



Annual ➔ Report 2020

SAMARITANS

Swansea

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DIRECTOR'S REPORT

It is hard to believe that I took over as Director 17 months ago. We started off very well with a great team of deputies and trustees. I would like to extend my thanks and gratitude to them and also to everyone else who has taken on special roles. Without you, running the branch would be impossible.

I wish all members that are standing down well and welcome newly elected members to the committee.

The branch had become the largest branch in Wales with a very healthy number of ALV (Active Listening Volunteers). We increased the number of duties and were very active in all areas of Outreach. We also formed an official partnership with Mal Marauders, an organisation based in Port Talbot who focuses on men's Mental Health.

We teamed up with Samaritans from Haverfordwest with the aim to open a satellite branch in Carmarthen and were in negotiation with the University of St. David's who, it seemed, were willing to provide premises.

And then COVID came.

2020 so far has been an unprecedented year for us all. The global pandemic and subsequent lockdown impacted every aspect of our lives, both personally and as Samaritans. As Director of Swansea Samaritans, I feel a deep sense of pride in everything we've done over the last 7 months.

Your commitment and support ensured that we managed to keep most of our shifts open and were able to support our callers.

In May all Samaritan branches experienced reliability issues with our Connect platform, and, as a result, the planned roll-out of our multi-channel platform, Samaritans Link, was accelerated, and we migrated to it in early June.

Due to the unexpected challenges SCC was facing, the roll-out of Web-Chat was postponed. However by September, one branch of each of the 13 Regions (in Wales it is

Bangor) and London City Hub was supporting callers by CHAT. You may have noticed it on the dashboard. I hope that Swansea will soon be added to this list, which would be very welcome, especially since the suspension of our text service in February.

One of the major changes as a result of the pandemic is probably the way we communicate and “meet”. Everybody seems to be “zooming”.

A new way of recruiting and selecting New Volunteers was already being piloted in other regions before the pandemic, so this was fairly straight forward to implement nationwide. I congratulate our Recruitment team to fully embrace this at short notice with the result that we have a long waiting list of Potential Volunteers.

The new CORE training, which replaced SIT early this year, has been modified to be completely delivered online. This means that New Volunteers come into the branch for the first time when they start being mentored. This stage in their development will be more important than ever. I am certain that we will be able to make them feel welcome in our Samaritan family.

I would like to take this opportunity to thank the wonderful team of support volunteers in the Samaritan shop for their continuous support. It has been a particularly difficult time for them this year. Like all charity shops, we had to close in March and opened again with limited hours in July. Due to the ongoing threat of the Corona Virus, several volunteers decided not to return. I thank them from my heart for all the hard work and wish them well in their “retirement”.

I am continuing to represent Swansea Samaritans In Mental Health Forums of the three regions in our catchment area, namely Swansea Bay, Neath Port Talbot and Carmarthenshire and the Third Sector in general – everything on Zoom.

In August we had our “visit”, the quality review via zoom. Again I would like to thank the Branch Leadership team as a whole for their participation. The following quote is taken from the Quality Outcomes Report under “Strengths and Achievements”

“The branch is a friendly and supportive environment and is flexible for all volunteers. Volunteers are encouraged to share their skills, knowledge and talents to the benefit of Samaritans. The branch has a strong tradition of Outreach, which has grown over the years and is recognised within the region. The branch is justly proud of its reputation and presence in the local community. Swansea about to celebrate thirty years since setting up the first listening service in prisons. There is an openness to change and looking for ways to develop. Volunteers are to be congratulated for rising to the challenges presented by the Covid pandemic in keeping the service available to all our callers.”

All I can say is THANK YOU to every single listening and support volunteer of Swansea Samaritans.

Now we are looking forward to 2021. We will be celebrating 60 years of Swansea Samaritans and 30 years’ service in the prison.

Monika

Director and Chair of Board of Trustees

BRANCH DETAILS

Registered Charity Number: 1173627

Registered Address: Swansea Samaritans, 17 St John's Road,
Manselton, Swansea, SA5 8PR

Website: www.samaritans.org/swansea

The Trustees of Swansea Samaritans at 31st March 2020:

Director/Chair of Trustees: Mrs. M. Bugelli

Secretary: Ms. L. Sanders

Treasurer: Mr. I. Phillips

Trustees: Mrs. D. Smith (Deputy Chair)

Mrs. C Heard

Mrs. I Anderson

Mrs. M. Jones

Dr. G. Holland

Dr. A. Rees

Mr. C. Jenkins

Mr. A Caswell

Bankers: Barclay Bank plc

TREASURER'S REPORT

THE SAMARITANS OF SWANSEA

(Registered charity no: 1173627)

REPORT AND ACCOUNTS FOR THE YEAR ENDED 31st MARCH 2020

Firstly, you will see below a summary of our Income and expenditure. If you would like a full copy then please contact me at the Branch.

I would like to thank my predecessor George for standing in and looking after the Branch accounts for the past three years. I took over the role again in October 2019. The Branch continued its excellent work during the 2019/20 period and we continued to obtain several good sources of revenue.

Fundraising was aided by our Training activities in offering the services of Gwen, one of our volunteers on the Mental Health First Aid courses which were rolled out to other third sector organizations.

Collections and donations were down a little. A major concern is the shop where the net income is dramatically down on 2019. This is primarily to do with footfall in this area, plus the shop had to close due to the Covid situation about 2 weeks prior to the year end.

A major project has been undertaken involving both Swansea and Haverfordwest Branch to ascertain whether a satellite Branch could be operated in Carmarthen. Support has been received from both Carmarthenshire CC and Trinity St David's University in Carmarthen and, as a result, an application was submitted to the Community Fund of the Lottery. This was successful and funding has been secured of £10,000 which is restricted to use on that project. This project is currently on hold due to the Covid 19 situation but will start up when circumstances permit.

Just before our Financial year was due to end, our finances took a major hit, in that our Unit trust investments and our share portfolio took a dive due to the uncertainty of the Covid19 situation. I am sure this will recover in time.

Shortly after the end of our Financial year, funding was secured which will probably mean we will not need to pull on our reserves during 2020/21.

We have been promised donation from Llanelli Rural Council and the Rotary Club of Swansea but the funds will not be forthcoming until 2020/21 financial year.

So whilst, many of our activities are on hold now, we should be able to come out the other side in a sound financial position.

John Phillips
Branch Treasurer

REPORT AND ACCOUNTS

STATEMENT OF FINANCIAL ACTIVITIES - PERIOD ENDED 31 MARCH 2020

Note	Un- Restricted Funds £	Restricted Funds £	All Funds 2020 £	All Funds 2019 £
Incoming Resources				
Collections	1437	-	1437	3374
Donations	5092	-	5092	7112
Fundraising Events	13280	-	13280	1850
Deposit Interest	0	-	0	0
Dividends Received	4002	-	4002	2034
Unit Trust Income	(933)	-	(933)	(2894)
Prison Support	2417	-	2417	3733
Shop Income (Net)	5384	-	5384	14413
50 Club	295	-	295	150
Big Lottery Grant	0	10000	10000	0
Total incoming resources	30974	10000	40974	29772

BALANCE SHEET AS AT 31 MARCH 2020

	2020 £	2019 £
TANGIBLE FIXED ASSETS⁶	198636	198636
INVESTMENTS⁷	24593	39423
UNIT TRUSTS	50769	71334
CURRENT ASSETS		
Debtors ⁸	2875	2875
Cash at Bank and in Hand ⁹	15397	4439
	18272	7314

NOTES TO THE ACCOUNTS – PERIOD ENDED 31 MARCH 2020

LESS CURRENT LIABILITIES

(Amounts falling due within one year)

Creditors and Deferred Income	1408	5887
NET CURRENT ASSETS	16864	1427
TOTAL ASSETS LESS CURRENT LIABILITIES	290862	310820
NET ASSETS	290862	310820

REPRESENTED BY:

UNRESTRICTED FUNDS

General Fund ¹¹	331688	346816
Investment Revaluation Reserve	(53632)	(38802)

RESTRICTED FUNDS

Other Funds ¹²	12806	2806
	290862	310820

2. BRANCH CENTRE RUNNING COSTS

	2020	2019
	£	£
Motor Expenses	5906	5947
Water	303	293
Light and Heat	3178	3585
Repairs and Renewals	1788	1199
Security & Health & Safety	733	121
Cleaning, Housekeeper & Gardening	3947	4001
Office Telephone	1502	1755
Insurance	1421	1395
Depreciation	0	0
	18778	18296

NOTES TO THE ACCOUNTS – PERIOD ENDED 31 MARCH 2020

3. DIRECT CHARITABLE EXPENDITURE

Emergency Telephones	1236	392
Caller Support	0	260
Volunteer Recruitment & Selection	0	0
Volunteer Training & Support Costs	482	1498
Volunteer Travel Expenses	8461	3895
Volunteer Care	277	323
Publicity	2871	764
Outreach	1221	1512
Director's Expenses	1356	1123
Conferences	166	1127
Sundry Expenses	1	114
Prison	1053	2436
Correspondence Branch	0	672
	<u>17124</u>	<u>14116</u>

4. FUNDRAISING AND PUBLICITY COSTS	2020	2019
	£	£
Fundraising Expenses	6097	470
	<u>6097</u>	<u>470</u>

NOTES TO THE ACCOUNTS – PERIOD ENDED 31 MARCH 2020

5. MANAGEMENT AND ADMINISTRATION COSTS	2020	2019
	£	£
Branch Contribution	832	5283
Postage, Stationery & Sundries	1903	6423
Accountancy Fees	400	400
Other Professional Fees	520	35
AGM & Other Governance Costs	448	253
Legal Fees	0	0
	<u>4103</u>	<u>12394</u>

RECRUITMENT AND SELECTION REPORT

What a strange year for our team as for us all! The year started very well and there were many notes of interest from potential volunteers and we held successful information evenings followed by selection mornings in the branch. Those days seem like a long time ago now.

Since March and the onset of the pandemic we have had to modify the way we recruit and select our volunteers. Prior to when the pandemic struck we had held an information evening and those who had attended were awaiting the selection morning and an interview. We were unable to go ahead with the usual way of interviewing and as a result we carried out the interviews via Zoom. This was a whole new world of interviewing, but I have to say it was very successful and as a result we now have 12 volunteers eager to get started on the training and looking forward to becoming active volunteers in our branch.

There is no longer an information evening at the start of the volunteering journey and much more is being done online. This is all positive, but it will mean that we will all need to be aware that new volunteers will be looking to us for support and encouragement when they first come to the branch. It will be up to all of us to welcome them and help them to feel a part of the Swansea Samaritans.

The level of interest in becoming a volunteer is very high and, having spoken to other volunteers and listened to the news, it would seem that mental health issues will become ever more prevalent as we work our way through the pandemic and the aftermath. We will need our volunteers even more and our enthusiastic team is committed to encouraging as many as possible to join us.

Ida

TRAINING REPORT

This has been a very difficult year. Not only has the training programme for New Volunteers been completely overhauled, but due to the pandemic it had to go online.

In Autumn 2019 SIT (Samaritans Initial Training) was used for the last time.

The new programme – CORE development – had been successfully piloted in other branches in the UK, and it was rolled out nationwide at the beginning of 2020. It is a mixture of digital modules which New Volunteers have to complete by themselves and 5 group sessions, so called blended learning.

The first “CORE group” completed their training in March, just in time before lockdown. All face-to-face training had to be suspended as a result of the pandemic, including mentoring those New Volunteers.

This CORE development programme was then adapted to online learning. The digital modules remain the same, but the group sessions have been divided into 10 online group sessions. In Swansea Samaritans we are just starting this completely different way of delivering training and it is a steep learning curve for all of us.

I can only applaud the members of the first CORE group for being willing to put their “Samaritan journey” on hold. They are now being mentored and are ready to start on their next step. What used to be SIT2 is now Embedding Development, when they consolidate their initial learning with practice and experience. Thank you to every member of this “Covid Group” for not abandoning Samaritans.

VOLUNTEER DEVELOPMENT - REPORT

In Autumn we had a series of very interesting and well attended OGT (Ongoing Training Modules) in how to give emotional support to young callers and 3rd Party Calls.

As all face-to-face training had to be suspended, OGT also went online. There are numerous very interesting modules which are accessible to every volunteer. I encourage everyone to complete some of these modules. A new module “Refreshing Core values” was mandatory, and every Active Listening Volunteer has completed it.

I would like to thank every member of the training team and the mentors for their enthusiasm, time and effort they dedicated to training New and current volunteers.

Monika

SWANSEA SAMARITANS - CHARITY SHOP REPORT

Our Samaritan shop in Uplands Swansea has provided much valued funds for many years. In the past two years there have been many changes. The face of Uplands has changed from a busy daytime shopping precinct to a place where there are now a large number of establishments that open later in the day. Furthermore, plans by the university have seen many students relocating to new accommodation in the city centre.

Then we had the onset of Covid 19 and lockdown. The shop had to shut and, upon reopening, has had to comply with difficult and sometimes seemingly rather expensive social distancing and hygiene regulations for volunteers and customers. Many of our shop volunteers were of an age where it was extremely difficult to make the decision to carry on as before lockdown. Subsequently the shop has had to open with reduced hours due to staff shortages.

As a result, footfall has been greatly reduced, and now a further lockdown has come along. So at present the future of the shop looks bleak. However, given time and some judicious recruitment, happier days may return to ensure a more financially sound future.

The existing volunteers have worked so hard and given so much of their time to help our branch get those extra funds to continue.

We offer our many, many thanks to Mair and Eric who have decided to retire at Christmas. They have our best wishes for the future and we pass on our grateful thanks to those who through no fault of their own feel they are unable to continue.

OUTREACH REPORT

This has been a very frustrating year for the Outreach team. It started brilliantly. - more school talks and more talks in the community. We were very fortunate in securing a £1000 grant from the Austin Bailey Foundation for resources, materials and freebies to hand out at our school talks. Through this, we ensured that every young person received a range of materials to maximise the resources they had to hand should they feel low and in need of support.

We helped many local projects - Mal's Marauders, Lles Brynman, Young Farmers, Swansea Football Club and Veteran Clubs. We developed a good relationship with Amazon and continued our association with the DVLA and Swansea Police Station. Our van was put to good use -the cheapest, most effective publicity we have - and it went on many interesting trips.

It all looked so promising and then along came lockdown!

But, despite the limitations, we have succeeded in sending posters and leaflets to all the comprehensive schools and colleges in the three counties in our area, Sir Gar, Swansea and Neath Port Talbot, and publicity material has been delivered to Amazon.

Our thanks to those volunteers who have agreed to drive the van, but we could always do with more!

Margaret

PRISON SUPPORT REPORT

Keeping people safe while in prison is without doubt one of the highest priorities for the staff of Swansea Prison.

Coping with Covid19 and ensuring the safety and well-being of everyone involved in the Prison has been a huge challenge for everyone. It was possible our Listeners were going to face an even more difficult role for which the outcomes were uncertain and to a large extent unknown.

Having completed training of 14 new Listeners in January 2020 we were confident that there were sufficient numbers to support the population of the Prison. However, the negative aspect was we were unable to offer them initial face to face support and they were rather thrown in at the deep end. They had little or no idea how they would do their role within a new organisational regime.

It was a national decision that the inmates would be locked in their cells for 23 hours a day. This unfortunately seemed to be the only safe option for several hundred people living and working in close proximity in a confined area.

With agreement with prison staff we kept weekly contact with the Listeners by mobile phone. The staff and Governor of the Prison were incredibly supportive of this arrangement. There is one officer who has been an outstanding support of both Samaritans and Listeners. He shall remain nameless but everyone involved with Swansea Prison know who he is one among many, who worked tirelessly throughout the scariest period of the outbreak.

All the staff at Swansea made a huge effort, in order to keep all the men safe and well. They should be commended for their efforts.

As I have often observed over the years much of the good work that goes on in the Prison is not very well known by those not associated with it. Had there been a negative outcome I have no doubt this would have been shared widely.

The Listeners have continued their role throughout the lockdown. It can only be imagined how much more difficult this has been for them within the prison setting. They have risen to the many challenges and supported both staff and inmates throughout this very difficult time.

They have done Samaritans and themselves proud. I consider it a privilege to be part of that team

QUAY HOUSE REPORT

We had to discontinue our visits in March 2020 but have maintained contact and ensured that staff are aware that they can direct residents to the free phone number and remind them we are also here for the staff.

Judith

CEFNOGI GALWYR/ CALLER SUPPORT REPORT

2020 has been a strange year for Swansea Samaritans as it has been for the rest of country and indeed the world. Every life lost to suicide is a tragedy, and Samaritans' vision is that fewer people die by suicide. During the current COVID-19 pandemic, the impact on suicide rates remains unclear. Swansea Samaritans continue to support callers whether they wish to contact us by letter, email or phone. We have been there day and night for anyone who's struggling to cope and needs someone to listen without judgement or pressure. We have managed this by our volunteers rallying to the call of the ongoing crisis and we have helped Samaritans continue to answer a call every 7 seconds.

During the pandemic we have been unable to offer face-to-face support in our centre or in police stations, bail hostels, places of works or railway stations. Although we will once again begin these forms of contacts as soon as we are able, we remain in contact with these organisations to ensure they are aware of how anyone in need can contact us. The much anticipated live web chat is currently available as a small scale pilot service and we look forward to its expansion and being able to participate in this new and valuable service. Although a valuable addition to Samaritans support has been the launch of Samaritans Self-Help – a web application that provides a type of support that can be used without having to discuss feelings with someone else. It can be used online or installed on a computer or smartphone and helps with memorable and safe techniques for when things are troubling people. It can also help people make a plan to stay safe in a crisis and keep track of things they can do away from the app to help themselves feel better.

Swansea Samaritans remain able to provide the right kind of support for callers in the best way we know. We would like to thank Swansea volunteers for their support during this particularly difficult year or all. Keep safe everyone.

Isla

CEFNOGI EIN GWIRFODDOLWYR/ VOLUNTEER SUPPORT REPORT

At Samaritans our volunteers, without a doubt, are our greatest asset and so supporting our colleagues throughout the year is a clear priority. At no time has this been more important than during the period we all know as 'Lockdown 2020'.

The Covid-19 crisis has dominated the year and led to 50 % of our branch members becoming inactive for reasons of health, work and family. I am greatly indebted, therefore, to the band of volunteers who readily agreed to join the VS team in September 2019 and who showed great dedication in maintaining regular contact with all our members prior to the lockdown but phone calls, texts and emails since the spring have ensured that no volunteer has been isolated and left out of touch with the branch. The words of appreciation voiced by many are evidence of the value and importance of the team's efforts.

Prior to the public health crisis the VS team revived some old and trusted activities to promote wellbeing throughout the branch. A bi-monthly and bilingual newsletter has been well received as a means of sharing branch news, information about recruitment, training, and outreach, and celebrating news with individual volunteers. A Christmas buffet in branch was well attended and gave us an opportunity to acknowledge the commitment and service of the shop volunteers and their contribution in fund-raising for Samaritans.

Further social events have not been possible this year for obvious reasons, but all members received a personal Thank You card from the Director during National Volunteers' Week 2020 and the branch was decorated with bunting bearing the name of every one of our members.

2020 has also seen increased use of social media in our procedures and communications. VS team meetings (as well as Trustee meetings and even 'the Visit') have been held on Zoom, and during the height of the lockdown volunteers established a self-help WhatsApp group to further support one another.

One group of volunteers in particular was negatively affected by the lockdown – I refer to the cohort of new volunteers whose period of being mentored was summarily suspended due to the crisis. Maintaining contact with this group and keeping them informed about on-going issues and developments in branch was a particular focus for the VS Team so as to ensure that they felt valued as members of the branch and to encourage their return to training and rota duty when circumstances permitted. Over the summer and as a result of the retirement from branch of the co-ordinator for mentoring, this area of responsibility has returned to the VS deputy. It is a pleasure, therefore, to confirm that this cohort of new probationers will resume mentoring in September with special thanks to the team of mentors who will provide them with guidance and support as they continue their learning journey to become numbered volunteers of Swansea Samaritans.

The success of the recruitment and training teams at Swansea in attracting and developing new volunteers is to be celebrated. But over the last year the branch has also lost several long-serving Samaritans, valued friends and colleagues. All are remembered and treasured for their commitment and faithfulness to the branch.

It is also appropriate that the team of rota secretaries be acknowledged for their unceasing efforts to secure a full rota. I would also thank them for keeping VS informed of issues affecting our volunteers so that the team can act accordingly and offer timely support.

Finally, thanks to everyone in the branch for your dedication to Swansea Samaritans and especially to the listening volunteers for the compassion and support shown to our callers during an exceptionally challenging year.

Hannah 348

SAMARITANS RISK MANAGEMENT REPORT

Over the period of this report it has been the aim of this organisation to implement safe working practices, provide effective training, maintain structures and equipment to a high standard. Thus, ensuring the safety of the Volunteers and Visitors.

In August 2020, the responsibility for managing Health and Safety duties at the Branch was successfully handed over.

Specialist Periodic Checks of fire-fighting equipment was carried out in January 2020. In-use electrical equipment was subject to a Portable Appliance Test (PAT) in September 2020. Monthly infrastructure checks have been carried out and all faults rectified in a timely manner. A Risk Assessment review was carried out in September 2020.

Prior the completion of training, all new volunteers undertake a comprehensive familiarisation tour with their Mentors to highlighting the safe operation of the branch.

A volunteer 'Fault Reporting' system has been introduced to accurately catalogue and speed up the rectification of faults.

The organisation recognises and accepts its responsibility for providing a safe environment for its volunteers and visitors.

Wynne 943

Swansea Samaritans Annual General Meeting 19.9.19

Present: John, Monika, Mandy, Michael, Lynne, Rhiannon, Peter, Mary, Wynne, George, Darren, Joan, Dan, Hannah, Ed, Beth, Hardy, Jacqueline, Harry, fin, Sally, Hazel, Pearl, Stephen

Apologies: Ida, Rose, ben, Violet, Nikki, Helen, Phillip, Lizzie, Debbie, Alex, Megan, Carol, Morgan, Maria, Ella, Deana, Gwen, Joanne, Daisy, Molly, Kay, May,

Speakers: Stephen Lewis – Time to Change Wales

Dai Lloyd AM

Joanna Emerson– Regional Director

Welcome

Monika welcomed everyone to the AGM as the new director.

Minutes of last AGM 6.9.18

The minutes were proposed as accepted by Margaret, seconded Judith. The minutes were approved.

Matters arising from 6.9.18

There were no matters arising.

Reports

Director

Thank you for attending. Every time a new director takes over, there seems to be a buzz in the branch. These are exciting times!

We have had a very successful 3 years having increased the number of volunteers substantially, formed lots of contacts with other organisations and implemented Samaritans changes.

However, our vision that fewer people die by suicide doesn't change. Whatever we do and by whatever means, this is our aim and we try to reach people before they reach this point.

Here are some interesting figures from 2019:

More than 20,000 people volunteered their time for Samaritans – almost 17,000 listening volunteers, 2,300 support volunteers and 1,200 listeners.

We responded to around 5 million calls for help, spending over 1 million hours supporting them. If we cut this down to figures that are easier to imagine it looks like this – every day 13,000 calls for help, every hour more than 550 calls, 9 calls per minute.

These figures include almost 700,00 SMS, an increase of 17% on 2017; over 330,000 emails, an increase of 15%; over 1200 letters and around 30,000 face-to-face support contacts.

You are all part of this and can be proud of this. Samaritans wouldn't be here if it wasn't for volunteers like you. Thank you.

Going back to the last figure of 30,000 face-to-face contacts, through our work in local communities we reached more than 500,000 people. This will be a focus of mine. Of course it is vital that we cover our duties in branch, but it is not enough. By working in the community, being seen, forming partnerships and working increasingly with existing ones, people can put a face to Samaritans.

But all this costs money, so we will increase our fundraising activities. We have already made a good start. As you know, we were invited to the Swans last Saturday and collected almost £700. John received £300 from Rotary Clubs and another donation came via Jill.

Outreach, fundraising and publicity all go hand in hand.

So, all in all, it looks like it will be an exciting year ahead. But I can't do it alone. I will need the co-operation of every single volunteer in the branch.

Thank you for making the effort to come tonight and I hope you enjoy the rest of the evening.

John spoke as he had been the director for the last 3 years. He thanked everyone who had been part of the branch during this time, as they had really moved the branch forward. Please come and see him if you have any questions about his report. Ed led the floor in thanking John and he was applauded him for all he has done.

Treasurer

We have reduced the deficit quite considerably, as we got a lot more income than the previous year, including collections at Sarah Millican's national tour, £2,500, £5,000 Institute of Cemeteries and Crematoriums donation.

The shop brought in £14,500, nearly a third of our annual income. It is self-run and they do a magnificent job, so a great help to the branch. However, there is still a deficit, but

I am not unhappy about that as we have a lot in reserves and can afford it. Monika is setting up a fundraising group.

Syd queried the money paid to Central Office. The money the central charity takes from expenditure is on a sliding scale. If you get below a certain figure, branches don't pay anything. The money goes to central funds and covers an awful lot of expenditure on our behalf – legal implications, running costs etc. It is a very small proportion overall.

Henry noted the cleaning and gardening costs have gone up, George thinks it's just a change in posting and it does include Michael's wages. Volunteer care and housekeeping dropped dramatically to compensate.

John noted on page 17 of the accounts that the 2018 and 2019 deficits are the same for both years. This is not an error, just the way it is printed. The accounts were proposed by John, seconded by Harry. The 2018 -19 accounts were approved.

Recruitment and Selection

Ida not present to give a verbal report. Monika thanked John and Mandy who took over the administration of recruitment which is vital. A lot of people who enquire never get a reply and John made sure they were contacted. If they did not turn up, he chased them and the success rate was 50%. Number of volunteers in branch has increased. John was thanked for this. We now have over 100 volunteers.

Monika had to train all of them. We will have done 4 groups not the usual 3 and they were quite substantial groups too. Some have received their numbers and others are probationers and Monika thanked them for coming tonight.

Training

See report in Annual Report 2019.

Volunteer development

Harry did a session too.

Shop

See report in Annual Report 2019.

Education

John thanked Margaret for pulling it all together. There are a lot of requests for talks and they have done 7 talks today. All appreciate the efforts made.

Outreach

We attend the mental health fora in Sir Gar, Swansea and Neath Port Talbot and railway stations. Margaret is going to talk about the outreach plans later on including education. We have been doing loads of talks in schools.

Education

Margaret detailed that we have been going into primary schools as well years 7 and 8 in secondary schools. Please think about joining the school team!

Prison

In February 2019 we trained 18 prisoners which was not easy. Wonderful team! Another round of training now and had 40 applications!! Really looking forward to this. When we stated the service in Quay House they did not know a lot about it, what the role is and how effective it is.

It has been delivered for 15-20 years in prison and we were the first members of the public they talked to. This is humbling and shows how much it is needed. Judith drew attention to the report in the Annual report 2019 and the quote included.

Correspondence branch

See report in Annual Report 2019.

Caller support

See report in Annual Report 2019.

Volunteer support

Kay is not here to give a verbal report. The team was thanked for the wonderful support volunteers have received.

Risk Management

See report in Annual Report 2019

Adoption of accounts 2018 -19

The accounts were approved.

Election of Independent Examiner

We have used Boyd Patrick for the last few years who are very efficient. Boyd Patrick are continued to be used. Proposed: John, Seconded: Margaret.

Election of Officers

Treasurer - George is stepping down, John is happy to stand as treasurer. Proposed: Alex, Seconded: Pat. This was approved.

Secretary: Lynne is happy to stand for another year. Proposed: John, Seconded: Joanne. This was approved. Margaret thanked Lynne for the £1000 grant she secured for resources for the work carried out in schools.

Election of trustees

Voting slips were handed out. People were asked to vote and Dan and George will count them while the speakers are on.

AOB

Monika received an email this afternoon. Central Office is going to set up a new Pride project group. If you want to be part of this, please tell Monika by Monday.

They are looking for people who are part of the LGBTQ community or connected to it in some capacity, e.g. have attended Pride or similar. If anyone wants more information, Monika can forward them the email.

Speakers

Stephen Lewis – Time to Change Wales

Time to Change Wales (TTCW) is the first all Wales campaign challenging mental health in families. Partnership between MIND Cymru, Hafal and Comic Relief.

Stephen is 36 and works in the DVLA. He has been with TTCW 3.5 years. He has severe mental ill health and being a part of TTCW is keeping him alive. He goes out to a variety of places to talk, e.g. Germany. Paris, and tells his story to try and get a better understanding of what it's like to live with a mental illness. It can be exhausting and tiring. The purpose is to increase knowledge of mental ill-health and how stigma / discrimination effects people. Most common is depression & anxiety and this affects how things feel, causing distress to you, others and family. People are every day-friends, teachers etc. 1 in 4 have a mental health issue and during a lifetime 1 in 100 will be schizophrenic. Everyone will know someone who works with someone with schizophrenia. They can recover and hold down paid work.

Stephen 's story contains suicide and self-harm. People have asked him about his life – how he feels and how he looks at it. He does not know the answer, but writes poetry and doing training to give them an idea. It's a sad kind of happiness with some good times, but his illness makes him remember the bad times.

Growing up he felt different and always had raw emotions in his mind with no understanding of what they did and that he should tell someone. As an 8-year-old he played rugby and was told boys don't cry, man up'. By 11 he was mainly scared of everything and didn't want to live. There was love for his family, but the voice was telling him he was fraud, a failure and should die. Aged 12 he decided to hang himself, but survived. He failed at every hurdle and was labelled as lazy and laid back. He used drugs and alcohol to hide. In his early 20s he believed he was here for a reason.

One teacher believed in him and said he should use his empathy volunteering. He volunteered with young people with learning disabilities, a young man with autism and then went to Namibia to build a school. He loved it and didn't suffer from anxiety or depression. On his return he found surfing and was happy, but the insecurities returned.

2013 he was still having ups and downs and a constant feeling that something wasn't right. He had a girlfriend who wanted to start a family, but he was diagnosed with a genetic disorder meaning he can't have children. He wasn't surprised. Life went into free fall – why me, I need to die. He was fixated on drowning and killing himself. He made a phone call, used a fake name and disguised his voice, chatted with someone and remembered how well they listened.

Then he decided to see his GP and told him he was unwell. Next 3 years he was back and forth to doctors/psychiatrists with severe anxiety and depressions. It was a bully in his mind – self-doubt, mania, anger, frustration, emptiness and loneliness. Moments of emptiness and sadness, then a diagnosis and that meant more talking. Life is strange, divorce, suicide etc. Mental ill health keeps him alive. Found TTCW after a rant on Facebook re. men's mental health. He decided to talk and met wonderful people from all ages and the world, schools, businesses, politicians etc. The suicidal thoughts remain and life continues to be a frantic roller-coaster, tears and pain amongst laughter.

He wants to say thank you to everyone present, as he has used the Samaritans and is proud to be part of tonight. We make a big difference to people like him. It means a lot and there would be a lot less guys without Samaritans.

Dai Lloyd AM

Swansea GP for over 30 years and is Chair of the Welsh Government Health Committee.

They have produced a report 'Everybody's Business' which is a review of suicide prevention measures. Samaritans Cymru participated and are quoted in the report.

People should never be afraid to talk about suicide. It doesn't make it more likely to happen. Anyone can help, not just professionals. It's about engaging people in conversation and asking 'are you ok?' Part of the plan is to give Samaritans-based training to people on the front line, so that no-one is afraid to ask. People need to have the confidence to do this, but most importantly listening is the thing and intervening. In Wales in 2017 360 people died through suicide. 278 of these were men, the majority of whom were under 49 years old.

Mental health should be treated the same as physical health. At the moment in a GP surgery, if a patient has chest pain and needs hospital, the GP can insist you are seen

in hospital straightaway. Not the same for mental ill health. There is only the phone number for the crisis team who will see you that week. This is not parity and the report is part of this.

There is a cross party group on suicide which is run by the Samaritans and meets quarterly. They receive expert presentations from leaders in the field and people with lived experience. Several AMs are determined to do something positive. The mental ill health tide is raising and people are often drowning in it now. Far more of it around. He thanked us all and is full of admiration for what we do.

Joanna Emerson— Regional Director- Ireland, Wales and the Marches

Last AGM at SWanase and stepping down in Mrcah. Interesting time. Change coming up and had a lot of change in last few years – orgs, transitions, safeguarding coming in. Jenny McCartney, Chair, change going to calm down and we need to consolidate all we have done. Increased prevalence of MH and number of suicides going up. To meet current demand, need another 6000 volunteers. Some don't reach out, e.g. men and young people. Done a lot of work in why is that? How get in touch? Will web chat but not talk top anyone. No to email. Web chat platform coming on but will need more vols. Swansea done excellently. For everyone who contacts re. volunteering 9 can't get through and 12% do not even get a response from a branch. She has talked to people who have applied but not got through or they fill in a form and it takes weeks to get back to them. Young people do things online.

Volunteer training 4 times a year is excellent. Commonly it's twice a year with people being sent away to come back for the training. In 1979 when she joined we were the gold standard for volunteering and did have not many competitors. The landscape is different now and people go elsewhere. We need to address this.

The new Recruitment Journey is more effective. We have trialled the new system for some time and changed the way we bring people in. Doing away with selection dates. Most enquiries come in via the website and local branches are asked to get in touch with them. There are interactive web pages on the website to make people stop and think – what volunteering means in Sams, what they want to do, what they can expect. When they have done this and still want to join, they can then book interviews online locally and in clusters to share the load, e.g. Isle of Man doing interviews by phone and video for the rest of the Manchester region. This is an option and is not mandatory.

So far the quality of people is the same as who came the old way. It looks as though we are getting potential volunteers much faster. A lot of branches are doing continuous recruitment. This is a better experience for the people and should be better for branches too. Some of the admin is still a bit clunky, but it will get better with the tools

they are putting in place. Hopefully it will bring in people who would not have applied before and not stop others.

Core training is changing. Introducing a new training regime. SIT going, SIT 2 embedded training and then ongoing. Training will be part of being a volunteer to develop their skills. There is now an online training system. Online safeguarding training is not the best quality, but the new version is light years away from that. It's excellent and makes the learning more interesting. There is a learning management system and people in branches can see where people are at. Interspersed with face to face training such as skills practice. Coming in by spring next year. Rhyl is piloting it and really like it, saying there is a buzz about it and that volunteers can do the learning in their own time. Going to be 5 modules rather than 9 and the rest offline. They need to release the training team resources and bring more people through to get the 6000 we need. Joanna has been through a lot of change with Monika. She never needed to worry about Swansea thanks to John and all the work he did. Now knows it's in Monika's excellent hands.

Ed asked if anything's changed re. mentoring. It will come into the Sams embedding training – SIT 2, action learning sets, i.e. groups of people who train together and carry on as a group learning together. We will have mentors, but it is changing slightly.

Syd made the point that older members are part of the ongoing training, so have continuous development activities – digital and face to face modules to keep refreshing skills. Joanna said that Sams is trying to make it more flexible for volunteers. Rachel Caulfer, head of training, has brought in some great ideas

Request for Outreach volunteers

We have heard of the changes coming in. Our vision is the the same and why we are here, so fewer people die by suicide. In December on Suicide Prevention Day we saw 6 people face to face on the van which is amazing, plus countless contacts. We are all part of this.

Face to face contacts – how many do we reach when we go out? It is Important and vital we cover our duties in branch, even though we struggle to cover the rotas. By working in the community, we are forming new partnerships and strengthening existing ones. It increases our profile when people see us and they then contact us in private. Our branch puts a lot of emphasis on outreach and we need you to help us with this by joining the brilliant outreach team.

Margaret talked about her experience of outreach work. She has never ever said she wants to be there by a particular way, as she didn't care, Best way to be there for people is in the community and it has been a joy to talk to people, listening and getting involved with organisations.

Margaret has been doing outreach for 18 years and in the last few days has been horrified at the difference in people's attitudes., 3 separate organisations she has met have said they are very concerned indeed regarding the suicidal tendencies of people they are working with.

The Bulldogs Club is doing remarkable work in community and are very interested in working in partnership on a project, e.g. big boys do cry – rugby players to talk about their experiences, so they know to talk. We could involve Tata Steel, industry, Fords due to redundancies, Swans, rugby clubs, colleges etc. They need people to be there and can't do it without us. Joined up thinking is so important.

What we will do with outreach over the next few years will help people to learn to manage and cope. If you but don't mind doing extra shift, please think about doing outreach.

Trustees vote-

Trustees voted on are Alex, Catherine, Hannah, Ida, Isla, Steven, Judith, Margaret. At the next committee meeting John will need the trustee names, dates of birth and appointment dates to update the Charity commission website.

Monika thanked everyone for attending.

Meeting closed at 8pm.



COULD YOU BE THERE WHEN I CALL?

A lot of people need us.

That's why our volunteers are always around to give anyone who is struggling to cope the space and time to talk.

Find out about joining us

Come along to our next information session



 **17 St John's Road, Manselton
Swansea SA5 8PR**

 **samaritans.org/swansea**

SAMARITANS
SWANSEA

A registered charity

THE SAMARITANS OF SWANSEA
(Registered charity no: 1173627)

REPORT AND ACCOUNTS

YEAR ENDED 31st MARCH 2020

Boyd Patrick & Co Ltd
Chartered Certified Accountants
34, Dillwyn Road
Sketty
Swansea SA2 9AE

**INDEPENDENT EXAMINER'S REPORT TO
THE TRUSTEES OF THE SAMARITANS OF SWANSEA**

We report on the accounts of The Samaritans of Swansea for the year ended 31 March 2020, which are set out on pages 3 to 11.

Respective responsibilities of trustees and examiner

As the charity's trustees you are responsible for the preparation of the accounts and you consider that the audit requirements of section 43(2) of the Charities Act 1993 (the Act) does not apply. It is our responsibility to state, on the basis of procedures specified in the General Directions given by the Charity Commissioners under section 43(7)(b) of the Act, whether particular matters have come to our attention.

Basis of independent examiner's report

Our examination was carried out in accordance with the General Directions given by the Charity Commissioners. 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 we do not express an audit opinion on the view given by the accounts.

Independent examiner's statement

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

- 1) which gives us reasonable cause to believe in any material respect the requirements:
 - to keep records in accordance with Section 41 of the Act; and
 - to prepare accounts which accord with the accounting records and to comply with the accounting requirements of the Act have not been met; or
- 2) to which, in our opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Bayle Patrick + G Uba

Chartered Certified Accountants

07 August.....2020

THE SAMARITANS OF SWANSEA
(Registered Charity No 1173627)

STATEMENT OF FINANCIAL ACTIVITIES – YEAR ENDED 31 MARCH 2020

	Note	Un- Restricted Funds £	Restricted Funds £	All Funds 2020 £	All Funds 2019 £
Incoming Resources					
Collections		1437	-	1437	3374
Donations		5092	-	5092	7112
Fundraising Events		13280	-	13280	1850
Deposit Interest		0	-	0	0
Dividends Received		4002	-	4002	2034
Unit Trust Income		(933)	-	(933)	(2894)
Prison Support		2417	-	2417	3733
Shop Income (Net)		5384	-	5384	14413
50 Club		295	-	295	150
Big Lottery Grant		-	10000	10000	0
Total incoming resources		30974	10000	40974	29772
Resources expended					
Branch Centre Running Costs	2	18778	-	18778	18296
Direct charitable expenditure	3	17124	-	17124	14116
Fundraising Costs	4	6097	-	6097	470
Management and Administration costs	5	4103	-	4103	12394
Total resources expended		46102	0	46102	45276
Net incoming resources for the year		(15128)	10000	(5128)	(15504)
Movement in funds		-	-	-	-
Fund balances brought forward at 1 April 2019		346816	2806	349622	365126
Fund balances carried forward at 31 March 2020		331688	12806	344494	349622

THE SAMARITANS OF SWANSEA
(Registered Charity No 1173627)

BALANCE SHEET AS AT 31 MARCH 2020

	Note	2020		2019
		£	£	£
TANGIBLE FIXED ASSETS	6	198636		198636
INVESTMENTS	7	24593		39423
UNIT TRUSTS		50769		71334
CURRENT ASSETS				
Debtors	8	2875		2875
Cash at Bank and in Hand	9	<u>15397</u>		<u>4439</u>
		18272		7314
LESS CURRENT LIABILITIES				
(Amounts falling due within one year)				
Creditors and Deferred Income	10	<u>1408</u>		<u>5887</u>
NET CURRENT ASSETS		<u>16864</u>		<u>1427</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>290862</u>		<u>310820</u>
NET ASSETS		<u>290862</u>		<u>310820</u>
REPRESENTED BY:				
UNRESTRICTED FUNDS				
General Fund	11	331688		346816
Investment Revaluation Reserve		(53632)		(38802)
RESTRICTED FUNDS				
Other Funds	12	12806		2806
		<u>290862</u>		<u>310820</u>

The notes on pages 5 to 11 form part of these accounts.

The accounts were approved by the Committee on 03 August 2020

M. Bugelli M. BUGELLI, DIRECTOR

I.J. Phillips I.J. PHILLIPS, HON. TREASURER

NOTES TO THE ACCOUNTS – YEAR ENDED 31 MARCH 2020

1. ACCOUNTING POLICIES

- a)** Basis of Accounting. The accounts have been prepared under the historical cost convention, as modified by the revaluation of freehold property, and in accordance with applicable accounting standards and the Statement of Recommended Practice of Accounting by Charities (Charities SORP).
- b)** Voluntary income by way of donations is included in the Statement of Financial Activities (SOFA) when received. Gifts in kind are valued and brought in as income.
- c)** Gross fundraising income from events organised by the Charity itself is included in the SOFA when received. Fundraising proceeds not yet received by the Charity for events which took place during the year have been excluded from the SOFA, as it has not been possible to estimate the likely receivable amount.
- d)** Income from legacies is included in the SOFA when received.
- e)** Grants for immediate financial support are recognised in the SOFA on receipt and on satisfaction of any pre-conditions.
- f)** No depreciation is provided on freehold property and improvements as the Trustees pursue a full repairing policy. Depreciation is provided on a straight line basis on equipment and furniture, and motor vehicles, at the rates of 15% and 25% per annum.

The Charity purchased the leasehold interest in the leasehold property on 30 April 2002.

- g)** No provision for taxation is included in the accounts as the Charity is entitled to the exemption from tax afforded by Section 505 of the Income and Corporation Taxes Act 1988.

THE SAMARITANS OF SWANSEA
(Registered Charity No 1173627)

NOTES TO THE ACCOUNTS – YEAR ENDED 31 MARCH 2020

2. BRANCH CENTRE RUNNING COSTS	2020	2019
	£	£
Motor Expenses	5906	5947
Water	303	293
Light and Heat	3178	3585
Repairs, Renewals & Maintenance	1788	1199
Security & Health & Safety	733	121
Cleaning, Housekeeper & Gardening	3947	4001
Office Telephone	1502	1755
Insurance	1421	1395
Depreciation	0	0
	<hr/>	<hr/>
	18778	18296
	<hr/>	<hr/>
 3. DIRECT CHARITABLE EXPENDITURE		
Emergency Telephones	1236	392
Caller Support	0	260
Volunteer Recruitment & Selection	0	0
Volunteer Training & Support Costs	482	1498
Volunteer Travel Expenses	8461	3895
Volunteer Care	277	323
Publicity	2871	764
Outreach	1221	1512
Director's Expenses	1356	1123
Conferences	166	1127
Sundry Expenses	1	114
Prison	1053	2436
Correspondence Branch	0	672
	<hr/>	<hr/>
	17124	14116
	<hr/>	<hr/>

THE SAMARITANS OF SWANSEA
(Registered Charity No. 1173627)

NOTES TO THE ACCOUNTS – YEAR ENDED 31 MARCH 2020

4.	FUNDRAISING AND PUBLICITY COSTS	2020	2019
		£	£
	Fundraising Expenses	6097	470
		<u>6097</u>	<u>470</u>
		<u><u>6097</u></u>	<u><u>470</u></u>
5.	MANAGEMENT AND ADMINISTRATION COSTS	2020	2019
		£	£
	Branch Contribution	832	5283
	Postage, Stationery & Sundries	1903	6423
	Accountancy Fees	400	400
	Other Professional Fees	520	35
	AGM & Other Governance Costs	448	253
	Legal Fees	0	0
		<u>4103</u>	<u>12394</u>
		<u><u>4103</u></u>	<u><u>12394</u></u>

THE SAMARITANS OF SWANSEA
(Registered Charity No 1173627)

NOTES TO THE ACCOUNTS – YEAR ENDED 31 MARCH 2020

6. TANGIBLE FIXED ASSETS

	Motor Vehicles	Fixtures Fittings	Shop Fixtures & Fittings	Office Equipment	Freehold Property	Total
	£	£	£	£	£	£
Cost or valuation						
At 1 April 2019	-	15677	7163	30422	198635	251897
Additions	-	-	-	-	-	-
Disposals	-	-	-	-	-	-
	-----	-----	-----	-----	-----	-----
At 31 March 2020	-	15677	7163	30422	198635	251897
	=====	=====	=====	=====	=====	=====
Depreciation						
At 1 April 2019	-	15677	7163	30421	-	53261
Charge for year	-	-	-	-	-	-
On Disposals	-	-	-	-	-	-
	-----	-----	-----	-----	-----	-----
At 31 March 2020	-	15677	7163	30421	-	53261
	=====	=====	=====	=====	=====	=====
Net Book Value						
At 31 March 2020	-	-	-	1	198635	198636
	=====	=====	=====	=====	=====	=====
At 31 March 2019	-	-	-	1	198635	198636
	=====	=====	=====	=====	=====	=====

The title to the freehold property is held by The Samaritans as custodian trustee, and the Charity is subject to a Trust Deed in respect of the property.

7. INVESTMENTS

	Barclays Bank PLC	HSBC	Lloyds TSB	Total
	£	£	£	£
At 1 April 2019	10713	26663	2047	39423
Additions at Cost	-	-	-	-
Disposals	-	-	-	-
Revaluation	(4177)	(9633)	(1020)	(14830)
At 31 March 2020	<u>6536</u>	<u>17030</u>	<u>1027</u>	<u>24593</u>
Cost at 31 March 2020	<u>34169</u>	<u>30739</u>	<u>13317</u>	<u>78225</u>

THE SAMARITANS OF SWANSEA
(Registered Charity No 1173627)

NOTES TO THE ACCOUNTS – YEAR ENDED 31 MARCH 2020

8. DEBTORS	2020	2019
	£	£
Prepaid expenditure:		
Insurances	0	0
Shop Rent	2875	2875
	<hr/>	<hr/>
	2875	2875
	<hr/> <hr/>	<hr/> <hr/>
 9. CASH AT BANK AND IN HAND	 2020	 2019
	£	£
Barclays Bank:		
Current Account	3436	345
Community Account	10000	0
Shop Account	1800	3315
50 Club Current Account	0	97
50 Club Current Account (New)	(11)	297
 Cash In Hand:		
Cash on Hand	0	0
Shop Account	62	311
 Virgin Money Account	110	74
	<hr/>	<hr/>
	15397	4439
	<hr/> <hr/>	<hr/> <hr/>
 10. CREDITORS	 2020	 2019
	£	£
 Accrued Expenditure (Audit, NBC,)	1408	5887
	<hr/>	<hr/>
	1408	5887
	<hr/> <hr/>	<hr/> <hr/>

NOTES TO THE ACCOUNTS – YEAR ENDED 31 MARCH 2020

11. RECONCILIATION OF FUNDS

	General Fund £	Restricted Fund £	Total Funds £
At 1 April 2019	346816	2806	349622
Transfers	-	-	-
Deficit For The Year	(15128)	10000	(5128)
	<u>331688</u>	<u>12806</u>	<u>344494</u>
At 31 March 2020	<u>331688</u>	<u>12806</u>	<u>344494</u>

General Fund : Funds are held available for the ordinary purposes of the Charity.

Restricted Funds : Funds have been received for the specific purposes shown in note 12.

12. RESTRICTED FUNDS

Volunteers' Support Fund	2020 £	2019 £
Balance 1 April 2019	0	189
Transfer to General Funds	-	(189)
	<u>0</u>	<u>0</u>
Balance at 31 March 2020	<u>0</u>	<u>0</u>

Big Lottery (Carmarthen Branch)	2020 £	2019 £
Balance 1 April 2019	0	0
Grant Received	10000	0
	<u>10000</u>	<u>0</u>
Balance at 31 March 2020	<u>10000</u>	<u>0</u>

Prison Support Fund		
Balance 1 April 2019	2806	2806
Donations	-	-
	<u>2806</u>	<u>2806</u>
Balance at 31 March 2020	<u>2806</u>	<u>2806</u>

TOTAL OTHER FUNDS	<u>12806</u>	<u>2806</u>
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NOTES TO THE ACCOUNTS – YEAR ENDED 31 MARCH 2020

13. TRUSTEES' REMUNERATION AND EXPENSES

None of the Charity's Trustees are directly or indirectly remunerated in any way. It is the policy of the Charity to reimburse all expenses properly incurred and claimed by its volunteers in connection with its charitable activities. The Charity's Trustees (those who serve on the Management Committee) are reimbursed expenses in accordance with that policy in common with all other volunteers, and the total amount involved is not considered material.

14. INDEMNITY INSURANCE

The Samaritans has centrally effected professional indemnity insurance to protect employees, trustees, directors and other volunteer members of all Samaritans Branches.

15. RISK MANAGEMENT

In accordance with the Statement of Recommended Practice 2000, the Trustees recognise the risks to which a charity may be exposed. The Trustees have carried out a review of such risks in order to identify risks that may be applicable to The Samaritans of Swansea, and to initiate systems in order to mitigate those risks.

16. RESERVES POLICY

The Trustees consider it prudent to carry reserves, in keeping with the Charity Commissions Guidelines, amounting to between twelve and eighteen months of total running costs. For the current year this would amount to £69,153 (2019 - £67,914). Unrestricted reserves as at 31 March 2020 amount to £278,056 (2019 - £308,014). This is inclusive of all fixed assets, which the Trustees acknowledge is greater than required under the guidelines but in keeping with the formal Reserves Policy of the branch. Excluding the property the Charity's Reserves currently stand at 21 months (2019 – 29 months). The Trustees are committed to ensure that the maximum benefit accrues to the charity and its beneficiaries from the current level of reserves and that income streams are reviewed regularly.

THE SAMARITANS OF SWANSEA
(Registered charity no: 1173627)

REPORT AND ACCOUNTS

YEAR ENDED 31st MARCH 2020

Boyd Patrick & Co Ltd
Chartered Certified Accountants
34, Dillwyn Road
Sketty
Swansea SA2 9AE

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THE TRUSTEES OF THE SAMARITANS OF SWANSEA**

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Bayle Patrick + G Uba

Chartered Certified Accountants

07 August.....2020

THE SAMARITANS OF SWANSEA
(Registered Charity No 1173627)

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THE SAMARITANS OF SWANSEA
(Registered Charity No 1173627)

BALANCE SHEET AS AT 31 MARCH 2020

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		18272		7314
LESS CURRENT LIABILITIES				
(Amounts falling due within one year)				
Creditors and Deferred Income	10	<u>1408</u>		<u>5887</u>
NET CURRENT ASSETS		<u>16864</u>		<u>1427</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>290862</u>		<u>310820</u>
NET ASSETS		<u>290862</u>		<u>310820</u>
REPRESENTED BY:				
UNRESTRICTED FUNDS				
General Fund	11	331688		346816
Investment Revaluation Reserve		(53632)		(38802)
RESTRICTED FUNDS				
Other Funds	12	12806		2806
		<u>290862</u>		<u>310820</u>

The notes on pages 5 to 11 form part of these accounts.

The accounts were approved by the Committee on 03 August 2020

M. Bugelli M. BUGELLI, DIRECTOR

I.J. Phillips I.J. PHILLIPS, HON. TREASURER

NOTES TO THE ACCOUNTS – YEAR ENDED 31 MARCH 2020

1. ACCOUNTING POLICIES

- a)** Basis of Accounting. The accounts have been prepared under the historical cost convention, as modified by the revaluation of freehold property, and in accordance with applicable accounting standards and the Statement of Recommended Practice of Accounting by Charities (Charities SORP).
- b)** Voluntary income by way of donations is included in the Statement of Financial Activities (SOFA) when received. Gifts in kind are valued and brought in as income.
- c)** Gross fundraising income from events organised by the Charity itself is included in the SOFA when received. Fundraising proceeds not yet received by the Charity for events which took place during the year have been excluded from the SOFA, as it has not been possible to estimate the likely receivable amount.
- d)** Income from legacies is included in the SOFA when received.
- e)** Grants for immediate financial support are recognised in the SOFA on receipt and on satisfaction of any pre-conditions.
- f)** No depreciation is provided on freehold property and improvements as the Trustees pursue a full repairing policy. Depreciation is provided on a straight line basis on equipment and furniture, and motor vehicles, at the rates of 15% and 25% per annum.

The Charity purchased the leasehold interest in the leasehold property on 30 April 2002.

- g)** No provision for taxation is included in the accounts as the Charity is entitled to the exemption from tax afforded by Section 505 of the Income and Corporation Taxes Act 1988.

THE SAMARITANS OF SWANSEA
(Registered Charity No 1173627)

NOTES TO THE ACCOUNTS – YEAR ENDED 31 MARCH 2020

2. BRANCH CENTRE RUNNING COSTS	2020	2019
	£	£
Motor Expenses	5906	5947
Water	303	293
Light and Heat	3178	3585
Repairs, Renewals & Maintenance	1788	1199
Security & Health & Safety	733	121
Cleaning, Housekeeper & Gardening	3947	4001
Office Telephone	1502	1755
Insurance	1421	1395
Depreciation	0	0
	<hr/>	<hr/>
	18778	18296
	<hr/>	<hr/>
 3. DIRECT CHARITABLE EXPENDITURE		
Emergency Telephones	1236	392
Caller Support	0	260
Volunteer Recruitment & Selection	0	0
Volunteer Training & Support Costs	482	1498
Volunteer Travel Expenses	8461	3895
Volunteer Care	277	323
Publicity	2871	764
Outreach	1221	1512
Director's Expenses	1356	1123
Conferences	166	1127
Sundry Expenses	1	114
Prison	1053	2436
Correspondence Branch	0	672
	<hr/>	<hr/>
	17124	14116
	<hr/>	<hr/>

THE SAMARITANS OF SWANSEA
(Registered Charity No. 1173627)

NOTES TO THE ACCOUNTS – YEAR ENDED 31 MARCH 2020

4.	FUNDRAISING AND PUBLICITY COSTS	2020	2019
		£	£
	Fundraising Expenses	6097	470
		<u>6097</u>	<u>470</u>
		<u><u>6097</u></u>	<u><u>470</u></u>
5.	MANAGEMENT AND ADMINISTRATION COSTS	2020	2019
		£	£
	Branch Contribution	832	5283
	Postage, Stationery & Sundries	1903	6423
	Accountancy Fees	400	400
	Other Professional Fees	520	35
	AGM & Other Governance Costs	448	253
	Legal Fees	0	0
		<u>4103</u>	<u>12394</u>
		<u><u>4103</u></u>	<u><u>12394</u></u>

THE SAMARITANS OF SWANSEA
(Registered Charity No 1173627)

NOTES TO THE ACCOUNTS – YEAR ENDED 31 MARCH 2020

6. TANGIBLE FIXED ASSETS

	Motor Vehicles	Fixtures Fittings	Shop Fixtures & Fittings	Office Equipment	Freehold Property	Total
	£	£	£	£	£	£
Cost or valuation						
At 1 April 2019	-	15677	7163	30422	198635	251897
Additions	-	-	-	-	-	-
Disposals	-	-	-	-	-	-
	-----	-----	-----	-----	-----	-----
At 31 March 2020	-	15677	7163	30422	198635	251897
	=====	=====	=====	=====	=====	=====
Depreciation						
At 1 April 2019	-	15677	7163	30421	-	53261
Charge for year	-	-	-	-	-	-
On Disposals	-	-	-	-	-	-
	-----	-----	-----	-----	-----	-----
At 31 March 2020	-	15677	7163	30421	-	53261
	=====	=====	=====	=====	=====	=====
Net Book Value						
At 31 March 2020	-	-	-	1	198635	198636
	=====	=====	=====	=====	=====	=====
At 31 March 2019	-	-	-	1	198635	198636
	=====	=====	=====	=====	=====	=====

The title to the freehold property is held by The Samaritans as custodian trustee, and the Charity is subject to a Trust Deed in respect of the property.

7. INVESTMENTS

	Barclays Bank PLC	HSBC	Lloyds TSB	Total
	£	£	£	£
At 1 April 2019	10713	26663	2047	39423
Additions at Cost	-	-	-	-
Disposals	-	-	-	-
Revaluation	(4177)	(9633)	(1020)	(14830)
At 31 March 2020	<u>6536</u>	<u>17030</u>	<u>1027</u>	<u>24593</u>
Cost at 31 March 2020	<u>34169</u>	<u>30739</u>	<u>13317</u>	<u>78225</u>

THE SAMARITANS OF SWANSEA
(Registered Charity No 1173627)

NOTES TO THE ACCOUNTS – YEAR ENDED 31 MARCH 2020

8. DEBTORS	2020	2019
	£	£
Prepaid expenditure:		
Insurances	0	0
Shop Rent	2875	2875
	<hr/>	<hr/>
	2875	2875
	<hr/> <hr/>	<hr/> <hr/>
9. CASH AT BANK AND IN HAND	2020	2019
	£	£
Barclays Bank:		
Current Account	3436	345
Community Account	10000	0
Shop Account	1800	3315
50 Club Current Account	0	97
50 Club Current Account (New)	(11)	297
 Cash In Hand:		
Cash on Hand	0	0
Shop Account	62	311
 Virgin Money Account	110	74
	<hr/>	<hr/>
	15397	4439
	<hr/> <hr/>	<hr/> <hr/>
10. CREDITORS	2020	2019
	£	£
 Accrued Expenditure (Audit, NBC,)	1408	5887
	<hr/>	<hr/>
	1408	5887
	<hr/> <hr/>	<hr/> <hr/>

NOTES TO THE ACCOUNTS – YEAR ENDED 31 MARCH 2020

11. RECONCILIATION OF FUNDS

	General Fund £	Restricted Fund £	Total Funds £
At 1 April 2019	346816	2806	349622
Transfers	-	-	-
Deficit For The Year	(15128)	10000	(5128)
	<u>331688</u>	<u>12806</u>	<u>344494</u>
At 31 March 2020	<u>331688</u>	<u>12806</u>	<u>344494</u>

General Fund : Funds are held available for the ordinary purposes of the Charity.

Restricted Funds : Funds have been received for the specific purposes shown in note 12.

12. RESTRICTED FUNDS

Volunteers' Support Fund	2020 £	2019 £
Balance 1 April 2019	0	189
Transfer to General Funds	-	(189)
	<u>0</u>	<u>0</u>
Balance at 31 March 2020	<u>0</u>	<u>0</u>

Big Lottery (Carmarthen Branch)	2020 £	2019 £
Balance 1 April 2019	0	0
Grant Received	10000	0
	<u>10000</u>	<u>0</u>
Balance at 31 March 2020	<u>10000</u>	<u>0</u>

Prison Support Fund		
Balance 1 April 2019	2806	2806
Donations	-	-
	<u>2806</u>	<u>2806</u>
Balance at 31 March 2020	<u>2806</u>	<u>2806</u>

TOTAL OTHER FUNDS	<u>12806</u>	<u>2806</u>
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NOTES TO THE ACCOUNTS – YEAR ENDED 31 MARCH 2020

13. TRUSTEES' REMUNERATION AND EXPENSES

None of the Charity's Trustees are directly or indirectly remunerated in any way. It is the policy of the Charity to reimburse all expenses properly incurred and claimed by its volunteers in connection with its charitable activities. The Charity's Trustees (those who serve on the Management Committee) are reimbursed expenses in accordance with that policy in common with all other volunteers, and the total amount involved is not considered material.

14. INDEMNITY INSURANCE

The Samaritans has centrally effected professional indemnity insurance to protect employees, trustees, directors and other volunteer members of all Samaritans Branches.

15. RISK MANAGEMENT

In accordance with the Statement of Recommended Practice 2000, the Trustees recognise the risks to which a charity may be exposed. The Trustees have carried out a review of such risks in order to identify risks that may be applicable to The Samaritans of Swansea, and to initiate systems in order to mitigate those risks.

16. RESERVES POLICY

The Trustees consider it prudent to carry reserves, in keeping with the Charity Commissions Guidelines, amounting to between twelve and eighteen months of total running costs. For the current year this would amount to £69,153 (2019 - £67,914). Unrestricted reserves as at 31 March 2020 amount to £278,056 (2019 - £308,014). This is inclusive of all fixed assets, which the Trustees acknowledge is greater than required under the guidelines but in keeping with the formal Reserves Policy of the branch. Excluding the property the Charity's Reserves currently stand at 21 months (2019 – 29 months). The Trustees are committed to ensure that the maximum benefit accrues to the charity and its beneficiaries from the current level of reserves and that income streams are reviewed regularly.