



Annual ➔ Report 2021

SAMARITANS

Swansea

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DIRECTOR'S REPORT

I cannot believe that by now I am well into my third year as director of Swansea Samaritans.

There were many changes during the last year within Samaritans, affecting all branches and all volunteers. Samaritans also have a new Chair, Keith Leslie, who took over as Chair of Samaritans in January this year, and a new CEO, Julie Bentley, who started her post in November 2020.

Safeguarding is being completely overhauled, and every volunteer will have to have the new training completed by the end of 2021.

Certain measures have been put in place to monitor our service to ensure consistency throughout the whole organisation, emails will soon be done from a dedicated virtual branch as well as the caller support.

In August 2020 our branch had the service quality review which every director has to have within their first year. For us it was delayed because of the pandemic. It was then decided to hold it virtually, a new experience for everyone involved.

Maybe the biggest change affecting our branch was the refurbishment to our duty room, including completely new equipment. We now have 6 duty stations. We will have no problem accommodating those volunteers who will join the email hub, to do emails from the branch if they wish. It certainly looks beautiful, and I am certain that when the new Director will start in July 2022, we have all got used to it.

It has been a difficult year, mainly due to the ongoing pandemic. Even though many volunteers had to isolate, we were able to offer our services to our callers without interruptions. Many volunteers did multiple shifts a week. I cannot thank them enough for their hard work. Some volunteers are still reluctant to mix with other people and some volunteers have decided not to return to Samaritans.

Luckily there are many potential volunteers. Because of a hardworking recruitment team and training team we managed to replace the volunteers we lost. I cannot thank them enough.

Because of the ongoing pandemic we were not able to welcome any Face-to-Face callers in branch or indeed do any outreach work or hold any awareness and fundraising events. Some work with schools could be done digitally, but this cannot be compared with actual school visits.

We were able to continue our work in Prison with certain restrictions. A very big Thank you to the team!

For the coming year this will be our biggest challenge, to build up a new outreach team and re-establish our links with the local community. I continued attending Mental Health Forums and Self-Harm and Suicide Prevention Forums throughout the year, however everything had to go digital.

Another challenge will be better shift coverage. We increased the number of shifts to 37 shifts in branch. This was mainly done to offer a bigger variety of timings. The early shift is proving very popular and so is the early night shift. We continue to have difficulties to regularly fill the second part of the night. I urge all volunteers to consider it. This is often the time when callers need us most.

We will also be introducing the chat service. This is still at an early stage and is offered to callers only at certain times. I would particularly thank those volunteers who have completed the additional training and are willing to offer emotional support to our callers via this new media. Hopefully other volunteers will be encouraged by seeing chat in practice.

I would like to thank every volunteer for the time they spend to support our callers. Some can do more than others, but every single minute is valuable. Without you Swansea Samaritans would not exist.

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 1st September 2021:

Director/Chair of Trustees: Mrs. M. Bugelli

Secretary: Reverend J Phillips

Treasurer: Mr. I. Phillips

Trustees: Reverend Dr P Philips

Mr W Davies

Dr A Rees

Ms D Smith

Ms C Heard

Ms D Thomas

Ms T Hatherill

Bankers: Barclay Bank plc

TREASURER'S REPORT

Treasurers Report for the Year ending 31st March 2021

I attach the accounts for the year and as you can see our accounts are in an extremely favourable position despite the lockdown. We were extremely fortunate to be able to avail ourselves of several Grants relating to the Pandemic and we owe a great deal of thanks to City of Swansea (20,000) for supporting our Shop which had to close during the pandemic. Also to WCVA which was funded by Welsh Government (13,958) . Moonstone (1000) and The Waterloo Foundation (2,222) who all gave us support.

During this period we were able to secure funding to replace 2 Laptops. We also replaced the Boiler in the Branch.

Following a Talk I gave to Swansea Rotary Club back in May 2019, they presented us with a cheque for £1,000 in May 2020. We also received support from Welsh Churches Trust (898). Samarathon produced £540 for the Branch. Then in February 2021 we received a Grant from Samaritans of £1,800.

The Prison service also made a contribution to Branch expenses as a thank you for running the Listener Scheme.

Back in 2019, Llanelli Rural Council informed us we would be one of 4 Charities selected as The Chair of the Council's preferred Charities. When the Pandemic broke, I was not hopeful that this would produce much, so I was really surprised to receive a Cheque in March 2021 for £2,500. You will notice their plaque in the Operations Room which recognises their support.

We purchased the Fogger also in March 2021. A number of repairs were carried out during this period and we thank Wynne for organising this for the Branch.

Finally, Boyd Patrick retired as our Accountant in 2020 so we appointed Ashmole's in Carmarthen and I thank them for Certifying our Accounts for the 2020/21 period.

If re-elected 2021/22 will be my Final year as Treasurer and Trustee. I have been a Trustee for 10 years including 7 as Treasurer and it is time for me to pass the baton on.

I also, hope that the Branch can find someone to take control of Fund Raising in securing the Branches future. It would be good to separate these roles so that the job of Treasurer does not appear to onerous. Both roles are extremely rewarding.

I would also like someone to come on board as Assistant Treasurer during 2022, with a view to an easy handover at the AGM in 2022.

REPORT AND ACCOUNTS

PERIOD ENDED 31st MARCH 2021

Ashmole & Co
Chartered Certified Accountants The Old School
The Quay
Carmarthen
SA31 3LN

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 2021.

Respective responsibilities of trustees and examiner

As the charity's trustees, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

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

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination which gives me cause to believe that in, any material respect:

- the accounting records were not kept in accordance with section 130 of the Charities Act; or
- the accounts did not accord with the accounting records; or
- the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Carwyn Morgan FCCA
Ashmole & Co.
Chartered Certified Accountants The Old School
The Quay
Carmarthen
SA31 3LN

STATEMENT OF FINANCIAL ACTIVITIES - PERIOD ENDED 31 MARCH 2021

	Note	Un- Restricted Funds	Restricted Funds	All Funds 2021	All Funds 2020
		£	£	£	£
Incoming Resources					
Collections		302	-	302	1437
Donations		3178	-	3178	5092
Fundraising Events		5434	-	5434	13280
Deposit Interest		0	-	0	0
Dividends Received		0	-	0	4002
Unit Trust Income		13295	-	13295	(933)
Prison Support		2280	-	2280	2417
Shop Income (Net)		(9529)	-	(9529)	5384
50 Club		401	-	401	295
Big Lottery Grant		0	-	0	10000
COVID Grants		39758	-	39758	0
Welsh Churches Trust		0	898	898	0
Other Grants		6722	-	6722	0
Total incoming resources		61841	898	62739	40974
Resources expended					
Branch Centre Running Costs	2	18674	-	18674	18778
Direct charitable expenditure	3	10438	-	17124	17124
Fundraising Costs	4	3214	-	3214	6097
Management and Administration costs	5	7320	-	7320	4103
Total resources expended		39646	0	39646	46102

Net incoming resources for the year	22195	898	23093	(5128)
Movement in funds	-	(545)	(545)	-
Fund balances brought forward at 1 April 2020	<u>331688</u>	<u>12806</u>	<u>344494</u>	<u>349622</u>
Fund balances carried forward at 31 March 2021	<u><u>353883</u></u>	<u><u>13159</u></u>	<u><u>367042</u></u>	<u><u>344494</u></u>

BALANCE SHEET AS AT 31 MARCH 2021

	Note	2021	2020
		£	£
TANGIBLE FIXED ASSETS	6	201197	198636
INVESTMENTS	7	30269	24593
UNIT TRUSTS		64064	50769
CURRENT ASSETS			
Debtors	8	2875	2875
Cash at Bank and in Hand	9	<u>26255</u>	<u>15397</u>
		29130	18272
LESS CURRENT LIABILITIES (Amounts falling due within one year)			
Creditors and Deferred Income	10	<u>5574</u>	<u>1408</u>
NET CURRENT ASSETS		<u>23556</u>	<u>16864</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>319086</u>	<u>290862</u>
NET ASSETS		<u><u>319086</u></u>	<u><u>290862</u></u>

	Note	2021	2020
		£	£
REPRESENTED BY:			
UNRESTRICTED FUNDS			
General Fund	11	353883	331688
Investment Revaluation Reserve		(47956)	(53632)
RESTRICTED FUNDS			
Other Funds	12	<u>13159</u>	<u>12806</u>
		<u>319086</u>	<u>290862</u>

The notes form part of these accounts.

The accounts were approved by the Committee on 2021

..... M. BUGELLI, DIRECTOR

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

NOTES TO THE ACCOUNTS – PERIOD ENDED 31 MARCH 2021

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.

NOTES TO THE ACCOUNTS - YEAR ENDED 31 MARCH 2021

2. BRANCH CENTRE RUNNING COSTS

	2021	2020
	£	£
Motor Expenses	2151	5906
Water	353	303
Light and Heat	2453	3178
Repairs, Renewals & Maintenance	2066	1788
Security & Health & Safety	2563	733
Cleaning, Housekeeper & Gardening	4441	3947
Office Telephone	418	1502
Insurance	2250	1421
COVID/PPE Expenses	1125	0
Depreciation	854	0
	18674	18778

3. DIRECT CHARITABLE EXPENDITURE

	2021	2020
Emergency Telephones	1715	1236
Caller Support	0	0
Volunteer Recruitment & Selection	0	0
Volunteer Training & Support Costs	104	482
Volunteer Travel Expenses	7356	8461
Volunteer Care	0	277
Publicity	900	2871
Outreach	177	1221
Director's Expenses	186	1356
Conferences	0	166
Sundry Expenses	0	1
Prison	0	1053
	10438	17124

NOTES TO THE ACCOUNTS - YEAR ENDED 31 MARCH 2021

4. FUNDRAISING AND PUBLICITY COSTS

	2021	2020
	£	£
Fundraising Expenses	<u>3214</u>	<u>6097</u>
	<u>3214</u>	<u>6097</u>

5. MANAGEMENT AND ADMINISTRATION COSTS

	2021	2020
Branch Contribution	5135	832
Postage, Stationery & Sundries	1430	1903
Accountancy Fees	600	400
Other Professional Fees	35	520
AGM & Other Governance Costs	120	448
Legal Fees	<u>0</u>	<u>0</u>
	<u>7320</u>	<u>4103</u>

RECRUITMENT AND SELECTION REPORT

It has been a very busy year for the recruitment and selection team. Despite the pandemic we have been able to carry on and we now have the second COVID cohort being mentored. The interviews have been carried out on Zoom and that has worked really well. I would like to say a huge thank you to the team who have all been involved and helped enormously. It could not happen without these volunteers. It is a time-consuming process and they have done it willingly and very well. The interviewees responded happily to the form the interview had to take and despite a few technical hitches it was a great success.

We have also joined the Branch Management Tool which has been a challenge but is now making the process easier (I think!). The BMT team are very helpful and answer any queries quickly and efficiently. There are also regular updates and meetings on Zoom to discuss any questions you may have. We are hoping to bring the DBS applications on to the BMT very soon.

Our present situation is that we have approximately 200 potential volunteers who have completed application forms and are waiting for an interview. Our next training programme is due to start in October. Interviewing will begin this month and we are aiming for a cohort of 15 if the training is online or 30 if training can take place in the branch. The problem with training 30 is that mentoring could prove to be problematic. Many of the applications came at the peak of the pandemic so whether the interest will have waned as life returns to normal remains to be seen. We are hoping to carry out the interviews during the time when the branch is closed for refurbishment. So here's to next cohort of Swansea Samaritans!

TRAINING REPORT

Core Development – learning for New Volunteers training to be Samaritans

Embedding Development – learning for volunteers who have finished the Core Development and completed mentoring

Continuous Development – online learning for all Samaritans volunteers to develop our skills, including a mandatory digital topics

Core and Embedding:

Many current and retired volunteers will still be more familiar with the term SIT1 and SIT2 and OGT (ongoing training).

Samaritan training was completely overhauled in the beginning of 2020 and is blended learning. Trainees have to complete a mixture of group sessions and digital modules.

We had finished the first group of CORE in March 2020, just before restrictions had to be enforced due to the pandemic.

We were not able to mentor the new Volunteers until September 2020. I am very pleased to say that after 6 months of inactivity most were still willing, in fact eager, to continue on their Samaritan journey. By now this group have all finished their probation and are fully integrated members of Swansea Samaritans.

Due to the ongoing pandemic we were not able to do any face 2 face training. The training material had been modified to be delivered online. We also had a long waiting list of potential volunteers. Delivering training online was a completely new challenge for everyone on the training team, some viewed it with trepidation. We all had to learn very quickly – and we did.

I am so pleased to say that by now we trained three groups, initially completely online.

Thank you to the mentors who were then willing to mentor these new volunteers,

despite the fact that social distancing is practically impossible. Mentoring has become even more important than previously, because the New Volunteers had never been in branch before

The embedding development has also been modified to be delivered online and is proving very successful. Again, volunteers are asked to complete digital topics to complement the group session.

Continuous Development

Due to the pandemic we were not able to do face to face sessions. Volunteers had to complete some mandatory digital modules on safeguarding and refreshing our core skills.

They were also encouraged to several other modules, for example on taking calls from prisoners and veterans.

It is hoped however that in the future we will be able again to do more group sessions in branch.

I would like to express my sincere gratitude to every member of the training team. We could even welcome some new members, and everyone took on the new challenges wholeheartedly, working around unforeseen problems. It is due to them that despite so many problems created by the pandemic our branch is still going strong.

SWANSEA SAMARITANS - CHARITY SHOP REPORT

2020 was an unusual year due to the Pandemic. The shop was closed for most of the year having closed on 23rd March 2020. We did manage to open between August and December and then we had to close again. So the turnover was really small for the year.

In July 2020, John the Treasurer arranged for the Shop to have a PDQ Machine so that the shop would not have to touch the cash during the pandemic and that helped with a substantial part of our income now going through the card machine.

City of Swansea supported us financially through the Pandemic meaning we could meet all our costs.

Mair and Eric retired at the end of 2020 and we thank them for all their efforts over the past 15 years. The Director sent them a thank you.

Also, thanks to Ida and Syd for storing some of the Winter coats. Because we were closed for much of the winter, we ran out of storage space.

OUTREACH REPORT

Estyn allan

Swansea Samaritans has always realized the importance of reaching out to the community to try and engage with those who might never feel like reaching out to us. Unfortunately, due to Covid restrictions, this has not been easy this year.

We have, however, succeeded in reaching out to all our schools, further education colleges and university colleges via internet, post and virtual talks. We were able to celebrate Brew Monday by putting our outreach vehicle at the front of the building, and making lots of posters which encouraged passers by to help themselves to a tea bag.

Virtual zoom talks have been given to community groups. We have also supported The Rally in Loghour and Mals Mauraunders in Port Talbot.

PRISON SUPPORT REPORT

- Many People will have vivid memories of their experiences during the past year. We consider it a privilege that we have many that includes our involvement with the listener scheme at HMP Swansea.
- We have had a unique insight into how the Prison Service and our Listeners have survived and maintained the safety and wellbeing of people unfortunate to be in prison throughout this period.
- When it was impossible to go into the prison the staff maintained contact between us and the Listeners by telephone on a regular basis. When we were allowed to go back into the prison we were able to train new Listeners. We achieved two back-to-back sessions last year e.g., August to October and one this year July to August. Without the support of prison staff this would not have been possible. As usual availability of appropriate rooms has been a challenge.
- As well as doing the Listener role within their 'bubbles' they were also asked to contribute to discussions and planning of the service. This included safe systems of cleanliness, what should be included in distraction packs (word search, puzzles etc) and giving opinions on what was working and what was not.
- The Governor personally commended the Listeners on their contribution to the safety and well being of the prisoners most of whom were locked in their cells for 23 hours a day. We as a team will never underestimate the effort that needed to be made by everyone to achieve this. At the risk of repeating myself again, when things go wrong in a prison everyone gets to know but no one really wants to know what effort goes into getting things right.
- We are in our thirtieth year of Samaritans training and supporting Listeners in HMP Swansea and are very proud of the fact the scheme started with us. We have had tentative discussions with staff in the prison as to how we could commemorate this but it has been very difficult to do any forward planning given the present circumstances. One of things that has been suggested is an open day specifically for us at Samaritans so that we can hopefully dispel a few myths about prison and what it offers. Hopefully we can make this happen. With more than a little help from our colleagues who work in partnership with us and my fellow volunteers, we would not have survived the past year.

Thank you each and everyone

We have been unable to go in and support Quay House in person since the start of the pandemic. However, I have kept in touch and reminded the Manager that Samaritans are always there for both the residents and the staff. As soon as we are able, we will resume our direct support for this much needed service.

CEFNOGI EIN GWIRFODDOLWYR/ VOLUNTEER SUPPORT REPORT

The last year has been a quiet period for Volunteer Support. Keeping contact with our fellow volunteers has been the priority especially over the winter lockdown of 2020-21. During the spring and summer 2021 more and more of those greatly affected by the Covid restrictions have returned to branch duty and gradually the “normality” of doing a weekly shift (or two!) has been restored for most.

Since the last report 34 new volunteers have joined Swansea Branch while 20 in all have left. Amongst the latter are several Samaritans who gave many years of faithful service to the branch and they will be greatly missed. Individuals and couples have celebrated some of life's great milestones, some have undergone surgery, and others have mourned for family members and friends. I hope that members of the VS Team have been there to rejoice, support and sympathise accordingly in all instances.

The major event for Swansea branch this year has been the refurbishment of the ops room. The reopening in September was celebrated with a well-attended buffet and huge thanks and congratulations are due to the working party who planned and supervised the whole process. Further thanks are extended to others who serve the branch faithfully but work in the background: our hard-pressed rota secretaries, our health and safety officer, and the support Samaritans who maintain the IT equipment or have upheld rigorous cleanliness routines in the branch over a long and demanding period.

Last but not least, thanks to the members of the VS Team for their co-operation and kind support to all members of Swansea Samaritans.

Swansea Samaritans Annual General Meeting Thursday 26 November 2020 (on Zoom)

Present: 39

Apologies: Ruth, Carol, Joanne, Nikky, Sally

Speakers: Sarah Stone, Executive Director for Wales
Meryl James, Regional Director for Wales
Jason Lodwig, Prison Officer HMP Swansea
Mal Emerson, Mal's Marauders

Welcome:

As Director, Monika welcomed all present online, including new Samaritans, to the AGM. She mentioned the new Sams CEO, Julie Bentley, and the new Chair, Lesley (see SAMSNet and Sams Home Page for more details), and the arrival of Workplace, with FAQs and information about invitations in Branch. She reminded us that 2021 will be the 60th anniversary of the Swansea Branch, and the 30th anniversary of the first Listeners, in Swansea Prison, and invited ideas to mark these occasions. The 2020 AGM should have been in September 2020, with the year running from 31 March, but was delayed because of COVID 19. Most reports deal with what has happened since then. She suggested that 2021 AGM should be July 22, preceded by a very brief Extraordinary Meeting to confirm the timing beforehand.

Minutes of previous AGM 19th September 2019:

Acceptance moved by John and seconded by Judith, and approved.

Matters arising:

There were no matters arising.

Reports

All reports being available online, it was agreed that those present would also accept them online. The Director's Report was proposed by John and seconded by Ida, the Treasurer's Report by Peter and Molly, the Recruitment/Selection Report by Syd and Daisy, and the remainder accepted en bloc, proposed by Wynne and Sue.

Election of Independent Examiner

With the retirement of Boyd Patrick, the Trustees proposed his replacement by Carwen Morgan of Ashmoles/Carmarthen, and his acceptance was proposed by John, seconded by Peter. The only additional cost will be about £80 for VAT from 2021.

Election of Officers

The nominations matching the numbers required, no elections were required. New Officers and Trustees as follows:

Treasurer

John Phillips

Secretary

Mary. (Lynne was standing down, and thanked for her services.)

Trustees

Peter, Wynne, Jules, Hannah, Judith, Catherine, Sue and Violet.

Any other business.

There being no other business, the meeting closed at 7.20 pm.

SPEAKERS

- 1 **Sarah Stone, Executive Director for Wales.** She spoke of the work of Samaritans in Wales, of how proud she was of what was being done, of the work in branches and in prisons, particularly with Swansea's approaching anniversaries. She told the meeting that in the year ending April 2020, Welsh Samaritans had responded to 147,000 calls for help. Although the rate of suicide in males was roughly 3 times more than women, the male rate remained relatively stable. It was hoped to develop Equality, Diversity and Inclusion, to be able to increase recruitment and retention, and in shaping Welsh policy, to look at Loneliness and isolation with the Welsh Parliament, to develop a toolkit to deal with socio-economic issues and disadvantage, and to have an impact on awareness of emotion, Mental Health and Wellbeing in the new curriculum. Those present were thanked for their work in keeping it all running.
2. **Meryl James, Regional Director for Wales.** She thanked everyone, not just listening volunteers, for this year's work in particular, maintaining good service under difficult circumstances.. She looked forward to the beginning of a return to normality. A question about night shifts having been asked, she said they were vital, and would become even more essential as COVID continues; everyone who can do them should do them.

3. **Jason Lodwig, Prison Officer HMP Swansea.** He spoke of his involvement with Listeners, both before and during COVID, of suicide prevention with the Safer Custody Team and his work as Equalities Officer. He said that Swansea were intending to provide in-cell phones as from next year, despite the expense. He was unable to quantify the huge impact that Samaritans have on people's lives, not only in prison, and suggested that branch members might be interested in a visit to the prison as part of the 30th anniversary celebrations next year.
4. **Mal Emerson, Mal's Marauders.** He spoke of his own experience of coming through a terrible accident at Tata Steel, and how he was able to use that experience to encourage and support men in Port Talbot who were struggling with their own problems, by walks of varying lengths together, and talking and listening to each other. The work of men helping men, going into male work and leisure environments, had now got lottery funding for a drop-in, and support from MIND, NPTC, as well as close involvement with the Swansea Samaritans, for which he was very grateful.



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 2021

Ashmole & Co
Chartered Certified Accountants
The Old School
The Quay
Carmarthen
SA31 3LN

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THE TRUSTEES OF THE SAMARITANS OF SWANSEA**

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Basis of independent examiner's report

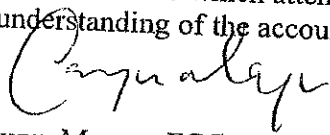
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Carwyn Morgan FCCA
Ashmole & Co.
Chartered Certified Accountants
The Old School
The Quay
Carmarthen
SA31 3LN

28th Sept.2021

THE SAMARITANS OF SWANSEA
(Registered Charity No 1173627)

STATEMENT OF FINANCIAL ACTIVITIES – YEAR ENDED 31 MARCH 2021

	Note	Un- Restricted Funds £	Restricted Funds £	All Funds 2021 £	All Funds 2020 £
Incoming Resources					
Collections		302	-	302	1437
Donations		3178	-	3178	5092
Fundraising Events		5434	-	5434	13280
Deposit Interest		0	-	0	0
Dividends Received		0	-	0	4002
Unit Trust Income		13295	-	13295	(933)
Prison Support		2280	-	2280	2417
Shop Income (Net)		(9529)	-	(9529)	5384
50 Club		401	-	401	295
Big Lottery Grant		0	-	0	10000
COVID Grants		39758	-	39758	0
Welsh Churches Trust		0	898	898	0
Other Grants		6722	-	6722	0
Total incoming resources		61841	898	62739	40974
Resources expended					
Branch Centre Running Costs	2	18674	-	18674	18778
Direct charitable expenditure	3	10438	-	17124	17124
Fundraising Costs	4	3214	-	3214	6097
Management and Administration costs	5	7320	-	7320	4103
Total resources expended		39646	0	39646	46102
Net incoming resources for the year					
Movement in funds		22195	898	23093	(5128)
Fund balances brought forward at 1 April 2020		-	(545)	(545)	-
		331688	12806	344494	349622
Fund balances carried forward at 31 March 2021		353883	13159	367042	344494

THE SAMARITANS OF SWANSEA
(Registered Charity No 1173627)

BALANCE SHEET AS AT 31 MARCH 2021

	Note	2021 £	£	£	2020 £
TANGIBLE FIXED ASSETS	6	201197			198636
INVESTMENTS	7	30269			24593
UNIT TRUSTS		64064			50769
CURRENT ASSETS					
Debtors	8	2875		2875	
Cash at Bank and in Hand	9	<u>26255</u>		<u>15397</u>	
		29130		18272	
LESS CURRENT LIABILITIES (Amounts falling due within one year)					
Creditors and Deferred Income	10	<u>5574</u>		<u>1408</u>	
NET CURRENT ASSETS		<u>23556</u>			<u>16864</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>319086</u>			<u>290862</u>
NET ASSETS		<u><u>319086</u></u>			<u><u>290862</u></u>
REPRESENTED BY:					
UNRESTRICTED FUNDS					
General Fund	11	353883			331688
Investment Revaluation Reserve		(47956)			(53632)
RESTRICTED FUNDS					
Other Funds	12	13159			12806
		<u>319086</u>			<u>290862</u>

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

The accounts were approved by the Committee on... 4th October 2021

..... M. Bugelli M. BUGELLI, DIRECTOR

..... L.J. Phillips L.J. PHILLIPS, HON. TREASURER

NOTES TO THE ACCOUNTS – YEAR ENDED 31 MARCH 2021

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 2021

2. BRANCH CENTRE RUNNING COSTS	2021	2020
	£	£
Motor Expenses	2151	5906
Water	353	303
Light and Heat	2453	3178
Repairs, Renewals & Maintenance	2066	1788
Security & Health & Safety	2563	733
Cleaning, Housekeeper & Gardening	4441	3947
Office Telephone	418	1502
Insurance	2250	1421
COVID/PPE Expenses	1125	0
Depreciation	854	0
	<u>18674</u>	<u>18778</u>
3. DIRECT CHARITABLE EXPENDITURE		
Emergency Telephones	1715	1236
Caller Support	0	0
Volunteer Recruitment & Selection	0	0
Volunteer Training & Support Costs	104	482
Volunteer Travel Expenses	7356	8461
Volunteer Care	0	277
Publicity	900	2871
Outreach	177	1221
Director's Expenses	186	1356
Conferences	0	166
Sundry Expenses	0	1
Prison	0	1053
	<u>10438</u>	<u>17124</u>

THE SAMARITANS OF SWANSEA
(Registered Charity No. 1173627)

NOTES TO THE ACCOUNTS – YEAR ENDED 31 MARCH 2021

4. FUNDRAISING AND PUBLICITY COSTS	2021	2020
	£	£
Fundraising Expenses	3214	6097
	<u>3214</u>	<u>6097</u>
	<u><u>3214</u></u>	<u><u>6097</u></u>
 5. MANAGEMENT AND ADMINISTRATION COSTS	 2021	 2020
	£	£
Branch Contribution	5135	832
Postage, Stationery & Sundries	1430	1903
Accountancy Fees	600	400
Other Professional Fees	35	520
AGM & Other Governance Costs	120	448
Legal Fees	0	0
	<u>7320</u>	<u>4103</u>
	<u><u>7320</u></u>	<u><u>4103</u></u>

NOTES TO THE ACCOUNTS – YEAR ENDED 31 MARCH 2021

6. TANGIBLE FIXED ASSETS

	Motor Vehicles	Fixtures Fittings	Shop Fixtures & Fittings	Office Equipment	Freehold Property	Total
	£	£	£	£	£	£
Cost or valuation						
At 1 April 2020	-	15677	7163	30422	198635	251897
Additions	-	3415	-	-	-	3415
Disposals	-	-	-	-	-	-
At 31 March 2021	-	19092	7163	30422	198635	255312
Depreciation						
At 1 April 2020	-	15677	7163	30421	-	53261
Charge for year	-	854	-	-	-	854
On Disposals	-	-	-	-	-	-
At 31 March 2021	-	16531	7163	30421	-	54115
Net Book Value						
At 31 March 2021	-	2561	-	1	198635	201197
At 31 March 2020	-	-	-	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 2020	6536	17030	1027	24593
Additions at Cost	-	-	-	-
Disposals	-	-	-	-
Revaluation	6458	(1125)	343	5676
At 31 March 2021	12994	15905	1370	30269
Cost at 31 March 2021	34169	30739	13317	78225

THE SAMARITANS OF SWANSEA
(Registered Charity No 1173627)

NOTES TO THE ACCOUNTS – YEAR ENDED 31 MARCH 2021

8. DEBTORS	2021	2020
	£	£
Prepaid expenditure:		
Insurances	0	0
Shop Rent	2875	2875
	<hr/>	<hr/>
	2875	2875
	<hr/> <hr/>	<hr/> <hr/>
9. CASH AT BANK AND IN HAND	2021	2020
	£	£
Barclays Bank:		
Current Account	2887	3436
Community Account	10000	10000
Shop Account	12978	1800
50 Club Current Account	390	(11)
Cash In Hand:		
Cash on Hand	0	0
Shop Account	0	62
Virgin Money Account	0	110
	<hr/>	<hr/>
	26255	15397
	<hr/> <hr/>	<hr/> <hr/>
10. CREDITORS	2021	2020
	£	£
Accrued Expenditure (Audit, NBC,)	5574	1408
	<hr/>	<hr/>
	5574	1408
	<hr/> <hr/>	<hr/> <hr/>

NOTES TO THE ACCOUNTS – YEAR ENDED 31 MARCH 2021

11. RECONCILIATION OF FUNDS

	General Fund £	Restricted Fund £	Total Funds £
At 1 April 2020	331688	12806	344494
Transfers	-	(545)	(545)
Surplus For The Year	22195	898	23093
	<u>353883</u>	<u>13159</u>	<u>367042</u>
At 31 March 2021	<u>353883</u>	<u>13159</u>	<u>367042</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

Big Lottery (Carmarthen Branch)	2021	2020
	£	£
Balance 1 April 2020	10000	0
Grant Received	0	10000
	<u>10000</u>	<u>10000</u>
Balance at 31 March 2021	<u>10000</u>	<u>10000</u>
Prison Support Fund		
Balance 1 April 2020	2806	2806
Donations	-	-
Utilised	(545)	-
	<u>2261</u>	<u>2806</u>
Balance at 31 March 2021	<u>2261</u>	<u>2806</u>
Welsh Churches Trust (Chromeboxes)		
Donation	898	-
	<u>898</u>	<u>-</u>
Balance at 31 March 2021	<u>898</u>	<u>-</u>
TOTAL OTHER FUNDS	13159	2806
	<u>13159</u>	<u>2806</u>

NOTES TO THE ACCOUNTS – YEAR ENDED 31 MARCH 2021

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 £59,469 (2020 - £69,153). Unrestricted reserves as at 31 March 2021 amount to £305,927 (2020 - £278,056). 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 34 months (2020 – 21 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 2021

Ashmole & Co
Chartered Certified Accountants
The Old School
The Quay
Carmarthen
SA31 3LN

**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 2021, 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 in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Basis of independent examiner's report

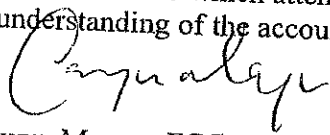
Our examination was carried out in accordance with the General Directions given by the Charity Commissioners. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items 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

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination which gives me cause to believe that in, any material respect:

- the accounting records were not kept in accordance with section 130 of the Charities Act; or
- the accounts did not accord with the accounting records; or
- the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.


Carwyn Morgan FCCA
Ashmole & Co.
Chartered Certified Accountants
The Old School
The Quay
Carmarthen
SA31 3LN

28th Sept.2021

THE SAMARITANS OF SWANSEA
(Registered Charity No 1173627)

STATEMENT OF FINANCIAL ACTIVITIES – YEAR ENDED 31 MARCH 2021

	Note	Un- Restricted Funds £	Restricted Funds £	All Funds 2021 £	All Funds 2020 £
Incoming Resources					
Collections		302	-	302	1437
Donations		3178	-	3178	5092
Fundraising Events		5434	-	5434	13280
Deposit Interest		0	-	0	0
Dividends Received		0	-	0	4002
Unit Trust Income		13295	-	13295	(933)
Prison Support		2280	-	2280	2417
Shop Income (Net)		(9529)	-	(9529)	5384
50 Club		401	-	401	295
Big Lottery Grant		0	-	0	10000
COVID Grants		39758	-	39758	0
Welsh Churches Trust		0	898	898	0
Other Grants		6722	-	6722	0
Total incoming resources		61841	898	62739	40974
Resources expended					
Branch Centre Running Costs	2	18674	-	18674	18778
Direct charitable expenditure	3	10438	-	17124	17124
Fundraising Costs	4	3214	-	3214	6097
Management and Administration costs	5	7320	-	7320	4103
Total resources expended		39646	0	39646	46102
Net incoming resources for the year					
Movement in funds		22195	898	23093	(5128)
Fund balances brought forward at 1 April 2020		-	(545)	(545)	-
		331688	12806	344494	349622
Fund balances carried forward at 31 March 2021		353883	13159	367042	344494

THE SAMARITANS OF SWANSEA
(Registered Charity No 1173627)

BALANCE SHEET AS AT 31 MARCH 2021

	Note	2021 £	£	£	2020 £
TANGIBLE FIXED ASSETS	6	201197			198636
INVESTMENTS	7	30269			24593
UNIT TRUSTS		64064			50769
CURRENT ASSETS					
Debtors	8	2875		2875	
Cash at Bank and in Hand	9	<u>26255</u>		<u>15397</u>	
		29130		18272	
LESS CURRENT LIABILITIES (Amounts falling due within one year)					
Creditors and Deferred Income	10	<u>5574</u>		<u>1408</u>	
NET CURRENT ASSETS		<u>23556</u>			<u>16864</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>319086</u>			<u>290862</u>
NET ASSETS		<u><u>319086</u></u>			<u><u>290862</u></u>
REPRESENTED BY:					
UNRESTRICTED FUNDS					
General Fund	11	353883			331688
Investment Revaluation Reserve		(47956)			(53632)
RESTRICTED FUNDS					
Other Funds	12	13159			12806
		<u>319086</u>			<u>290862</u>

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

The accounts were approved by the Committee on... 4th October 2021

..... M. Bugelli M. BUGELLI, DIRECTOR

..... L.J. Phillips L.J. PHILLIPS, HON. TREASURER

NOTES TO THE ACCOUNTS – YEAR ENDED 31 MARCH 2021

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 2021

2. BRANCH CENTRE RUNNING COSTS	2021	2020
	£	£
Motor Expenses	2151	5906
Water	353	303
Light and Heat	2453	3178
Repairs, Renewals & Maintenance	2066	1788
Security & Health & Safety	2563	733
Cleaning, Housekeeper & Gardening	4441	3947
Office Telephone	418	1502
Insurance	2250	1421
COVID/PPE Expenses	1125	0
Depreciation	854	0
	<u>18674</u>	<u>18778</u>
3. DIRECT CHARITABLE EXPENDITURE		
Emergency Telephones	1715	1236
Caller Support	0	0
Volunteer Recruitment & Selection	0	0
Volunteer Training & Support Costs	104	482
Volunteer Travel Expenses	7356	8461
Volunteer Care	0	277
Publicity	900	2871
Outreach	177	1221
Director's Expenses	186	1356
Conferences	0	166
Sundry Expenses	0	1
Prison	0	1053
	<u>10438</u>	<u>17124</u>

THE SAMARITANS OF SWANSEA
(Registered Charity No. 1173627)

NOTES TO THE ACCOUNTS – YEAR ENDED 31 MARCH 2021

4. FUNDRAISING AND PUBLICITY COSTS	2021	2020
	£	£
Fundraising Expenses	3214	6097
	<u>3214</u>	<u>6097</u>
	<u><u>3214</u></u>	<u><u>6097</u></u>
 5. MANAGEMENT AND ADMINISTRATION COSTS	 2021	 2020
	£	£
Branch Contribution	5135	832
Postage, Stationery & Sundries	1430	1903
Accountancy Fees	600	400
Other Professional Fees	35	520
AGM & Other Governance Costs	120	448
Legal Fees	0	0
	<u>7320</u>	<u>4103</u>
	<u><u>7320</u></u>	<u><u>4103</u></u>

NOTES TO THE ACCOUNTS – YEAR ENDED 31 MARCH 2021

6. TANGIBLE FIXED ASSETS

	Motor Vehicles	Fixtures Fittings	Shop Fixtures & Fittings	Office Equipment	Freehold Property	Total
	£	£	£	£	£	£
Cost or valuation						
At 1 April 2020	-	15677	7163	30422	198635	251897
Additions	-	3415	-	-	-	3415
Disposals	-	-	-	-	-	-
At 31 March 2021	-	19092	7163	30422	198635	255312
Depreciation						
At 1 April 2020	-	15677	7163	30421	-	53261
Charge for year	-	854	-	-	-	854
On Disposals	-	-	-	-	-	-
At 31 March 2021	-	16531	7163	30421	-	54115
Net Book Value						
At 31 March 2021	-	2561	-	1	198635	201197
At 31 March 2020	-	-	-	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 2020	6536	17030	1027	24593
Additions at Cost	-	-	-	-
Disposals	-	-	-	-
Revaluation	6458	(1125)	343	5676
At 31 March 2021	12994	15905	1370	30269
Cost at 31 March 2021	34169	30739	13317	78225

THE SAMARITANS OF SWANSEA
(Registered Charity No 1173627)

NOTES TO THE ACCOUNTS – YEAR ENDED 31 MARCH 2021

8. DEBTORS	2021	2020
	£	£
Prepaid expenditure:		
Insurances	0	0
Shop Rent	2875	2875
	<hr/>	<hr/>
	2875	2875
	<hr/>	<hr/>
9. CASH AT BANK AND IN HAND	2021	2020
	£	£
Barclays Bank:		
Current Account	2887	3436
Community Account	10000	10000
Shop Account	12978	1800
50 Club Current Account	390	(11)
Cash In Hand:		
Cash on Hand	0	0
Shop Account	0	62
Virgin Money Account	0	110
	<hr/>	<hr/>
	26255	15397
	<hr/>	<hr/>
10. CREDITORS	2021	2020
	£	£
Accrued Expenditure (Audit, NBC,)	5574	1408
	<hr/>	<hr/>
	5574	1408
	<hr/>	<hr/>

NOTES TO THE ACCOUNTS – YEAR ENDED 31 MARCH 2021

11. RECONCILIATION OF FUNDS

	General Fund £	Restricted Fund £	Total Funds £
At 1 April 2020	331688	12806	344494
Transfers	-	(545)	(545)
Surplus For The Year	22195	898	23093
	<u>353883</u>	<u>13159</u>	<u>367042</u>
At 31 March 2021	<u>353883</u>	<u>13159</u>	<u>367042</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

Big Lottery (Carmarthen Branch)	2021	2020
	£	£
Balance 1 April 2020	10000	0
Grant Received	0	10000
	<u>10000</u>	<u>10000</u>
Balance at 31 March 2021	<u>10000</u>	<u>10000</u>
Prison Support Fund		
Balance 1 April 2020	2806	2806
Donations	-	-
Utilised	(545)	-
	<u>2261</u>	<u>2806</u>
Balance at 31 March 2021	<u>2261</u>	<u>2806</u>
Welsh Churches Trust (Chromeboxes)		
Donation	898	-
	<u>898</u>	<u>-</u>
Balance at 31 March 2021	<u>898</u>	<u>-</u>
TOTAL OTHER FUNDS	13159	2806
	<u>13159</u>	<u>2806</u>

NOTES TO THE ACCOUNTS – YEAR ENDED 31 MARCH 2021

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 £59,469 (2020 - £69,153). Unrestricted reserves as at 31 March 2021 amount to £305,927 (2020 - £278,056). 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 34 months (2020 – 21 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.