

2024/25

**SHETLAND SAMARITANS SCIO**  
Scottish Charity Number SC047536

**TRUSTEES' REPORT AND FINANCIAL STATEMENTS**  
For the year ended 31 March 2025



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**TRUSTEES' ANNUAL REPORT**  
**For the year ended 31 March 2025**

The Trustees have pleasure in presenting their report together with the financial statements for the year to 31 March 2025.

**Reference and Administrative Information**

**Charity Name**

Shetland Samaritans SCIO

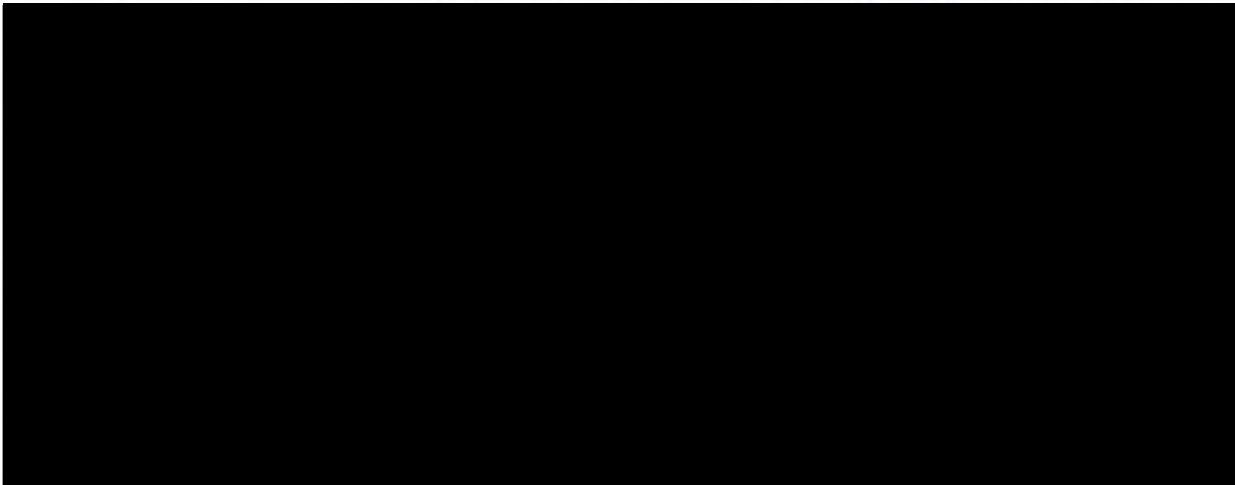
**Charity Number**

SC047536

**Address**



**Current Trustees**





## **Structure, Governance and Management**

### **Constitution**

Shetland Samaritans is a Scottish Charitable Incorporated Organisation (a SCIO). It was registered in its current form on 27 June 2017. The charity was previously an unincorporated organisation, "Samaritans of Shetland" (SC006913), but changed its legal form to a SCIO.

### **Appointment of Trustees**

The charity's Trustees are the members of the Management Committee. They are elected on an annual basis by a majority vote of members present and entitled to vote at an Annual General Meeting of the members. Casual vacancies are filled by the committee, and Trustees thus appointed serve until the next AGM. Under the constitution of Shetland Samaritans, there should be a minimum of three and a maximum of thirteen Trustees.

### **Objectives – why our charity is needed and who we help**

The charitable purposes and objectives of Shetland Samaritans are:

- To enable people in Shetland and elsewhere in the UK 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 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;
- To collaborate with and support Samaritans Central Charity and its affiliated branches in fulfilling these objectives.

### **Introduction**

[REDACTED] in central Lerwick is a purpose-built centre from which Shetland Samaritans SCIO provides a telephone service to people in distress or despair. Shetland Samaritans co-operate with their colleagues across the UK in working towards a society where fewer people die by suicide. We also participate in awareness-raising activities at various events in Shetland and deliver workshops to secondary school pupils.

Nationwide, Samaritans deliver the service from over 200 local branches and in addition to volunteering in local branches, Samaritans have now introduced hubs. One hub concentrates on running our email service and volunteers can opt to do this from home with support online. Others answer telephones and deliver our online chat service and ensure quality of the service is maintained and safeguarding protocols are working. The aim is to reduce the number of unanswered calls created by the high demand for our service. There is an intense demand for Samaritans with callers facing pressures from everyday life including poor mental health, isolation,



financial, health and relationship issues. Our Listening Volunteers contribute to the 24/7 charity, to be there to offer a safe space to talk and to be heard.

We are keen to hear from people who are interested in becoming Listening Volunteers with the Shetland branch to enable us to make a greater contribution to the service.

### **Volunteers**

On 21 January 2025 [REDACTED] our director of four years, stood down as the Shetland Director but has now taken on the role of Samaritans Regional Director for the whole of Scotland. We are extremely grateful for the amazing and dedicated commitment she has given our branch during those four years and wish her well in her new role. She continues as a Listening Volunteer in Shetland. Shetland Samaritans were unable to recruit a new director from its current membership, but are delighted that [REDACTED] has become our interim director until a local director can be appointed. [REDACTED] is a Listening Volunteer and member of the Inverness branch of Samaritans.

At the end of the financial year, we had ten full Listening Samaritan Volunteers and two probationary Samaritans. Our interim director, [REDACTED] does listening shifts when she visits Shetland. Two Listening Volunteers have left during the year, one moving south to work, and one after 26 years of service. Three volunteers completed their training and became full Samaritans. One volunteer, a founder member, completed 39.5 years as a Samaritan in Shetland.

We also have seven Support Volunteers who work in areas such as finance, technical matters and administration.

All work done by Shetland Samaritans is on a voluntary basis and we are indebted for all the hours of work donated on top of personal and work lives.

Equity, Diversity and Inclusion (EDI) remains one of our guiding principles. We aim to recruit and support volunteers from across Shetland - from its diverse culture and age range. By encouragement and flexibility, we try to ensure that volunteers' experiences are positive and that they remain in the Shetland Branch for as long as they can.

### **Outreach**

#### *IT Outreach*

Our work is promoted via Shetland Samaritans Twitter and our URL page. These platforms connect with our community and have a reach beyond Shetland.

#### **Outreach at Events**

- Book Giveaway in [REDACTED] on 18 January with three more of these events planned for 2025. Tea, home bakes and conversations were popular.
- A stand in Tesco's supermarket on World Suicide Prevention Day on 10 September 2024 when seven volunteers staffed a table from 10.00 to 21.00 talking to people and giving

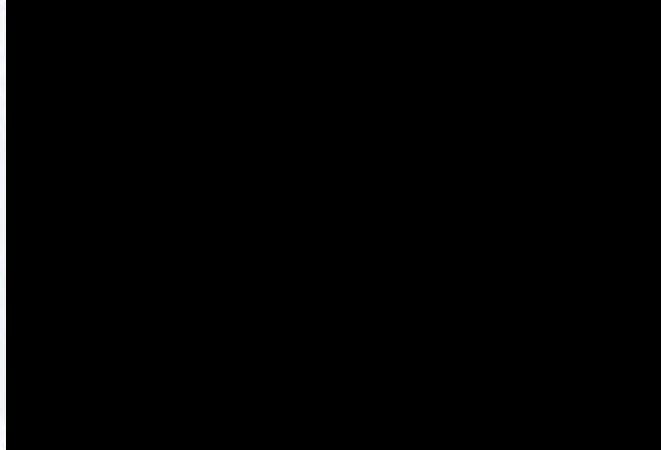


away bookmarks, leaflets, pencils etc. Although we were not asking for donations to our funds, the generosity of people we spoke to was heartening.

- A presence at Shetland Pride March in Lerwick on 15 June 2024. Three volunteers took part.



- We had a very busy stand at the Cunningsburgh Show on 7 August 2024. Several volunteers talked to people of all ages attending the show and gave out information on what we do.



#### *Outreach in Education*

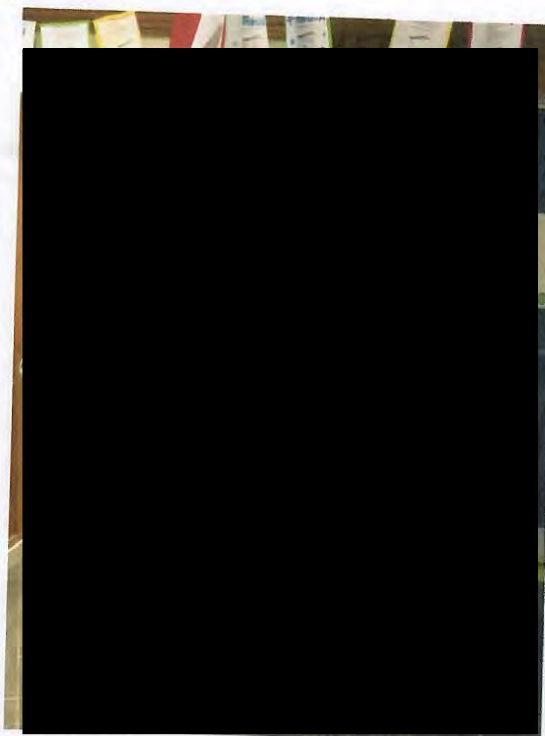
In Shetland Samaritans, five volunteers have been trained to present the Emotional Health Presentation to S2/S3 level pupils across the islands.

There are currently twelve S3 classes to be presented to in all schools across Shetland. This year (2025), we have presented to five classes (roughly 63 pupils), and will present to a further six by the summer. The one class that we will miss in this academic year is a class to whom we presented to last year in the Aith School. We aim to present to the next class of S3 pupils in Aith in the new academic year 2025-2026.

Challenges to have enough volunteers to visit all the schools comes with being a small branch. [REDACTED] have been two of our busiest volunteers with school visits, so we are very grateful to them for the time they have put in to make a lot of the visits happen.



██████████ has been the education lead for organising these visits. She has also helped to organise a meeting for Brae pupils to come and meet with Samaritans volunteers in the branch. This year, ██████████ met with them. The four pupils have chosen Samaritans as their charity for the Youth and Philanthropy Initiative (YPI) project at school. This includes the pupils researching, organising, working together then presenting to a panel of people and audience of their peers why their charity should be awarded the £3,000 available from the Wood foundation and YPI charity. It is an excellent competition that will not only raise awareness for our charity, but will give the pupils a chance to hear first-hand the work that we do for people every day.



At each school event we hand out Samaritan resources such as pencils, bookmarks and small leaflets that include tips on effective listening.

A young person (16 years old) died suddenly in September 2024, not long after the new term started. This young person was a pupil at the Anderson, so ██████████ reached out to remind the school that Samaritans are here if there is anything we can do to support them.

## Training

### *New volunteers*

The core training covered this session started in November ██████████ ██████████ It was decided that all the sessions would be held face to face. There were five potential volunteers. Due to prior commitments by two of the trainees, some reorganisation of the dates needed to be changed, it was decided as we approached Christmas, that it would be best to split the training and have the remaining sessions for the absent trainees in the New Year.

At this time, one trainee decided to withdraw from the training due to personal reasons. We continued with the two trainees, and they completed the training early in the New Year. They are currently doing shifts while being mentored and we are delighted that they are getting on very well.

It was then that we were informed that, unfortunately, due to the protracted training of the remaining two volunteers, we were sadly unable to continue with their training. We have contacted them and both are interested in continuing their training.

██████████ has decided to hang up her hat as a trainer after sixteen years in the role. She is sad to leave a role she enjoyed very much. However, due to personal reasons, it is the right decision for her and her family and not one she has made lightly.



For the immediate future, training of Shetland Samaritans will be done online via the Samaritan Training School which provides high quality training and is an invaluable resource for small branches. Support from the branch will be provided alongside this online training.

#### *Current volunteers*

Samaritans undertake continuous training which is delivered digitally or face to face.

- This year we have all taken an Equity, Diversity and Inclusion course (EDI) which helped us understand what EDI means and how it relates to our mission and vision.
- We have a comprehensive range of other digital learning materials which we can study at any time.
- We have also had a face-to-face session on Outreach and how we can provide emotional support to people when we are working outside our branch.

### **Impact of Shetland Samaritans**

Between 1st April 2024 and 31st March 2025 our Listening Volunteers responded to 1526 phone calls and made 12 follow up calls. Students and staff in Shetland secondary schools learned about Samaritans and heard how talking can help support emotional health and develop resilience. However, the full impact of Shetland Samaritans on people's lives is impossible to quantify by figures alone. Recent letters and comments from our service users, and donations from our supporters give us ongoing backing for our work. Feedback from schools on the preventative nature of our work amongst young people is encouraging. By raising awareness of Samaritans, our local charity continues, with others, to promote the importance of talking for wellbeing and mental health in the islands. Our local branch, which also includes seven Support Volunteers, is part of the national organisation of over 200 branches and hubs consisting of 23,000 volunteers.

### **IT support**

During this last year the major changes for the branch were the replacement of the listening centre to a fully digital (Voice Over Internet Protocol) VOIP solution which means we no longer use phone handsets - This transition seemed to go very smoothly considering the changes applied across every branch in the UK. Locally here in Lerwick branch our experience has been positive with better call quality and fewer drop-outs.

The other major change made was in computer hardware. We switched from Windows computers to Google Chromebooks which brings us in line with most other branches. Technically this change gives us less control of how we setup and maintain the devices. Most issues will now need to go to the Central Office helpdesk, but will also save us money on software licensing (Microsoft Windows, Norton Security and Backup software). Feedback from Listening Volunteers has been also been very positive re these devices.



### **Maintenance of LRH**

We are indebted to [REDACTED] for installing emergency lighting and for installing four interconnected smoke alarms in [REDACTED] as well as PAT testing all our electrical equipment and installing an emergency pull cord in the toilet.

No major work was required [REDACTED] this year, but as in previous years, weeding was done in summer 24 on our land at the back of [REDACTED]. As well as maintaining our site, this is appreciated by our neighbours.

The Health and Safety of our volunteers and people who come into [REDACTED] is of paramount importance and is the responsibility of us all. However, volunteer [REDACTED] has continued to be an invaluable help in terms of general and specific H&S advice and guidance. This is greatly appreciated.

### **40 Years of Shetland Samaritans**

On Saturday 25 May 1985 from 7.30 pm till 11.30 pm the first ever Samaritan duty was held in Shetland. We worked from the Old Gilbert Bain Hospital, King Harald Street, Lerwick in the building now used by the undertakers.

Shetland Islands Council Charitable Trust were very supportive of our work from the beginning. Our treasurer, [REDACTED] was the accountant with LHD and she was an extremely capable person much admired by all in that profession. She died young but she made a difference to this community without fuss or fanfare. We owe her a debt of gratitude for the work she did for us at the time and because of the bequest she left. By naming our building [REDACTED] we hope that she will never be forgotten.

We plan to celebrate 40 years of Shetland Samaritans on 6 September 2025.

### **Connections and Recognition**

As a member of Shetland's Third Sector Forum, we are invited to the regular meetings at Market House and by Zoom to collaborate and share. This connection is very important and Voluntary Action Shetland are willing to help us. Likewise, we have supported initiatives where appropriate. Our links appear on the VAS webpage and they continue to advertise our volunteering opportunities throughout the year – emphasising these during Volunteers' Week.



## Financial Review

Shetland Samaritans SCIO, although affiliated to the national organisation, is responsible for raising its own operating funds. We are grateful to all who support us, especially in these times of raising costs.

Volunteers come from all corners of mainland Shetland, and it is important that they are recompensed for their expenses to travel to the centre.

We remain grateful for the Shetland Charitable Trust grant of £5,000, which goes a long way to covering this vital expenditure. Our local travel figure for 24/25 was £4,435 and the remainder of the grant monies (£565) was set against our energy bills.

We are indebted to our regular donors for supporting our work. We have also received donations from the public at our Outreach work in Tesco store and our open/book giveaway days.

SIC staff continue to support us. This year they held a quiz night and raised £278.75 for our funds. We thank [REDACTED] and friends for sponsored walks which raised awareness as well as £130.

Delting Boating Club had a raffle on their whist night which raised £173.  
We had a raffle at Cunningsburgh Show with proceeds of £167.71 being raised.

It is encouraging to see bank interest returns and increased Gift Aid.

Our sundry expenses cover costs incurred by our regional director and Interim director's visits to the isles.

We raised awareness of our work by advertising on our local radio station SIBC as well as advertising in the local press. This also invited people to volunteer with us.

### Related Party Transactions

Shetland Samaritans SCIO have an insurance policy which includes indemnity insurance for all its Trustees. Travel expenses totalling £1,878.40 were paid to 5 trustees (23/24 2 trustees received £1,352.10). No other remuneration was paid to the trustees or any connected persons during the year.

### Reserves

We hold unrestricted reserves of £18,002.

Shetland Samaritans is responsible for the upkeep of their premises. The reserves the charity holds are necessary to continue its activities should other sources of funding not be available. We also strive to set aside £12,000 for building costs

Approved by the Trustees on (date)

Signed on behalf of the Trustees

28/04/2025.



SHETLAND SAMARITANS SCIO					
Scottish Charity Number SC047536					
Receipts and Payments from 1 April 24 to 31 March 2025					
	Unrestricted	restricted	Total 24/25		2023/24
Grants					
Collections		5,000.00	5000		5000
Donations					0
Fundraising	2,082.00		2082		2837
Raffle	548.00		548		1627
Refunds (conference expenses)	163.00		163		80
Refunds (Scottish Region)					0
Charities Transfers In					0
Sale of Christmas cards					0
Gift Aid					0
Bank Interest	418.00		418		56
Sundry receipts	187.00		187		1173
	100.00		100		174
<b>Total receipts</b>	<b>3498</b>	<b>5000</b>	<b>8498</b>		<b>10,946</b>
<b>Expenditure</b>					
Raffles					
Volunteer travel expenses					0
Electricity and heating		4,435	4435		4303
Telephone	958	565	1523		1691
Insurance	85		85		939
Advertising	817		817		1713
Branch levy	385		385		312
Legal Fees	2225		2225		2514
<b>Total Charitable Expenditure</b>	<b>4470</b>	<b>5000</b>	<b>9470</b>		<b>11,472</b>
Office supplies					
Conference expenses	284		284		261
Conference fees					0
Repairs and maintenance					0
Sundry expenses	286		286		17
Publicity	917		917		156
Training	940		940		285
	9		9		0
<b>Total Admin Expenditure</b>	<b>2436</b>		<b>2436</b>		<b>719</b>
Fundraising expenses					
Independent examiner	15		15		126
Transfer to Alliance & Leicester	50		50		50
<b>Total Expenditure</b>	<b>6971</b>	<b>5000</b>	<b>11971</b>		<b>12,367</b>
Excess of receipts over payments / (payments over receipts) nett of transfers	<b>-3473</b>		<b>-3473</b>		<b>-1,421</b>
<b>Statement of Balances</b>					
	Unrestricted		Total		
Opening balance at 1st April 2024			21,475		22896
Surplus (deficit)			-3473		-1421.00
<b>Total</b>			<b>18,002</b>		<b>21475</b>
Bank of Scotland balance at 31 March 2025					
Santander			1353.96		3013.41
<b>Total</b>			<b>16648.08</b>		<b>18461.37</b>
			<b>18,002.04</b>		<b>21,475.00</b>
<b>Other assets</b>					
Shetland Samaritans SCIO own the building in which they operate					
The building has recently been valued at £125,000					
Shetland Samaritans have no other assets or					
Liabilities					



# Independent Examiner's Report

## Independent examiner's report on the accounts

Shetland Samaritans SCIO

SC047536

Report to the  
trustees/members of

Registered charity  
number

On the accounts of the  
charity for the period

Set out on pages

Period start date			to	Period end date		
Day	Month	Year		Day	Month	Year
01	04	2024		31	03	2025
9 to 10						

Respective  
responsibilities of  
trustees and examiner

The charity's trustees are responsible for the preparation of the accounts in accordance with the terms of the Charities and Trustee Investment (Scotland) 2005 Act and the Charities Accounts (Scotland) Regulations 2006 (as amended). The charity trustees consider that the audit requirement of Regulation 10(1) (d) of the Accounts Regulations does not apply. It is my responsibility to examine the accounts as required under section 44(1) (c) of the Act and to state whether particular matters have come to my attention.

Basis of independent  
examiner's statement

My examination is carried out in accordance with Regulation 11 of the 2006 Regulations. 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 seeks explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and, consequently, I do not express an audit opinion on the accounts.

Independent examiner's  
statement

In the course of 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 44(1) (a) of the 2005 Act and Regulation 4 of the 2006 Accounts Regulations, and
  - to prepare accounts which accord with the accounting records and comply with Regulation 9 of the 2006 Accounts Regulations

have not been met, or

2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Signed:

Name:

Relevant professional  
qualification(s) or body  
(if any):

Address:

Date: 28-04-2025