522	1,150
TOTAL INCOME		114,438	18,733	133,171	34,984
EXPENDITURE ON					
Charitable activities					
Cost of fundraising		532		532	191
Water rates		119		119	524
Insurance		813		813	794
Light and heat		4,996		4,996	3,637
Cleaning		3,059		3,059	2,217
Repairs & maintenance		35,355	5,850	41,205	16,460
Kitchen and cleaning supplies		811		811	325
Printing and stationery		396		396	200
Advertising		260		260	634
Telephone and postage		2,517		2,517	1,832
Conference, training and travel expenses		3,409		3,409	1,842
Income branch contribution		11,255		11,255	2,739
General expenses		3,105		3,105	416
Depreciation		4,938		4,938	3,112
Loss on disposal		-		-	3,564
Bank Charges		158		158	26
Governance costs	3	2,188		2,188	1,894
TOTAL EXPENDITURE		73,911	5,850	79,761	40,407
NET INCOME FOR THE YEAR		40,527	12,883	53,410	(5,423)
Reconciliation of funds					
Fund balance brought forward		122,822	1	122,823	128,246
Fund balance carried forward		163,349	12,884	176,233	122,823

Wolverhampton Samaritans

BALANCE SHEET

Year ended 31 March 2024

	Note	2024 £	2023 £
FIXED ASSETS:			
Tangible assets	6	63,276	58,088
Debtors	7	-	4,280
Cash at bank and in hand		121,041	70,306
		121,041	74,586
LIABILITIES: Amounts falling due within one year	8	(8,084)	(9,852)
NET CURRENT ASSETS		112,957	64,734
NET ASSETS	9	176,233	122,823
Unrestricted		163,349	122,822
Restricted		12,884	1
TOTAL FUNDS	10	176,233	122,823

APPROVED BY THE TRUSTEES ON
AND SIGNED ON THEIR BEHALF BY:



TRUSTEE

Wolverhampton Samaritans

NOTES TO THE FINANCIAL STATEMENTS

Year ended 31 March 2024

1. STATEMENT OF ACCOUNTING POLICIES

A summary of the principal accounting policies adopted (which have been applied consistently, except where noted),

(a) **BASIS OF FINANCIAL STATEMENTS**

The Financial Statements have been prepared under the historical cost convention, as modified by the inclusion of fixed asset investments at market value. In preparing the accounts the Charity follows the recommendations in Accounting in accordance with the Financial Reporting Standard FRS102 and the Charities Act 2011 (the 2011 Act).

The Charity has taken advantage of the exemption in FRS102 from the requirement to produce a cash flow statement on the grounds that the income does not exceed £500,000.

(b) **FUND ACCOUNTING**

Unrestricted funds comprise grants and other incoming resources receivable or generated for the objects of charity, without specified purpose and are available as general funds.

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets this criteria is charged to the fund.

(c) **INCOME**

Income is recognised in the year in which the charity is entitled to receipt. Income is only deferred when the charity has to fulfil conditions before becoming entitled to it or when the donor has specified that the income is to be expended in a future year.

No amounts are included in the financial statements for services donated by volunteers.

(d) **GRANTS**

Grants, including grants for the purchase of fixed assets, are recognised in full in the Statement of Financial Activities in the year in which they are receivable.

(e) **EXPENDITURE**

Resources expended are recognised in the year in which they are incurred and include attributable VAT, which cannot be recovered.

Expenditure is allocated across the funds on the basis of the number of volunteers utilised in each particular fund.

(f) **DEPRECIATION POLICY**

Depreciation is provided at rates calculated to write off the cost less residual value of each asset over its expected useful life, as follows:

Fixtures & Fittings	-	33% / 20% Straight line
Disabled Access	-	10 % Straight line
Freehold Property renovations	-	10 % Straight line

Depreciation is not provided on the freehold property as the trustees' consider that it is maintained in a continual state of repair and that its life is so long and its residual value based on prices prevailing at the time of acquisition is so high, that its depreciation is insignificant.

Wolverhampton Samaritans
NOTES TO THE FINANCIAL STATEMENTS

Year ended 31 March 2024

	Unrestricted Funds £	Restricted Funds £	2024 £	Total Funds 2023 £
2. BEQUESTS AND DONATIONS				
General donations	112,916		112,916	20,834
Edward Cadbury Charitable Trust		5,000	5,000	
Tryull Church		100	100	
St Peters Lodge		250	250	
Old Wulfrunians Lodge		500	500	
The Grand Charity		1,000	1,000	
J Savage		383	383	
Tipton and Coseley Building Society		2,000	2,000	
National Lottery Community Fund	-	9,500	9,500	-
Severn Trent Water			-	10,000
Michael Marsh Charitable Trust			-	3,000
	112,916	18,733	131,649	33,834

3. GOVERNANCE COSTS

Accountancy fees	2,188		2,188	1,894
	2,188	-	2,188	1,894

4. TRUSTEES' REMUNERATION AND EXPENSES

No remuneration directly or indirectly out of the funds of the charity was paid or payable for the year to any trustee (who are also considered to be the key management personnel of the charity) or to any person or persons known to be connected with any of them. No expenses were paid to the trustees during the year.

5. TAXATION

Wolverhampton Samaritans are not liable to pay tax on their income because of their charitable status.

6. TANGIBLE FIXED ASSETS

	Freehold property unrestricted £	Freehold property restricted £	Fixtures & fittings unrestricted £	Fixtures & fittings restricted £	Total £
COST					
At 1 April 2023	71,426	29,185	26,820	2,950	130,381
Additions	5,503	-	4,623	-	10,126
Disposals	-	-	-	-	-
At 31 March 2024	76,929	29,185	31,443	2,950	140,507
DEPRECIATION					
At 1 April 2023	19,271	29,185	20,888	2,949	72,293
Charge for the year	2,353	-	2,585	-	4,938
On disposal	-	-	-	-	-
At 31 March 2024	21,624	29,185	23,473	2,949	77,231
NET BOOK VALUE					
At 1 April 2023	52,155	-	5,932	1	58,088
At 31 March 2024	55,305	-	7,970	1	63,276

Wolverhampton Samaritans

NOTES TO THE FINANCIAL STATEMENTS

Year ended 31 March 2024

7. DEBTORS

	2024 £	2023 £
Other debtors and prepayments	-	4,280

8. CREDITORS : AMOUNTS FALLING DUE WITHIN ONE YEAR

	2024 £	2023 £
Accruals	7,783	4,648
Trade Creditors	301	5,204
	8,084	9,852

9. ANALYSIS OF NET ASSETS BY FUND

	Unrestricted Fund £	Restricted Fund £	Total £
Tangible fixed assets	63,275	1	63,276
Current assets	108,158	12,883	121,041
Current liabilities	(8,084)	-	(8,084)
Net assets at 31 March 2024	163,349	12,884	176,233

ANALYSIS OF NET ASSETS BETWEEN FUNDS - PRIOR PERIOD

	Unrestricted Fund £	Restricted Fund £	Total £
Tangible fixed assets	58,088	1	58,089
Current assets	74,586	-	74,586
Current liabilities	(9,852)	-	(9,852)
Net assets at 31 March 2023	122,822	1	122,823

WOLVERHAMPTON SAMARITANS
NOTES TO THE FINANCIAL STATEMENTS

Year ended 31 March 2024

10. MOVEMENT IN FUNDS

	Balance	Movement in Funds		Balance
	Brought			Carried
	Forward	Income	Expenditure	Forward
	01.04.23			31.03.24
	£	£	£	£
RESTRICTED FUNDS:				
Balance Brought Forward	1			1
Edward Cadbury Charitable Trust		5,000	5,000	-
Tryull Church		100	100	-
St Peters Lodge		250	250	-
Old Wulfrunians Lodge		500	500	-
The Grand Charity		1,000		1,000
J Savage		383		383
Tipton and Coseley Building Society		2,000		2,000
National Lottery Community Fund		9,500		9,500
	<u>1</u>	<u>18,733</u>	<u>5,850</u>	<u>12,884</u>
UNRESTRICTED FUNDS				
General funds	122,822	114,438	73,911	163,349
	<u>122,823</u>	<u>133,171</u>	<u>79,761</u>	<u>176,233</u>

MOVEMENT IN FUNDS- PRIOR PERIOD

	Balance	Movement in Funds		Balance
	Brought			Carried
	Forward	Income	Expenditure	Forward
	01.04.22			31.03.23
	£	£	£	£
RESTRICTED FUNDS:				
Balance Brought Forward	1			1
Michael Marsh Charitable Trust	-	10,000	10,000	-
Severn Trent Water		3,000	3,000	-
	<u>1</u>	<u>13,000</u>	<u>13,000</u>	<u>1</u>
UNRESTRICTED FUNDS				
General funds	128,245	21,984	27,407	122,822
Transfer between funds	-	-	-	-
	<u>128,246</u>	<u>34,984</u>	<u>40,407</u>	<u>122,823</u>

PURPOSES OF RESTRICTED FUNDS

Prison listening service

The listening services continue at Featherstone and Brinsford.

Disabled access

Donations have been made to fund branch building improvements needed to enable access for disabled visitors and volunteers, and are funding the depreciation costs of the disabled access.

11 ULTIMATE CONTROL,

The charity is controlled by the Trustees, who are also members of the charity.

WOLVERHAMPTON SAMARITANS

England & Wales - Charity number 1174632

Accounts

S3/2

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Wolverhampton Samaritans

REPORTS AND FINANCIAL STATEMENTS

For the year ended 31 March 2023

(Registered Charity No. 1174632)

Muras Baker Jones Limited
Chartered Accountants
Wolverhampton

Wolverhampton Samaritans

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Wolverhampton Samaritans

REFERENCE AND ADMINISTRATIVE INFORMATION

Year ended 31 March 2023

Charity Name: Wolverhampton Samaritans

Charity Registration Number: 1174632

Registered Office and
Operational address: 54 Newhampton Road West
Wolverhampton
West Midlands
WV6 0RU

TRUSTEES:

D Marsh
G Griffiths (appointed 15 August 2022)
E Priest (appointed 8 August 2022)
A Talbot-May (appointed 31 July 2022)
V Griffin

Independent Examiner:

Mr M O Ross FCA
Muras Baker Jones Limited
Regent House
Bath Avenue
Wolverhampton
WV1 4EG

Bankers:

Barclays Bank PLC
Leicester
LE87 2BB

Wolverhampton Samaritans

REPORT OF THE TRUSTEES

For the year ended 31 March 2023

INTRODUCTION

Wolverhampton Samaritans are an affiliated charity (branch) to the main Samaritans Charity which is located at The Upper Mill, Kingston Road, Elwell, Surrey, KT17 2AF. The Organisation is a CIO (Charitable Incorporated Organisation) which adheres to all applicable constitutional rules.

EXECUTIVE SUMMARY

The charity had a change in directorship during 2022 and appointed two Directors from within the charity who work in close partnership as Co-Directors. The charities leadership team are responsible for the operation of the charity and are governed by a board of trustees who fulfil their obligations within the Charity Commission regulations and guidelines to make decisions regarding strategy, governance and investment as well as reviewing the charities operational performance.

The charities leadership team currently has six Deputy Directors who manage the day-to-day operations of the charity and ensure that we deliver a high quality and consistent service to our callers. Deputy Directors currently have responsibility for areas such as fundraising, publicity, the prison listening service, volunteer support and rota management. There are however, a number of critical vacancies on the leadership team in the areas of property, training and recruitment and it is a key priority of trustees and directors to appoint volunteers into these key roles so that we can adequately cover all of operational areas and place the charity on a sustainable footing.

Wolverhampton Samaritans has had a presence in Wolverhampton since 1980, and we have been at our current headquarters since 1984. In two years' time we will celebrate 40 years at our premises on 54 Newhampton Road West, Wolverhampton, and one of our key priorities over this financial year (and the upcoming financial year) has been to invest in our aging premises and facilities, to ensure they main fit-for-purpose and provide our volunteers with the right environment and tools, as well as providing the best volunteering experience possible.

At the end of the year the charity had 60 volunteers a drop of 31% vs 21/22 as a result we handled fewer calls, during the year we answered 6,736 vs 8,490 in 21/22.

As of November 2022, the charity stopped supporting callers via email as this is now managed by a centralised email hub that is managed by the central charity. The use of web-chat continues to grow and we expect to expand our service provision to callers via webchat during the next financial year.

STRUCTURE, GOVERNANCE AND MANAGEMENT OF THE CHARITY

Leadership Team

There have been significant changes in the charities Leadership Team during the year with the appointment of two new Co-Directors and three new Trustees. The Leadership team would like to acknowledge the hard work and contribution made by the outgoing director.

There are a number critical Deputy Director vacancies on the leadership team, in the areas of recruitment, training and property management, these roles are currently being covered by the co-directors – filling these positions is a key priority and essential to get the charity into a sustainable position.

Wolverhampton Samaritans

REPORT OF THE TRUSTEES (Cont'd)

For the year ended 31 March 2023

TRUSTEES REPORT

Our last AGM was held in September 2022 and was well attended by 27 volunteers from the charity people as well as our vice-regional director. This year's AGM will be held in September 2023. Our Listening Volunteers continue to provide our core service which is to respond to contact from people who are in emotional despair or distress. This can be due to relationship breakdown, debt, addiction, loneliness, self-harm, mental health issues and the added pressures of cost-of-living crisis and aftereffects of COVID. Callers may also be experiencing suicidal thoughts. A key objective of the charity is that fewer people die by suicide. Samaritans believe that giving emotional support to our callers by listening and empathising with them can reduce feelings of emotional distress and suicide. Callers contact us by phone or our On-Line Chat facility. Our volunteers work in a shift pattern and will attend shifts spread across the day and night. Many of our volunteers have full time jobs and carry out their duties in their free time. Our volunteers are supported by Shift Leaders who they debrief to at the end of a shift. Our Deputy Directors for volunteer support also support volunteers through regular well-being meetings. Our Safeguarding Policy is continually reviewed and updated, and all our volunteers are aware of their responsibilities when dealing with vulnerable people. The central Samaritans Charity, with which Wolverhampton Samaritans is affiliated has developed a call quality monitoring team to ensure that our callers receive the best response possible service when they contact us in emotional distress. We have moved away from individual Samaritans branches responding to emails and the central charity has set up of a centralised hub to respond to emails from callers. This hub is resourced by experienced volunteers with highly developed competencies in responding to caller emails and is designed to ensure quality, consistent responses to those individuals who prefer to contact Samaritans using this channel.

VOLUNTEERS

Our volunteers are our most vital asset and the Board would like to thank them for giving their time freely in roles ranging from listening volunteers, to deputy directors, and supporting activities such as management and administration, recruitment, training, mentoring, shift leadership, fundraising, prison support and outreach. It is through their time and commitment that we are able to be here for anyone struggling to cope.

During the year we suffered a higher level of attrition in volunteers than we normally experience, this coupled with a lack of capacity on our recruitment and training teams has meant that our volunteer numbers have reduced by 31% vs 21/22 – from 87 to 60 volunteers.

The leadership team have plans to increase volunteer numbers during 23/24 by rebuilding our internal training and recruitment capability and leveraging training resources from our regional and national teams and working in partnership with other branches to deliver training to new cohorts of volunteers. The board are committed to making volunteering at Wolverhampton Samaritans a rewarding experience, during the year we increased our focus on equity, diversity and inclusion – particularly by addressing accessibility issues within the premises as part of our refurbishment programme and ensuring all vacant roles are advertised and open to all of our volunteers, we are actively encouraging more diversity in our leadership team. The board is committed to the wellbeing of our volunteers and has recently introduced regular volunteer wellbeing calls too.

We are investing in our premises and technology to ensure our volunteers have access to the facilities they need to be there to support our callers. We have also introduced more flexibility in the way volunteers give their time by moving to a points-based rota system. We are committed to recognising the contributions made by our volunteers and have introduced recognition for long service and an annual volunteer thankyou event that coincides with volunteer week.

Wolverhampton Samaritans

REPORT OF THE TRUSTEES (Cont'd)

For the year ended 31 March 2023

TRAINING

In 2022 we were unable to recruit and train any new volunteers due to the absence of a Deputy Director for Training and other key resources on our internal training team. However, looking forward to 2023 we will look to leverage external support to train two new cohorts of Samaritans for the charity. The Training Team has also been busy with Ongoing Training and helping to implement the new Safeguarding policy successfully. Continuous training is important for all existing volunteers and there is a range of on-line training modules which they can access as they seek to develop their own skills. There is an expectation that each volunteer will undertake, within each twelve-month period, five hours of On-Going Training. There may be occasions when On-Going Training modules may be mandated by the central Samaritans Charity.

At Wolverhampton Samaritans we are very fortunate to own dedicated premises, which we moved to in 1984. The Trustees recognise that they are the current custodians of the building and have a responsibility and obligation to maintain and refurbish appropriately to ensure that it provides a safe environment for our volunteers and remains fit for purpose for the years to come. There is in place a rolling twelve-month property schedule to ensure that we especially meet all health and safety obligations and necessary statutory services test dates. In doing so it ensures that our most valuable resource, our volunteers, are provided with the best possible environment in which to support some of the most vulnerable individuals in society with the gift of being listened to. We made significant progress on the refurbishment of our premises during the financial year, having completed an upgrade of the upstairs floor – which includes improving accessibility, new training and meeting facilities – including hybrid meeting technology that will allow us to provide more flexibility around the way our volunteers meet and learn. Planning is underway to complete a major refurbishment of the ground floor including our operations centre in 2023.

The trustees would like to acknowledge donations made to support the refurbishment of the upstairs floor – from – the family and friend of Neil Andrew Taylor, Peter Richardson and the Severn Trent Community Fund.

FUNDRAISING AND OUTREACH

Fundraising and Outreach Work had been curtailed by COVID restrictions, but they are slowly being reintroduced and we are increasingly able to reach out and give support again to local vulnerable groups when needed. External fundraising events have also been impacted by COVID and are slowly being re-introduced. The Fundraising Team have been successful in applying for a number of Grants to support the premises refurbishment programme and to support our operating expenditure. The Board of trustees would like to take this opportunity to thank all of our supporters. Our generous supporters include individuals, local community groups, trusts and public bodies and without their generous financial support we would be unable to be there 24/7, 365 days a year for anyone struggling to cope.

PRISONS

The central charity has secured a grant with HMPPS (His Majesty's Prison and Probation Service) to help to continue to run our prison listener scheme. Wolverhampton Samaritans currently supports two prisons – HMP Brinsford and HMP Featherstone and receives a proportion of the grant allocated to the national charity to contribute to the charities (Wolverhampton Samaritans) running costs. This grant helps to ensure that we can continue to train and support more listeners at HMP Brinsford and Featherstone – enabling them to provide peer-to-peer emotional support for people in custody.

Wolverhampton Samaritans

REPORT OF THE TRUSTEES (Cont'd)

For the year ended 31 March 2023

FINANCE REPORT 1st April 2022 – 31st March 2023

As an affiliated charity to the Central Samaritans charity, we are responsible for our own finances including having the responsibility for raising funds to cover the costs of running the charity. This money is raised by the fundraising team, grant applications and the receipt of regular donations. During the year the charity received a total of £34,984 in grants and donations, of which £13,000 was restricted income specifically donated to for the purposes of refurbishing the premises. Expenditure was significantly higher at £40,407, this is due to increased fixed costs – largely driven by external factors such as the war in Ukraine and higher inflation, but also a significant investment in property maintenance and refurbishment, furniture and IT equipment a – where we invested over £24,000 in repairs, maintenance and refurbishment of our premises, and on the purchase of new office and IT equipment. The increased expenditure resulted in a deficit of (£5,423) for the financial year. Despite the increased expenditure the charity maintains very healthy reserves of £64,729 which could meet up to 28 months of our operating costs.

STRATEGIC OBJECTIVES FOR THE CHARITY

The main objectives over the next 12 months are grouped under the four pillars below:

Creating a Sense of Belonging:

- Creating a more diverse and inclusive environment for our volunteers by responding the Samaritans Central Charities national strategy on Equity, Diversity and Inclusion.
- Creating a sense of pride, belonging and community for all of our volunteers.
- Improving volunteer engagement by improving communication and organising more social events for volunteers.
- Improving volunteer retention by responding to findings from a newly launch exit interview and looking for ways to improve our volunteering offer and providing more flexibility in the ways that volunteers can give their time.

Engaging with the National Strategy:

- Engage with Samaritans Central Office strategy on equality, diversity, and inclusion.
- Engage with Samaritans Central Office strategy on access, reach, impact, capacity, and sustainability.

Meeting Commitments:

- Reduce the number of shift closures.
- Improving our 'hours of need' coverage.

Investing in our Future:

- Recruiting and retaining more volunteers with a more flexible volunteer offer.
- Investing in our existing volunteers through mentoring, training, and progression opportunities.

Investing in our premises and technology to ensure they are clean, safe, fit for purpose and provide our volunteers with the right environment and tools with which to support our callers.

APPROVED BY THE TRUSTEES ON 25TH SEPTEMBER 2023
AND SIGNED ON THEIR BEHALF BY:



TRUSTEE

Wolverhampton Samaritans

INDEPENDENT EXAMINERS' REPORT TO THE TRUSTEES OF WOLVERHAMPTON SAMARITANS

I report on the accounts of the charity for the year ended 31 March 2023 which are set out on pages 7 to 12.

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 this period under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed.

It is my responsibility to:

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

Basis of independent examiner's report

My examination was carried out in accordance with 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 seeking explanations from you as trustees concerning any 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 statement 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 Acthave 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.

Mr M O Ross FCA
Muras Baker Jones Limited
Chartered Accountants
Regent House
Bath Avenue
Wolverhampton, WV1 4EG

25TH SEPTEMBER 2023

Wolverhampton Samaritans

STATEMENT OF FINANCIAL ACTIVITIES

Year ended 31 March 2023

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £	2022 £
Income					
Income from:					
Voluntary Income:					
Bequests and donations	2	20,834	13,000	33,834	31,435
Grants					
Covid support grant		-	-	-	-
Samaritans central office		-	-	-	-
Activities to generate funds:					
Fundraising		1,150	-	1,150	2,240
Investment income		-	-	-	-
TOTAL INCOME		21,984	13,000	34,984	33,675
EXPENDITURE ON					
Charitable activities					
Cost of fundraising		191		191	-
Water rates		524		524	402
Insurance		794		794	767
Light and heat		3,637		3,637	3,622
Cleaning		2,217		2,217	2,378
Repairs & maintenance		3,460	13,000	16,460	5,434
Kitchen and cleaning supplies		325		325	272
Printing and stationery		200		200	118
Advertising		634		634	617
Telephone and postage		1,832		1,832	1,942
Conference, training and travel expenses		1,842		1,842	45
Income branch contribution		2,739		2,739	7,128
General expenses		416		416	-
Depreciation		3,112		3,112	4,716
Loss on disposal		3,564		3,564	-
Bank Charges		26		26	-
Governance costs	3	1,894		1,894	1,591
TOTAL EXPENDITURE		27,407	13,000	40,407	29,032
NET INCOME FOR THE YEAR		(5,423)	0	(5,423)	4,643
Reconciliation of funds					
Fund balance brought forward		128,245	1	128,246	123,603
Fund balance carried forward		122,822	1	122,823	128,246

Wolverhampton Samaritans

BALANCE SHEET

Year ended 31 March 2023

	Note	2023 £	2022 £
FIXED ASSETS:			
Tangible assets	6	<u>58,088</u>	<u>57,310</u>
Debtors	7	4,280	3,771
Cash at bank and in hand		<u>70,306</u>	<u>75,678</u>
		74,586	79,449
LIABILITIES: Amounts falling due within one year	9	<u>(9,852)</u>	<u>(8,513)</u>
NET CURRENT ASSETS		64,734	70,936
NET ASSETS	9	<u>122,823</u>	<u>128,246</u>
Unrestricted		122,822	128,245
Restricted		1	1
TOTAL FUNDS	10	<u>122,823</u>	<u>128,246</u>

APPROVED BY THE TRUSTEES ON
AND SIGNED ON THEIR BEHALF BY:



TRUSTEE

Wolverhampton Samaritans

NOTES TO THE FINANCIAL STATEMENTS

Year ended 31 March 2023

1. STATEMENT OF ACCOUNTING POLICIES

A summary of the principal accounting policies adopted (which have been applied consistently, except where noted),

(a) BASIS OF FINANCIAL STATEMENTS

The Financial Statements have been prepared under the historical cost convention, as modified by the inclusion of fixed asset investments at market value. In preparing the accounts the Charity follows the recommendations in Accounting in accordance with the Financial Reporting Standard FRS102 and the Charities Act 2011 (the 2011 Act).

The Charity has taken advantage of the exemption in FRS102 from the requirement to produce a cash flow statement on the grounds that the income does not exceed £500,000.

(b) FUND ACCOUNTING

Unrestricted funds comprise grants and other incoming resources receivable or generated for the objects of charity, without specified purpose and are available as general funds.

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets this criteria is charged to the fund.

(c) INCOME

Income is recognised in the year in which the charity is entitled to receipt. Income is only deferred when the charity has to fulfil conditions before becoming entitled to it or when the donor has specified that the income is to be expended in a future year.

No amounts are included in the financial statements for services donated by volunteers.

(d) GRANTS

Grants, including grants for the purchase of fixed assets, are recognised in full in the Statement of Financial Activities in the year in which they are receivable.

(e) EXPENDITURE

Resources expended are recognised in the year in which they are incurred and include attributable VAT, which cannot be recovered.

Expenditure is allocated across the funds on the basis of the number of volunteers utilised in each particular fund.

(f) DEPRECIATION POLICY

Depreciation is provided at rates calculated to write off the cost less residual value of each asset over its expected useful life, as follows:

Fixtures & Fittings	-	33 1/3 % / 20% Straight line
Disabled Access	-	10 % Straight line
Freehold Property renovations	-	10 % Straight line

Depreciation is not provided on the freehold property as the trustees' consider that it is maintained in a continual state of repair and that its life is so long and its residual value based on prices prevailing at the time of acquisition is so high, that its depreciation is insignificant.

Wolverhampton Samaritans

NOTES TO THE FINANCIAL STATEMENTS

Year ended 31 March 2023

	Unrestricted Funds £	Restricted Funds £	2023 £	Total Funds 2022 £
2. BEQUESTS AND DONATIONS				
General donations	20,834		20,834	27,457
Central office - Prison Grant	-		-	3,978
Severn Trent Water		10,000	10,000	-
Michael Marsh Charitable Trust		3,000	3,000	-
	<u>20,834</u>	<u>13,000</u>	<u>33,834</u>	<u>31,435</u>
3. GOVERNANCE COSTS				
Accountancy fees	1,894		1,894	1,591
	<u>1,894</u>	<u>-</u>	<u>1,894</u>	<u>1,591</u>

4. TRUSTEES' REMUNERATION AND EXPENSES

No remuneration directly or indirectly out of the funds of the charity was paid or payable for the year to any trustee (who are also considered to be the key management personnel of the charity) or to any person or persons known to be connected with any of them. No expenses were paid to the trustees during the year.

5. TAXATION

Wolverhampton Samaritans are not liable to pay tax on their income because of their charitable status.

6. TANGIBLE FIXED ASSETS

	Freehold property unrestricted £	Freehold property restricted £	Fixtures & fittings unrestricted £	Fixtures & fittings restricted £	Total £
COST					
At 1 April 2022	69,830	29,185	25,715	2,950	127,680
Additions	1,596	-	5,857	-	7,453
Disposals	-	-	(4,752)	-	(4,752)
At 31 March 2023	<u>71,426</u>	<u>29,185</u>	<u>26,820</u>	<u>2,950</u>	<u>130,381</u>
DEPRECIATION					
At 1 April 2022	17,292	29,185	20,944	2,949	70,370
Charge for the year	1,979	-	1,132	-	3,111
On disposal			(1,188)		(1,188)
At 31 March 2023	<u>19,271</u>	<u>29,185</u>	<u>20,888</u>	<u>2,949</u>	<u>72,293</u>
NET BOOK VALUE					
At 1 April 2022	<u>52,538</u>	<u>-</u>	<u>4,771</u>	<u>1</u>	<u>57,310</u>
At 31 March 2023	<u>52,155</u>	<u>-</u>	<u>5,932</u>	<u>1</u>	<u>58,088</u>

Wolverhampton Samaritans

NOTES TO THE FINANCIAL STATEMENTS

Year ended 31 March 2023

7. DEBTORS

	2023 £	2022 £
Other debtors and prepayments	<u>4,280</u>	<u>3,771</u>

8. CREDITORS : AMOUNTS FALLING DUE WITHIN ONE YEAR

	2023 £	2022 £
Accruals	4,648	8,123
Trade Creditors	5,204	390
	<u>9,852</u>	<u>8,513</u>

9. ANALYSIS OF NET ASSETS BY FUND

	Unrestricted Fund £	Restricted Fund £	Total £
Tangible fixed assets	58,088	1	58,089
Current assets	74,586	-	74,586
Current liabilities	(9,852)	-	(9,852)
Net assets at 31 March 2023	<u>122,822</u>	<u>1</u>	<u>122,823</u>

ANALYSIS OF NET ASSETS BETWEEN FUNDS - PRIOR PERIOD

	Unrestricted Fund £	Restricted Fund £	Total £
Tangible fixed assets	57,309	1	57,310
Current assets	79,478	-	79,478
Current liabilities	(8,542)	-	(8,542)
Net assets at 31 March 2022	<u>128,245</u>	<u>1</u>	<u>128,246</u>

WOLVERHAMPTON SAMARITANS
NOTES TO THE FINANCIAL STATEMENTS

Year ended 31 March 2023

10. MOVEMENT IN FUNDS

	Balance Brought Forward 01.04.22 £	Movement in Funds		Balance Carried Forward 31.03.23 £
		Income £	Expenditure £	
RESTRICTED FUNDS:				
Michael Marsh Charitable Trust		13,000	13,000	-
	1	13,000	13,000	1
UNRESTRICTED FUNDS				
General funds	128,245	21,984	27,407	122,822
Total Funds	128,246	34,984	40,407	122,823

MOVEMENT IN FUNDS- PRIOR PERIOD

	Balance Brought Forward 01.04.21 £	Movement in Funds		Balance Carried Forward 31.03.22 £
		Income £	Expenditure £	
RESTRICTED FUNDS:				
Prison listening service	8,676	-	-	8,676
Screwfix Funds- Damp Issues	-	1,838	1,838	
Screwfix Funds- Firewall	-	1,362	1,362	
Disabled access	(50)	-	-	(50)
Donated services and facilities- others	6,334	-	417	5,917
Transfer between funds				(14,542)
	14,960	3,200	3,617	1
UNRESTRICTED FUNDS				
General funds	108,643	30,475	25,415	113,703
Transfer between funds				14,542
Total Funds	123,603	33,675	29,032	128,246

PURPOSES OF RESTRICTED FUNDS

Prison listening service

The listening services continue at Featherstone and Brinsford.

Disabled access

Donations have been made to fund branch building improvements needed to enable access for disabled visitors and volunteers, and are funding the depreciation costs of the disabled access.

11 ULTIMATE CONTROL,

The charity is controlled by the Trustees, who are also members of the charity.

WOLVERHAMPTON SAMARITANS

England & Wales - Charity number 1174632

Accounts

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Wolverhampton Samaritans
REPORTS AND FINANCIAL STATEMENTS
For the year ended 31 March 2022
(Registered Charity No. 1174632)

Muras Baker Jones Limited
Chartered Accountants
Wolverhampton

Wolverhampton Samaritans

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Wolverhampton Samaritans

REFERENCE AND ADMINISTRATIVE INFORMATION

Year ended 31 March 2022

Charity Name: Wolverhampton Samaritans

Charity Registration Number: 1174632

Registered Office and
Operational address: 54 Newhampton Road West
Wolverhampton
West Midlands
WV6 0RU

TRUSTEES:

P Stratton (resigned 8 August 2022)
C Tranter (resigned 21 June 2021)
D Cleaton (resigned 8 August 2022)
L Visentin (appointed 21 June 2021)
P Rutter (resigned 21 June 2021)
D Carver (resigned 8 August 2022)
D Marsh
G Griffiths (appointed 15 August 2022)
E Priest (appointed 8 August 2022)
A Talbot-May (appointed 31 July 2022)
L Visentin (appointed 21 June 2021)
V Griffin

Independent Examiner: Mr M O Ross FCA
Muras Baker Jones Limited
Regent House
Bath Avenue
Wolverhampton
WV1 4EG

Bankers: Barclays Bank PLC
Leicester
LE87 2BB

Wolverhampton Samaritans

REPORT OF THE TRUSTEES

For the year ended 31 March 2022

Structure, Governance and Management

Wolverhampton Samaritans is a Charitable Incorporated Organisation constituted by Deed of Trust and is a registered charity number 1174632. It is affiliated to the national charity.

All activities of the charity are governed by a constitution, approved by the Charity Commissioners.

The trustees are the Charity's Management Committee and are appointed with a majority elected by the Charity's members at the Annual General Meeting.

Objectives and activities

Wolverhampton Samaritans (the charity) has the following key objectives;

- To enable people across the UK and Ireland 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 poor emotional health.
- To collaborate with and support Samaritans Central Charity and its affiliated branches in fulfilling the above objectives

Wolverhampton Samaritans fulfils these objectives by supporting the provision of a 24/7 telephone listening service to callers across the UK and Ireland who are in need of emotional support, are in distress and/or in suicidal crisis.

The charity also undertakes outreach programmes, partnering with local companies, organisations and educational institutions to raise awareness of its services, promoting mental health awareness and wellbeing, and if required - providing face to face emotional support.

The charity also operates a prison listening scheme at HMP Brinsford and HMP Featherstone whereby it provides training of persons in custody to equip them with the skills and knowledge they need to be able to provide emotional support to their fellow inmates.

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

Review of Progress and Achievement

During the year the charity has handled total of 9000 contacts comprising 8500 by telephone, 400 by email and 150 by webchat. Face to face emotional support remains suspended following the COVID-19 pandemic.

The charity has continued to support the Listeners scheme for both HMP Brinsford and HMP Featherstone and in addition to this has resumed outreach activities with local companies, organisations and educational institutions.

During the year the charities membership was approximately 67 volunteers with around 49 of those active and on-rota. The charity relies on national advertising campaigns and promotion of volunteering opportunities through various channels to support the identification and recruitment of new volunteers.

Financial Review

The reserves are at a very prudent level and the current trustees have invested in deposit accounts that yield a minimum required amount of interest as set by the trustees. As ever the charity has been helped by the generosity of the individuals and organisations who have made donations to us this period and the board of trustees would like to extend their gratitude to all of our supporters.

Wolverhampton Samaritans

REPORT OF THE TRUSTEES (Cont'd)

For the year ended 31 March 2022

Reserves remain at a very prudent level and the board of trustees have recently approved a significant and much needed investment in the upgrade of the charities premises and technology including the upgrading of the training facilities to support hybrid training delivery, a partial demolition of the ground floor extension to create additional parking spaces, the reconfiguration of the ground floor to accommodate a lift for volunteers with mobility impairments and additional duty stations to accommodate more volunteers being on shift concurrently. The branch will also invest in acoustic elements in its operation centre to provide a better experience for both our volunteers and callers

Reserves Policy

The trustees have established a policy with regards to the unrestricted funds not committed or invested in tangible fixed assets (the free reserves) that are held by the charity. Due to the unpredictable nature of its income, these reserves have been accumulated over time and at present amount to £70,936. Based on the resources expended in the current year, this will enable the charity to continue at its current level of activities for the next thirty three months in the event of a significant drop in funding. However, the trustees are very much aware of the current economic backdrop and particularly the impact of inflation - specifically increased energy costs. The trustees have committed to maintaining reserves that will meet operating costs of not less than eighteen months including a provision for increased energy costs. Reserves in excess of this amount will be allocated to capital investment specifically for the upgrading the charities technology and premises.

Risk Review

The trustees have conducted their own review of the major risks to which the charity is exposed and systems have been established to mitigate those risks. External risks to funding are considered by the charity's commitment to increase its generation of income. Internal risks are reduced by the implementation of procedures for authorisation of all transactions. These procedures are periodically reviewed to ensure that they continue to satisfy the needs of the charity.

Statement of the Trustees' responsibilities


The trustees 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) and in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102).

The law applicable to charities in England & Wales requires the trustees to prepare financial statements for each financial period 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 the period. 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;
- 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 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 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 reasonable steps for the prevention and detection of fraud and other irregularities.

APPROVED BY THE TRUSTEES ON 28TH NOVEMBER 2022
AND SIGNED ON THEIR BEHALF BY:


.....
TRUSTEE

Wolverhampton Samaritans

INDEPENDENT EXAMINERS' REPORT TO THE TRUSTEES OF WOLVERHAMPTON SAMARITANS

I report on the accounts of the charity for the year ended 31 March 2022 which are set out on pages 5 to 10.

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 this period under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed.

It is my responsibility to:

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

Basis of independent examiner's report

My examination was carried out in accordance with 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 seeking explanations from you as trustees concerning any 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 statement 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 Acthave 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.



Mr M O Ross FCA
Muras Baker.Jones Limited
Chartered Accountants
Regent House
Bath Avenue
Wolverhampton, WV1 4EG

28TH NOVEMBER 2022

Wolverhampton Samaritans

STATEMENT OF FINANCIAL ACTIVITIES

Year ended 31 March 2022

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £	2021 £
Income					
Income from:					
Voluntary Income:					
Bequests and donations	2	28,235	3,200	31,435	29,655
Grants					
Covid support grant		-	-	-	2,500
Samaritans central office		-	-	-	2,355
Activities to generate funds:					
Fundraising		2,240	-	2,240	716
Investment income		-	-	-	109
TOTAL INCOME		30,475	3,200	33,675	35,335
EXPENDITURE ON					
Charitable activities					
Water rates		402	-	402	310
Insurance		767	-	767	933
Light and heat		3,622	-	3,622	3,144
Cleaning		2,378	-	2,378	1,349
Repairs & maintenance		2,234	3,200	5,434	4,030
Kitchen and cleaning supplies		272	-	272	994
Printing and stationery		118	-	118	950
Advertising		617	-	617	411
Telephone and postage		1,942	-	1,942	369
Conference, training and travel expenses		45	-	45	1,203
Income branch contribution		7,128	-	7,128	1,167
General expenses		-	-	-	404
Depreciation		4,299	417	4,716	3,833
Governance costs	3	1,591	-	1,591	1,382
TOTAL EXPENDITURE		25,415	3,617	29,032	20,479
NET INCOME FOR THE YEAR		5,060	(417)	4,643	14,856
Reconciliation of funds					
Fund balance brought forward		108,643	14,960	123,603	108,747
Transfer between funds	10	14,542	(14,542)	-	-
Fund balance carried forward		128,245	1	128,246	123,603

Wolverhampton Samaritans

BALANCE SHEET

Year ended 31 March 2022

	Note	2022 £	2021 £
FIXED ASSETS:			
Tangible assets	6	<u>57,310</u>	<u>57,274</u>
Debtors	7	3,771	3,535
Cash at bank and in hand		<u>75,678</u>	<u>68,028</u>
		79,449	71,563
LIABILITIES: Amounts falling due within one year	9	<u>(8,513)</u>	<u>(5,234)</u>
NET CURRENT ASSETS		70,936	66,329
NET ASSETS	9	<u>128,246</u>	<u>123,603</u>
Unrestricted		128,245	108,643
Restricted		1	14,960
TOTAL FUNDS	10	<u>128,246</u>	<u>123,603</u>

APPROVED BY THE TRUSTEES ON 28TH NOVEMBER 2022
AND SIGNED ON THEIR BEHALF BY:

TRUSTEE



Wolverhampton Samaritans

NOTES TO THE FINANCIAL STATEMENTS

Year ended 31 March 2022

1. STATEMENT OF ACCOUNTING POLICIES

A summary of the principal accounting policies adopted (which have been applied consistently, except where noted),

(a) BASIS OF FINANCIAL STATEMENTS

The Financial Statements have been prepared under the historical cost convention, as modified by the inclusion of fixed asset investments at market value. In preparing the accounts the Charity follows the recommendations in Accounting in accordance with the Financial Reporting Standard FRS102 and the Charities Act 2011 (the 2011 Act).

The Charity has taken advantage of the exemption in FRS102 from the requirement to produce a cash flow statement on the grounds that the income does not exceed £500,000.

(b) FUND ACCOUNTING

Unrestricted funds comprise grants and other incoming resources receivable or generated for the objects of charity, without specified purpose and are available as general funds.

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets this criteria is charged to the fund.

(c) INCOME

Income is recognised in the year in which the charity is entitled to receipt. Income is only deferred when the charity has to fulfil conditions before becoming entitled to it or when the donor has specified that the income is to be expended in a future year.

No amounts are included in the financial statements for services donated by volunteers.

(d) GRANTS

Grants, including grants for the purchase of fixed assets, are recognised in full in the Statement of Financial Activities in the year in which they are receivable.

(e) EXPENDITURE

Resources expended are recognised in the year in which they are incurred and include attributable VAT, which cannot be recovered.

Expenditure is allocated across the funds on the basis of the number of volunteers utilised in each particular fund.

(f) DEPRECIATION POLICY

Depreciation is provided at rates calculated to write off the cost less residual value of each asset over its expected useful life, as follows:

Fixtures & Fittings	-	33 1/3 % / 20% Straight line
Disabled Access	-	10 % Straight line
Freehold Property renovations	-	10 % Straight line

Depreciation is not provided on the freehold property as the trustees' consider that it is maintained in a continual state of repair and that its life is so long and its residual value based on prices prevailing at the time of acquisition is so high, that its depreciation is insignificant.

Wolverhampton Samaritans

NOTES TO THE FINANCIAL STATEMENTS

Year ended 31 March 2022

	Unrestricted Funds £	Restricted Funds £	2022 £	Total Funds 2021 £
2. BEQUESTS AND DONATIONS				
General donations	24,257	3,200	27,457	25,642
Central office - Prison Grant	3,978	-	3,978	4,013
	<u>28,235</u>	<u>3,200</u>	<u>31,435</u>	<u>29,655</u>
3. GOVERNANCE COSTS				
Accountancy fees	1,591	-	1,591	1,382
	<u>1,591</u>	<u>-</u>	<u>1,591</u>	<u>1,382</u>

4. TRUSTEES' REMUNERATION AND EXPENSES

No remuneration directly or indirectly out of the funds of the charity was paid or payable for the year to any trustee (who are also considered to be the key management personnel of the charity) or to any person or persons known to be connected with any of them. No expenses were paid to the trustees during the year.

5. TAXATION

Wolverhampton Samaritans are not liable to pay tax on their income because of their charitable status.

6. TANGIBLE FIXED ASSETS

	Freehold property unrestricted £	Freehold property restricted £	Fixtures & fittings unrestricted £	Fixtures & fittings restricted £	Total £
COST					
At 1 April 2021	69,830	29,185	20,963	2,950	122,928
Additions	-	-	5,227	-	5,227
Disposals	-	-	(475)	-	(475)
At 31 March 2022	<u>69,830</u>	<u>29,185</u>	<u>25,715</u>	<u>2,950</u>	<u>127,680</u>
DEPRECIATION					
At 1 April 2021	15,207	29,185	18,730	2,532	65,654
Charge for the year	2,085	-	2,214	417	4,716
At 31 March 2022	<u>17,292</u>	<u>29,185</u>	<u>20,944</u>	<u>2,949</u>	<u>70,370</u>
NET BOOK VALUE					
At 1 April 2021	54,623	-	2,233	418	57,274
At 31 March 2022	<u>52,538</u>	<u>-</u>	<u>4,771</u>	<u>1</u>	<u>57,310</u>

Wolverhampton Samaritans

NOTES TO THE FINANCIAL STATEMENTS

Year ended 31 March 2022

7. DEBTORS

	2022 £	2021 £
Other debtors and prepayments	<u>3,771</u>	<u>3,535</u>

8. CREDITORS : AMOUNTS FALLING DUE WITHIN ONE YEAR

	2022 £	2021 £
Accruals	8,123	5,234
Trade Creditors	390	-
	<u>8,513</u>	<u>5,234</u>

9. ANALYSIS OF NET ASSETS BY FUND

	Unrestricted Fund £	Restricted Fund £	Total £
Tangible fixed assets	57,309	1	57,310
Current assets	79,478	-	79,478
Current liabilities	(8,542)	-	(8,542)
Net assets at 31 March 2022	<u>128,245</u>	<u>1</u>	<u>128,246</u>

ANALYSIS OF NET ASSETS BETWEEN FUNDS - PRIOR PERIOD

	Unrestricted Fund £	Restricted Fund £	Total £
Tangible fixed assets	56,856	417	57,273
Current assets	56,788	14,776	71,564
Current liabilities	(5,001)	(233)	(5,234)
Net assets at 31 March 2021	<u>108,643</u>	<u>14,960</u>	<u>123,603</u>

WOLVERHAMPTON SAMARITANS

NOTES TO THE FINANCIAL STATEMENTS

Year ended 31 March 2022

10. MOVEMENT IN FUNDS

	Balance	Movement in Funds		Balance
	Brought Forward 01.04.21 £	Income £	Expenditure £	Carried Forward 31.03.22 £
RESTRICTED FUNDS:				
Prison listening service	8,676	-	-	8,676
Screwfix Funds- Damp Issues	-	1,838	1,838	-
Screwfix Funds- Firewall	-	1,362	1,362	-
Disabled access	(50)	-	-	(50)
Donated services and facilities- others	6,334	-	417	5,917
Transfer between funds	-	-	-	(14,542)
	14,960	3,200	3,617	1
UNRESTRICTED FUNDS				
General funds	108,643	30,475	25,415	113,703
Transfer between funds	-	-	-	14,542
Total Funds	123,603	33,675	29,032	128,246

MOVEMENT IN FUNDS- PRIOR PERIOD

	Balance	Movement in Funds		Balance
	Brought Forward 01.04.20 £	Income £	Expenditure £	Carried Forward 31.03.21 £
RESTRICTED FUNDS:				
Prison listening service	6,525	4,013	1,862	8,676
Disabled access	(50)	-	-	(50)
Donated services and facilities- others	6,751	-	417	6,334
	13,226	4,013	2,279	14,960
UNRESTRICTED FUNDS				
General funds	95,521	31,322	18,200	108,643
Total Funds	108,747	35,335	20,479	123,603

PURPOSES OF RESTRICTED FUNDS

Prison listening service

The listening services continue at Featherstone and Brinsford. However it has been confirmed that the Prison listening service is no longer a restricted fund, consequently the balance on this fund has been transferred to unrestricted funds as agreed by the Trustees of the Charity.

Disabled access

Donations have been made to fund branch building improvements needed to enable access for disabled visitors and volunteers, and are funding the depreciation costs of the disabled access.

11 ULTIMATE CONTROL,

The charity is controlled by the Trustees, who are also members of the charity.

WOLVERHAMPTON SAMARITANS

England & Wales - Charity number 1174632

Accounts



Trustees' Annual Report for the period

From 1st April 2020 To 31st March 2021

Charity name: Wolverhampton Samaritans

Charity registration number: 1174632

Objectives and Activities

	SORP reference	
Summary of the purposes of the charity as set out in its governing document	Para 1.17	1) To enable persons in Wolverhampton 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. 3) To collaborate with and support Samaritans Central Charity and its affiliated branches in fulfilling these Objects.
Summary of the main activities in relation to those purposes for the public benefit, in particular, the activities, projects or services identified in the accounts.	Para 1.17 and 1.19	Wolverhampton Samaritans provide a listening service to callers who need emotional support, are in distress and/or in suicidal crisis. They undertake outreach programmes, partnering with local schools and universities, and at railway stations, raising awareness of their services and if required, providing face to face emotional support. There is also a prison listening scheme at Featherstone and Brinsford Prisons in Wolverhampton.
Statement confirming whether the trustees have had regard to the guidance issued by the Charity Commission on public benefit	Para 1.18	All trustees of Wolverhampton Samaritans have considered the Charity Commission's guidance on public benefit.

Additional information (optional)

You may choose to include further statements where relevant about:

	SORP reference	
Policy on grant making	Para 1.38	Grant fundraising is used to generate larger donations for the Wolverhampton Samaritans and are used for a specific purpose in line with our charitable objectives. Recent grants have been used to improve the building and the technology.
Policy on social investment including program related investment	Para 1.38	N/A
Contribution made by volunteers	Para 1.38	N/A
Other		N/A

Achievements and Performance

	SORP reference	
Summary of the main achievements of the charity, identifying the difference the charity's work has made to the circumstances of its beneficiaries and any wider benefits to society as a whole.	Para 1.20	During the period, Wolverhampton Samaritans recorded circa. 13,000 contacts (92% via telephone and 8% via email and webchat). Support was maintained for the Listener's Scheme at both Brinsford and Featherstone Prisons, by providing training to in-prison listeners. The Wolverhampton Samaritans branch membership was circa. 100 volunteers with an average of 70 active volunteers throughout the period. Wolverhampton Samaritans continued to support the local Suicide Prevention Charity Group by providing regular representation and subject matter expertise.

Financial Review

Review of the charity's financial position at the end of the period	Para 1.21	The reserves for the charity are at a very prudent level and trustees have invested in deposit accounts that yield a minimum required amount of interest.
Statement explaining the policy for holding reserves stating why they are held	Para 1.22	Due to the unpredictable nature of its income, reserves have been accumulated over time and there is a policy with regards to unrestricted funds not committed or invested in tangible fixed assets. Wolverhampton Samaritans will maintain a reserves at an amount that approximates to 18 months expenditure.
Amount of reserves held	Para 1.22	£51,787
Reasons for holding zero reserves	Para 1.22	N/A
Details of fund materially in deficit	Para 1.24	N/A
Explanation of any uncertainties about the charity continuing as a going concern	Para 1.23	There are no uncertainties.

Structure, Governance and Management

Description of charity's trusts:		
Type of governing document (trust deed , royal charter)	Para 1.25	CIO Constitution, and used in line with a branch agreement and operating agreement.
How is the charity constituted? (e.g unincorporated association , CIO)	Para 1.25	Wolverhampton Samaritans is a charity incorporated organisation.
Trustee selection methods including details of any constitutional provisions e.g. election to post or name of any person or body entitled to appoint one or more trustees	Para 1.25	The branch director of Wolverhampton Samaritans is selected for the role of chair of trustees following a selection and approval process by members. The branch director will serve a three year term. Additional trustees are nominated and appointed at the AGM. Trustees may serve for up to six years.

Reference and Administrative details

Charity name	Wolverhampton Samaritans
Other name the charity uses	N/A
Registered charity number	1174632
Charity's principal address	54 Newhampton Road West, Wolverhampton, West Midlands, WV6 0RU

Names of the charity trustees who manage the charity

	Trustee name	Office (if any)	Dates acted if not for whole year	Name of person (or body) entitled to appoint trustee (if any)
1	Donna Cleaton	Branch Director	From June 2021	
2	Lorenzo Visentin	Secretary	From June 2021	
3	David Marsh	Treasurer	From September 2020	
4	David Carver		From September 2019	
5	Vivienne Griffin		From September 2020	
6	Patricia Stratton		From September 2020	
7				
8				
9				
10				
11				
12				
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14				
15				
16				
17				
18				
19				
20				

Corporate trustees – names of the directors at the date the report was approved

Director name		

Name of trustees holding title to property belonging to the charity

Trustee name	Dates acted if not for whole year	
None		

Funds held as custodian trustees on behalf of others

Description of the assets held in this capacity	None
Name and objects of the charity on whose behalf the assets are held and how this falls within the custodian charity's objects	N/A
Details of arrangements for safe custody and segregation of such assets from the charity's own assets	N/A

Exemptions from disclosure

Reason for non-disclosure of key personnel details

N/A

Declarations

The trustees declare that they have approved the trustees' report above.

Signed on behalf of the charity's trustees

Signature(s)	<i>Lorenzo Visentin</i>	
Full name(s)	Lorenzo Visentin	
Position (eg Secretary, Chair, etc)	Trustee (Secretary)	
Date	21 January 2022	

SIGNED COPY

Wolverhampton Samaritans
REPORTS AND FINANCIAL STATEMENTS
For the year ended 31 March 2021
(Registered Charity No. 1174632)

Muras Baker Jones Limited
Chartered Accountants
Wolverhampton

Wolverhampton Samaritans

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Year ended 31 March 2021

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Wolverhampton Samaritans

REFERENCE AND ADMINISTRATIVE INFORMATION

Year ended 31 March 2021

Charity Name: Wolverhampton Samaritans

Charity Registration Number: 1174632

Registered Office and
Operational address: 54 Newhampton Road West
Wolverhampton
West Midlands
WV6 0RU

TRUSTEES:

P Stratton
C Tranter (resigned 21 June 2021)
V Griffin (appointed 29 September 2020)
D Cleaton (appointed 21 June 2021)
L Visentin (appointed 21 June 2021)
P Rutter (resigned 21 June 2021)
M Woodall (resigned)
D Carver
D Marsh (appointed 20 April 2020)

Independent Examiner: Mr M O Ross FCA
Muras Baker Jones Limited
Regent House
Bath Avenue
Wolverhampton
WV1 4EG

Bankers: Barclays Bank PLC
Leicester
LE87 2BB

Wolverhampton Samaritans

REPORT OF THE TRUSTEES

For the year ended 31 March 2021

Structure, Governance and Management

Wolverhampton Samaritans is a Charitable Incorporated Organisation constituted by Deed of Trust and is a registered charity number 1174632. It is affiliated to the national charity.

All activities of the charity are governed by a constitution, approved by the Charity Commissioners.

The trustees are the Charity's Management Committee and are appointed with a majority elected by the Charity's members at the Annual General Meeting.

Objectives and activities

The aim of Wolverhampton Samaritans is to provide immediate emotional support and befriending to people in Wolverhampton and the surrounding area, who are suicidal, despairing or in distress.

Samaritans are available by telephone 24 hours of the day, everyday of the year. They can also be contacted by letter, email or by visiting the centre in Newhampton Road West. Callers do not need to identify themselves and the confidential service is free of charge.

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

Review of Progress and Achievement

During the year the Branch had 13,000 contacts comprising 12,000 by telephone and 1,000 by email. By way of background information, face to face contacts are currently suspended due to Covid 19 and the email service is moving to a central hub, so emails are slowly winding down. As a consequence of Covid 19 we have also had volunteers shielding and isolating.

The Branch has continued to maintain support for the Listeners' Scheme in Featherstone and Brinsford Prisons.

The Branch membership was approximately 100, however there are only currently 90 active and approximately 70 who are on a rota. The use of local advertising continues to play a significant part in the successful recruitment of additional volunteers.

Financial Review

The reserves are at a very prudent level and the current trustees have invested in deposit accounts that yield a minimum required amount of interest as set by the trustees.

As ever we have been helped by the generosity of the individuals and organisations who have made donations to us this period.

Reserves Policy

The trustees have established a policy with regards to the unrestricted funds not committed or invested in tangible fixed assets (the free reserves) that are held by the charity. Due to the unpredictable nature of its income, these reserves have been accumulated over time and at present amount to £51,787. Based on the resources expended in the current year, this will enable the charity to continue at its current level of activities for the next thirty four months in the event of a significant drop in funding. However the trustees need to ensure that reserves in future remain at a prudent level and will continue to consider ways in which additional funds can be raised in order to maintain reserves at an amount that approximates to eighteen months expenditure at current activity levels.

Wolverhampton Samaritans

REPORT OF THE TRUSTEES - CONTINUED

For the year ended 31 March 2021

Risk Review

The trustees have conducted their own review of the major risks to which the charity is exposed and systems have been established to mitigate those risks. External risks to funding are considered by the charity's commitment to increase its generation of income. Internal risks are reduced by the implementation of procedures for authorisation of all transactions. These procedures are periodically reviewed to ensure that they continue to satisfy the needs of the charity.

Statement of the Trustees' responsibilities

The trustees 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) and in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102).

The law applicable to charities in England & Wales requires the trustees to prepare financial statements for each financial period 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 the period. 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;
- 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 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 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 reasonable steps for the prevention and detection of fraud and other irregularities.

APPROVED BY THE TRUSTEES ON 22 SEPTEMBER 2021
AND SIGNED ON THEIR BEHALF BY:



TRUSTEE

Wolverhampton Samaritans

INDEPENDENT EXAMINERS' REPORT TO THE TRUSTEES OF WOLVERHAMPTON SAMARITANS

I report on the accounts of the charity for the year ended 31 March 2021 which are set out on pages 5 to 10.

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 this period under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed.

It is my responsibility to:

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

Basis of independent examiner's report

My examination was carried out in accordance with 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 seeking explanations from you as trustees concerning any 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 statement 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 Acthave 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.



Mr M O Ross FCA
Muras Baker Jones Limited
Chartered Accountants
Regent House
Bath Avenue
Wolverhampton, WV1 4EG

22 SEPTEMBER 2021

Wolverhampton Samaritans

STATEMENT OF FINANCIAL ACTIVITIES

For the year ended 31 March 2021

	Note	Unrestricted funds £	Restricted funds £	Total funds 2021 £	Total funds 2020 £
INCOME					
Income from:					
Voluntary Income:					
Bequests and donations	2	25,642	4,013	29,655	18,266
Legacies					
Grants:					
Covid support grant		2,500		2,500	-
Samaritans central office		2,355		2,355	-
Activities to generate funds:					
Fundraising		716	-	716	5,282
Investment income		109	-	109	1
		<hr/>	<hr/>	<hr/>	<hr/>
TOTAL INCOME		31,322	4,013	35,335	23,549
EXPENDITURE ON					
Raising funds:					
Cost of fundraising		-	-	-	21
Charitable activities					
Water rates		270	40	310	427
Insurance		813	120	933	451
Light and heat		2,740	404	3,144	2,403
Cleaning		1,176	173	1,349	1,420
Repairs and maintenance		3,512	518	4,030	1,975
Kitchen and cleaning supplies		866	128	994	609
Printing and stationery		828	122	950	819
Advertising		411	-	411	719
Telephone and postage		425	(56)	369	974
Conference, training and travel expenses		1,170	33	1,203	3,729
Income branch contribution		1,017	150	1,167	725
General expenses		352	52	404	340
Depreciation		3,416	417	3,833	4,445
Governance costs	3	1,204	178	1,382	1,700
		<hr/>	<hr/>	<hr/>	<hr/>
TOTAL EXPENDITURE		18,200	2,279	20,479	20,757
		<hr/>	<hr/>	<hr/>	<hr/>
NET INCOME FOR THE YEAR		13,122	1,734	14,856	2,792
Reconciliation of funds					
Fund balance brought forward		95,521	13,226	108,747	105,955
Fund balance carried forward	10	108,643	14,960	123,603	108,747
		<hr/>	<hr/>	<hr/>	<hr/>

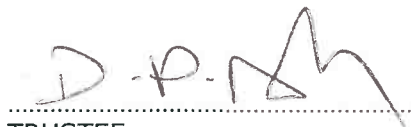
Wolverhampton Samaritans

BALANCE SHEET

As at 31 March 2021

	Note	2021 £	£	2020 £	£
FIXED ASSETS					
Tangible fixed assets	6		57,273		58,300
CURRENT ASSETS					
Debtors	7	3,535		3,228	
Cash at bank and in hand		68,029		52,535	
		<u>71,564</u>		<u>55,763</u>	
CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR	8	5,234		5,316	
			<u>66,330</u>		<u>50,447</u>
NET CURRENT ASSETS					
			<u>123,603</u>		<u>108,747</u>
NET ASSETS	9				
			<u>108,643</u>		<u>95,521</u>
UNRESTRICTED FUNDS					
			<u>14,960</u>		<u>13,226</u>
RESTRICTED FUNDS					
			<u>123,603</u>		<u>108,747</u>
TOTAL FUNDS	10				

APPROVED BY THE TRUSTEES ON 22 SEPTEMBER 2021
AND SIGNED ON THEIR BEHALF BY:


.....
TRUSTEE

Wolverhampton Samaritans

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2021

1. STATEMENT OF ACCOUNTING POLICIES

A summary of the principal accounting policies adopted (which have been applied consistently, except where noted),

(a) BASIS OF FINANCIAL STATEMENTS

The Financial Statements have been prepared under the historical cost convention, as modified by the inclusion of fixed asset investments at market value. In preparing the accounts the Charity follows the recommendations in Accounting in accordance with the Financial Reporting Standard FRS102 and the Charities Act 2011 (the 2011 Act).

The Charity has taken advantage of the exemption in FRS102 from the requirement to produce a cash flow statement on the grounds that the income does not exceed £500,000.

(b) FUND ACCOUNTING

- Unrestricted funds comprise grants and other incoming resources receivable or generated for the objects of charity, without specified purpose and are available as general funds.
- Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets this criteria is charged to the fund.

(c) INCOME

Income is recognised in the year in which the charity is entitled to receipt. Income is only deferred when the charity has to fulfil conditions before becoming entitled to it or when the donor has specified that the income is to be expended in a future year.

No amounts are included in the financial statements for services donated by volunteers.

(d) GRANTS

Grants, including grants for the purchase of fixed assets, are recognised in full in the Statement of Financial Activities in the year in which they are receivable.

(e) EXPENDITURE

Resources expended are recognised in the year in which they are incurred and include attributable VAT, which cannot be recovered.

Expenditure is allocated across the funds on the basis of the number of volunteers utilised in each particular fund.

(f) DEPRECIATION POLICY

Depreciation is provided at rates calculated to write off the cost less residual value of each asset over its expected useful life, as follows:

Fixtures & Fittings	-	33 1/3 % / 20% Straight line
Disabled Access	-	10 % Straight line
Freehold Property renovations	-	10 % Straight line

Depreciation is not provided on the freehold property as the trustees' consider that it is maintained in a continual state of repair and that its life is so long and its residual value based on prices prevailing at the time of acquisition is so high, that its depreciation is insignificant.

Wolverhampton Samaritans

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2021

2. BEQUESTS AND DONATIONS

	Unrestricted funds £	Restricted funds £	2021 Total £	2020 Total £
General donations	25,642	-	25,642	12,430
Central office – Prison grant	-	4,013	4,013	5,836
	25,642	4,013	29,655	18,266

3. GOVERNANCE COSTS

	Unrestricted Funds £	Restricted Funds £	2021 Total £	2020 Total £
Accountancy fees	1,204	178	1,382	1,700
	1,204	178	1,382	1,700

4. TRUSTEES' REMUNERATION AND EXPENSES

No remuneration directly or indirectly out of the funds of the charity was paid or payable for the year to any trustee (who are also considered to be the key management personnel of the charity) or to any person or persons known to be connected with any of them. During the year expenses totaling £947 were paid to trustees and volunteers.

5. TAXATION

Wolverhampton Samaritans are not liable to pay tax on their income because of their charitable status.

6. TANGIBLE FIXED ASSETS

	Freehold property unrestricted £	Freehold property restricted £	Fixtures & fittings unrestricted £	Fixtures & fittings restricted £	Total £
COST					
At 1 April 2020	69,830	29,185	18,156	2,950	120,121
Additions	-	-	2,807	-	2,807
	69,830	29,185	20,963	2,950	122,928
DEPRECIATION					
At 1 April 2020	12,875	29,185	17,646	2,115	61,821
Charge for the year	2,332	-	1,084	417	3,833
	15,207	29,185	18,730	2,532	65,654
NET BOOK VALUE					
At 31 March 2020	56,955	-	510	835	58,300
	56,955	-	2,232	418	57,273
At 31 March 2021	54,623	-	2,232	418	57,273

Wolverhampton Samaritans

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2021

7.	DEBTORS		2021		2020
					£
	Other debtors and prepayments		3,535		3,228
			<u> </u>		<u> </u>
8.	CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR		2021		2020
					£
	Accruals		5,234		5,316
			<u> </u>		<u> </u>
9.	ANALYSIS OF NET ASSETS BETWEEN FUNDS				
		Unrestricted funds	Restricted funds £		Total funds £
	Tangible fixed assets	56,856	417		57,273
	Current assets	56,788	14,776		71,564
	Current liabilities	(5,001)	(233)		(5,234)
		<u> </u>	<u> </u>		<u> </u>
	Net assets at 31 March 2021	108,643	14,960		123,603
		<u> </u>	<u> </u>		<u> </u>
	ANALYSIS OF NET ASSETS BETWEEN FUNDS – PRIOR PERIOD				
		Unrestricted funds	Restricted funds £		Total funds £
	Tangible fixed assets	57,465	835		58,300
	Current assets	43,139	12,624		55,763
	Current liabilities	(5,083)	(233)		(5,316)
		<u> </u>	<u> </u>		<u> </u>
	Net assets at 31 March 2020	95,521	13,226		108,747
		<u> </u>	<u> </u>		<u> </u>

Wolverhampton Samaritans

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2021

10. MOVEMENT IN FUNDS

	At 1 April 2020 £	Incoming Resources £	Outgoing Resources £	At 31 March 2021 £
RESTRICTED FUNDS:				
Prison listening service	6,525	4,013	1,862	8,676
Disabled access	(50)	-	-	(50)
Donated services and facilities- others	6,751	-	417	6,334
	13,226	4,013	2,279	14,960
UNRESTRICTED FUNDS:				
General funds	95,521	31,322	18,200	108,643
Total Funds	108,747	35,335	20,479	123,603

MOVEMENT IN FUNDS – PRIOR PERIOD

	At 1 April 2019 £	Incoming Resources £	Outgoing Resources £	At 31 March 2020 £
RESTRICTED FUNDS:				
Prison listening service	2,305	5,836	1,616	6,525
Disabled access	63	-	63	(50)
Donated services and facilities- others	7,168	-	467	6,701
	9,536	5,836	2,146	13,226
UNRESTRICTED FUNDS:				
General funds	96,419	17,713	18,611	95,521
Total Funds	105,955	23,549	20,757	108,747

PURPOSES OF RESTRICTED FUNDS

Prison listening service
The listening services continue at Featherstone and Brinsford.

Disabled access
Donations have been made to fund branch building improvements needed to enable access for disabled visitors and volunteers, and are funding the depreciation costs of the disabled access.

Wolverhampton Samaritans

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2021

11. ULTIMATE CONTROL,

The charity is controlled by the Trustees, who are also members of the charity.