



Annual Report

2019

SAMARITANS

Swansea

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DIRECTOR'S REPORT

And finally, I have reached the end of my role as Director, it has been a bumpy ride at times but we as a Branch have grown from strength to strength. Whilst we still have difficulty in filling some shifts, our volunteer numbers have increased past 120, so our target was reached back in February of having 100 plus volunteers. Swansea has bucked the trend.

A big thank you to everyone who has helped get us to a place that even I did not think we could reach. A lot of hard work has gone into achieving this.

Thank you to my everyone whether it has been looking after Callers, Volunteers, The Prison, Schools, Selection/Recruitment, Training, Financials, Health and Safety, Rota, Administration or Outreach. It has been an amazing year 2018/19, Our Schools Team continue to keep our presence in Schools to the fore.

We supported Brew Monday again with Network Rail with help from the Leeds BS. We have given so many talks and worked with the third sector in Mental Health forums and suicide and self harm forums. Our fund raising efforts have produced rewards. Our Mental Health First Aid Training has been well received and that has produced useful funds to the Branch. There are too many of you to thank to name them in this report, let me just say for one last time, thank you Swansea Volunteers, you are amazing.

When I look back over the 3 years and think what we do differently now, we have computers at each phone terminal, we have seen Safeguarding introduced and the quality checking of our calls. We have email/ SMS only shifts. We do duties in the custody suite. We transitioned to

become a Charitable Incorporated Organisation. And that took a lot of time and effort. It is a different place to three years ago.

We get fantastic support from the third sector agencies and we get really good support from central office, the Welsh Office and the Region. I was very proud of being asked to run workshops at both Council in Yarnfield and at a Regional meeting of Directors.

We have had congratulations from many different avenues for what we have achieved. Finally can I thank you for being out there when I asked for support particularly following the Network Rail incident near Margam. This was really appreciated by both Central Office and Network Rail.

Some volunteers have decided to call it a day including two former Directors and it was great that we were able to celebrate their service to the Branch.

Thank you for giving me this opportunity for what has been a really enjoyable three years of my life. I have learned a lot about the organisation and how to adapt and be flexible and this has enabled us to bring the Branch to a position it enjoys today. I handover to Monika a strong Branch and I know you will give her the support that you have given me.

John

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 as at 31st March 2019:

Director/Chair of Trustees: Mr. I. Phillips

Secretary: Ms. L. Sanders

Treasurer: Mr. A. Williams

Trustees: Mrs. C. Bassett (Deputy Chair)

Mrs. C. Heard

Mrs. H. Powis

Mrs. I. Anderson

Mrs. D. Smith

Mr. G. Thomas

Mrs. M. Jones

Mrs. M. Bugelli

Bankers: Barclay Bank plc

TREASURER'S REPORT

I have pleasure in presenting the Branch accounts for the year ended 31st March 2019.

If we turn to Page 3, being the Statement of Financial Activities for the year, it can be seen that the total income has risen during the last year by around £8,600, whereas the expenditure has fallen by £4,800, meaning that the deficit for this year has decreased by just over £13,281 to £15,504.

The main increase in our income has been accounted for in three main areas:

- A number of collections were made during the year, including the Sarah Millican concerts, Morrisons & Swansea City F.C. These collections raised much needed funds amounting to £3,374.
- We were fortunate to see a large increase in donations to the Branch, during the year. The most notable of these was the £5,000 received from the Institute of Cemeteries & Crematorium.
- Despite difficult times, the shop managed to increase its net contribution to the Branch by £2,400. The sum of £14,413 represents 32% of our annual running costs, and again I must pass on our grateful thanks on behalf of all Swansea Samaritans to everyone who spends any time in the shop.

Expenditure for the year has fallen, and the main reasons for this are:

- No depreciation is charged in the accounts any longer, as all assets have now been fully written off. This reduces the expenditure by around £4,000 per annum.
- Previous expenditure on the Valleys Project has now been finalised. However, against this is the expenditure incurred in sending two volunteers to Correspondence Branch meetings and Annual Conference.

Volunteers continue to be encouraged to reclaim any justifiable expenses so that no-one is financially unable to support the Branch.

The Balance Sheet on page 4 is a snap shot of where the Branch stood at 31st March, 2019, and reflects where our money was at that time. It will be noted that the main area of variance, from last year, is in the reduction in Cash at Bank and in Hand, and this fall reflects how the deficit of £15,504 for the year was financed.

In conclusion, the accounts continue to present a strong financial position, and I am pleased that following my Report last year, that action has been taken to explore future sources of income. The new Committee will be formed under the new Directorship of Monika and I understand that, going forward, a select few volunteers will be taking on the task of fundraising. Good luck to them!

I am standing down as Treasurer at this A.G.M., so take this opportunity to thank you all for your support over the last three years.

George 85

REPORT AND ACCOUNTS

PERIOD ENDED 31st MARCH 2019

Boyd Patrick & Co Ltd
Chartered Certified Accountants & Registered Auditors
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 2019, 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.

Chartered Certified Accountants 2019

STATEMENT OF FINANCIAL ACTIVITIES - PERIOD ENDED 31 MARCH 2019

Note	Un- Restricted Funds £	Restricted Funds £	All Funds 2019 £	All Funds 2018 £
Incoming Resources				
Collections	3374	-	3374	-
Donations	7112	-	7112	1757
Fundraising Events	1850	-	1750	70
Deposit Interest	0	-	0	379
Dividends Received	2034	-	2034	2436
Unit Trust Income	(2894)	-	(2894)	725
Prison Support	3733	-	3733	3195
Shop Income (Net)	14413	-	14413	11977
Network Rail	0	-	0	0
50 Club	150	-	150	607
Miscellaneous	0	-	0	0
Total incoming resources	29772	-	29772	21146
Resources expended				
Branch Centre Running Costs ²	18296	-	18296	21651
Direct charitable expenditure ³	14116	-	13928	17187
Fundraising Costs ⁴	470	-	470	0
Management and Administration costs ⁵	12394	-	12394	11093
Total resources expended	45276	0	45088	49931
Net incoming resources for the year	(15504)	-	(15504)	(28785)
Movement in funds	189	(189)	-	-
Fund balances brought forward at 1 April 2016	362131	2995	365126	393911
Fund balances carried forward at 31 March 2017	346816	2806	349622	419605

BALANCE SHEET AS AT 31 MARCH 2019

	2019	2018
	£	£
TANGIBLE FIXED ASSETS⁶	198636	198636
INVESTMENTS⁷	39423	47229
UNIT TRUSTS	71334	789228
CURRENT ASSETS		
Debtors ⁸	2875	2875
Cash at Bank and in Hand ⁹	4439	13036
	<u>7314</u>	<u>15911</u>
LESS CURRENT LIABILITIES		
(Amounts falling due within one year)		
Creditors ¹⁰	<u>5887</u>	<u>6874</u>
NET CURRENT ASSETS	<u>1427</u>	<u>9037</u>
TOTAL ASSETS LESS CURRENT LIABILITIES	<u>310820</u>	<u>334130</u>
NET ASSETS	<u>310820</u>	<u>334130</u>
REPRESENTED BY:		
UNRESTRICTED FUNDS		
General Fund ¹¹	346816	362131
Investment Revaluation Reserve	(38802)	(30996)
RESTRICTED FUNDS		
Other Funds ¹²	2806	2995
	<u>310820</u>	<u>334130</u>

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

The accounts were approved by the Committee on.....2019

.....D. HARKNESS, DIRECTOR

.....A. G. WILLIAMS, HON. TREASURER

NOTES TO THE ACCOUNTS – PERIOD ENDED 31 MARCH 2019

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 –PERIOD ENDED 31 MARCH 2019

2. BRANCH CENTRE RUNNING COSTS	2019	2018
	£	£
Motor Expenses	5947	5806
Water	293	434
Light and Heat	3585	3579
Repairs and Renewals	1199	2807
Security	121	254
Cleaning, Housekeeper & Gardening	4001	1877
Health & Safety Expenses	0	0
Office Telephone	1755	1507
Insurance	1395	1328
Depreciation	0	4059
	18296	21651
3. DIRECT CHARITABLE EXPENDITURE		
Emergency Telephones	392	1172
Caller Support	260	58
Volunteer Recruitment & Selection	0	105
Volunteer Training & Support Costs	1498	1369
Volunteer Travel Expenses	3895	4384
Volunteer Care & Housekeeping	323	1570
Publicity	764	487
Outreach	1512	1174
Director's Expenses	1123	1245
Conferences	1127	10
Sundry Expenses	114	280
Prison	2436	1060
	22859	16409
Conferences	0	3701
Sundry Expenses	0	572
Prison	672	0
	14116	17187

NOTES TO THE ACCOUNTS – PERIOD ENDED 31 MARCH 2019

4. FUNDRAISING AND PUBLICITY COSTS	2019	2018
	£	£
Fundraising Expenses	470	0
	<u>470</u>	<u>0</u>
 5. MANAGEMENT AND ADMINISTRATION COSTS	 2019	 2018
	£	£
Branch Affiliation Fee	5283	2340
Postage, Stationery & Sundries	6423	2298
Accountancy Fees	400	400
Other Professional Fees	35	35
AGM & Other Governance Costs	253	125
Legal Fees	0	3123
	<u>12394</u>	<u>11093</u>

NOTES TO THE ACCOUNTS – PERIOD ENDED 31 MARCH 2019

6. TANGIBLE FIXED ASSETS

	Motor Vehicles £	Fixtures & Fittings £	Shop Fixtures & Fittings £	Office Equipment £	Freehold Property	Total £
Cost or valuation						
At 1 April 2018	-	15677	7163	30422	198635	251897
Additions	-	-	-	-	-	-
Disposals	-	-	-	-	-	-
At 31 March 2019	<u>-</u>	<u>15677</u>	<u>7163</u>	<u>30422</u>	<u>198635</u>	<u>251897</u>
Depreciation						
At 1 April 2018	-	15677	7163	30421	-	53261
Charge for year	-	-	-	-	-	-
On Disposals	-	-	-	-	-	-
At 31 March 2018	<u>-</u>	<u>15677</u>	<u>7163</u>	<u>30421</u>	<u>-</u>	<u>53261</u>
Net Book Value						
At 31 March 2019	-	-	-	1	198635	198636
At 30 March 2018	<u>-</u>	<u>-</u>	<u>-</u>	<u>1</u>	<u>198635</u>	<u>198636</u>

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 2018	14366	30728	2135	47229
Additions at Cost	-	-	-	-
Disposals	-	-	-	-
Revaluation	(3653)	(4065)	(88)	(7806)
At 31 March 2019	10713	26663	2047	39423
Cost at 31 March 2019	34169	30739	13317	78225

8. DEBTORS

	2019 £	2018 £
Prepaid expenditure:		
Insurances	0	0
Shop Rent	2875	2875
	2875	2875

9. CASH AT BANK AND IN HAND

	2019 £	2018 £
Barclays Bank:		
Current Account	0	2479
Current Account (New)	345	470
Shop Current Account	0	99
Shop Account (New)	3315	972
50 Club Current Account	97	673
50 Club Current Account (New)	297	0
Cash In Hand:		
Cash on Hand	0	0
Shop Account	311	269
Virgin	74	8074
	4439	13036

NOTES TO THE ACCOUNTS – PERIOD ENDED 31 MARCH 2019

10. CREDITORS	2019	2018
Accrued Expenditure (Audit, BAF,)	5887	6874
	<u>5887</u>	<u>6874</u>

11. RECONCILIATION OF FUNDS	General Fund £	Restricted Fund £	Total Funds £
At 1 July 2018	362131	2995	365126
Transfers	189	189	-
Deficit For The Year	(15504)	-	(15504)
At 31 March 2019	<u>346816</u>	<u>2806</u>	<u>349622</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**

	2019	2018
	£	£
Balance 1 April 2018	189	189
Raffles at Branch Meetings	-	-
Donations etc.	-	-
Flowers etc to the sick and bereaved	-	-
Balance at 31 March 2019	0	189

Prison Support Fund

Balance 1 April 2018	2806	2806
Donations	-	-
Balance at 31 March 2019	2806	2806

TOTAL OTHER FUNDS

2806	2995
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NOTES TO THE ACCOUNTS – PERIOD ENDED 31 MARCH 2019

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.

15. 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 £67,914 (2018 - £74,897). Unrestricted reserves as at 31 March 2018 amount to £308,014 (2018 - £331,135). 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 29 months (2018 – 35 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. Our shop continues to do well and despite the pressures on retail still returned a good amount of income to the Branch.

We have heard recently that Joyce who has managed the Samaritan Shop so efficiently for many years will be unlikely to return following illness. We thank

RECRUITMENT AND SELECTION REPORT

The team has had a very busy year. We have worked hard to get to the magic number of one hundred volunteers, which was John's ambition before he finished his three years.

Sadly we lost Vicky this year due to her retirement and Lynda due to ill health. We have however managed to recruit new team members, namely Cat, May, Sue, Mandy and Joanne who have been a great help in joining in with Daisy, Ida, Rosemary and Syd on Selection days. This makes it easier to get through all interviews without prospective volunteers having to wait too long.

We have seen many new volunteers join the Branch to swell our numbers. Siblings have joined siblings, wives have joined husbands and vice versa. We also get two for the price of one in Swansea, with two members who are also in our Correspondence Branch and one in the Festival Branch, plus at this time two Directors, John and Harry.

The only sad part of all the work done by Selection, Training and Mentoring is that our Branch still has to close some shifts. These are mostly night shifts which we all know are the worst time for all the sad lonely people out there that are our callers.

In the very near future we will see the way we recruit change in order to keep up with all the other voluntary services that now use online methods more and more. This will see the way we have done things in the past change for the better hopefully, and still bring in many new volunteers who are willing to actively listen, learn and be there for everyone.

Thank you from the Recruitment and Selection Team

TRAINING SIT1 AND SIT 2

This is my last report as Deputy Director for Training. We had three successful years, the last one particularly so. Every year we trained three intakes, but the February/March group this year was so large that we split it into two separate groups. Several from the autumn group already have their numbers, and both groups from early this year are now probationers with very few exceptions.

And, as I am writing this, my last SIT 1 group has almost completed their training and are looking forward to the “real work” with their mentors.

I could not have done it without the dedicated support of the whole team. So Thank You to everyone, and of course also to those of you who helped from home doing remote skilled practice. This seems to be working very well, as it gives our new volunteers a much more realistic experience. And we do have some Oscar winning actors amongst us!

The next step for new volunteers is the process of mentoring and integration into the branch. With so many new volunteers it was sometimes difficult finding the right pairing of mentor and new Samaritan. There is so much material to cover during training that the role of mentor is becoming more and more important. It is the mentor who is vital in helping the new Samaritan to become part of the branch, so far more than putting in practice what they have learned.

My thanks go to all mentors. I hope you will continue to do so. Perhaps some of those of you who haven't had this experience yet will also consider to do so. With the changes to the recruitment and training process happening next year, the role of mentor will be even more important.

Monika

VOLUNTEER DEVELOPMENT - REPORT

We covered a variety of topics for OGT this year: Ending Calls, The Written Word, Ongoing Mentoring, Self-Harm, and most recently “Stranger At The Door”.

Most of them were well attended and most volunteers have fulfilled their requirement of doing a minimum of 5 hours training this year.

Again I would like to thank all who contributed to the training.

Monika

SWANSEA SAMARITANS - CHARITY SHOP REPORT

Our shop continues to do well and despite the pressures on retail still returned a good amount of income to the Branch.

We have heard recently that Joyce who has managed the Samaritan Shop so efficiently for many years will be unlikely to return following illness. We thank her for her commitment and energy and she will be very much missed.

A big thank you to all the shop volunteers for the work they do in supporting the Branch.

OUTREACH REPORT

We continue having a presence in the local community and are already planning some exciting events for the future.

During this last year we went several times to the railway stations, making commuters aware of our service, but also giving emotional support when asked for, especially after the tragic event recently near Port Talbot.

Police officers in the Custody Suite by now are expecting us on a Sunday evening. They seem to be grateful of what we are doing and often lead us to detainees who need to talk to someone.

Through our association with the Mental Health Forums we have been invited to several workshops organised by Swansea Bay University Health Board to build on the relationship between the Third Sector and the Health Board, on suicide and self-harm prevention.

We are also involved in the consultation “Together for Mental Health West Wales” organised by the Welsh Government.

We continue giving talks, attending libraries and networking events.

I would like to thank every single volunteer who support these events, and still doing their regular duties in branch, because without you we couldn't do it.

Monika

ADDYSG/EDUCATION REPORT

Our Education team has been very busy this year, giving talks in 10 Secondary schools and in 3 colleges, and this year there has been a sharp increase in Primary Schools asking for our help. Unfortunately, there has been an increase in suicides amongst younger people in the 15-19 age range, and because of this, we feel that the work we do with young people is extremely valuable.

Our talks vary according to the age of the young people, and we have given talks on emotional health, bullying and body image. We try to make the nature of our work up to date and relevant. We give talks about self-harm as our latest research suggests that people who self-harm are more inclined to take their own lives.

We have a great team of volunteers who work in both Welsh and English.

We also support schools and colleges after they have suffered a traumatic event, using our step by step policies, and are fortunate to have a postvention officer in our branch.

Margaret

PRISON SUPPORT REPORT

During the last three years there have been many changes that have presented additional challenges for us as a team

It has at times been a learning curve and required a consistent commitment from all on the team and those volunteers that have supported us from the branch.

On a positive note we have also witnessed many of the listeners growing in confidence and taking on the role and responsibilities as listeners to a very high standard. They have been very proud to wear the listeners T Shirt.

As usual we could not continue our role within the prison without the support of the officers, administration and the chaplaincy. We often witness the good work and positive outcomes that many of the dedicated staff achieve within Swansea Prison.

Without the commitment, support, compassion and patience of the prison team we would not have been able to maintain the Listener scheme in Swansea. Since this scheme started in Swansea 27 years ago, we feel a huge obligation to maintain it.

A member of the prison staff has been seconded to Samaritans to facilitate listeners to take up volunteering in a branch on leaving prison. The team and I would be very excited and proud if our branch were chosen to offer this support. We know listeners save lives and they do a very important role inside the prison. Let's hope they are able to bring their experiences to all our branches.

Judith

QUAY HOUSE REPORT

We continue to support the residents of Quay House on a weekly basis. For many of the people there it is the first opportunity to speak to a member of the public outside of the prison environment for many years.

In order for them to integrate back into society there are many obstacles for them to overcome. Our support can help them to share their fears and concerns in confidence and without judgement.

Prisons are out of public sight and most often out of mind. However, the vast majority of prisoners will at some point leave jail and re-join our communities. Which is why what happens on the inside matters to us all.

People need help and support to go forward in their lives and learn from their experiences. We all need someone at some time in our lives.

Judith

CORRESPONDENCE BRANCH REPORT

Another very successful year for the Branch. Our Director Karen had her visit during our conference in Solihull last November. The visitors were very complimentary and supportive of our work and were more than happy with the way the Branch is going from strength to strength. This year she too was impressed with all that we achieve in such a small Branch. Ruth has a soft spot for Swansea Branch, as her daughter was trained in our Branch while she was living here.

We continue to train new volunteers which is quite a difficult task, given that it can only be done on a one-to-one basis. In the last year we have said goodbye to some volunteers, as work and family commitments have to take priority over volunteering.

We pride ourselves that we can reach out to the most vulnerable people who find a handwritten letter from us a very personal and comforting way to receive support, and that the same volunteer will usually respond. We now have two volunteers who will write to callers in Welsh and can support prisoners in Welsh prisons who find it best to communicate in their own language.

We do a great deal on Ongoing Training in the written word to be able to make sure our skills are kept up to standard. This training is available to any Branch that would like the team to visit.

Please can I ask that whenever you talk to callers about ways of contacting Samaritans you include Correspondence Branch.

Ida

Swansea and Correspondence.

CEFNOGI GALWYR/ CALLER SUPPORT REPORT

Swansea Samaritans continue to support callers however they wish to contact us: letter, email, phone, or SMS, and, whenever they wish to contact us- day and night and every day of the year. We pride ourselves on being available at all times. There were volunteers on duty over Christmas and New Year

We also support callers who visit our centre, and in Quay House, in police stations, at their places of work, and railway stations.

Soon, we hope to introduce another way to communicate, that of Web chat. We are told that this is the most used form of contact for young people.

Amazingly, we receive a call every six seconds.

We have made an effort lately to reach the most vulnerable in our society – middle aged men – and there has been a significant decrease in suicides of men in this age group, The World Health Organisation commenting that Samaritans has made a significant contribution to this decrease.

However, unfortunately, suicide is still the biggest killer of men between the ages of 20 and 34, much higher than road accidents and disease. This is a disturbing statistic, meaning that we need to continue to reach out to all, in order to promote our service.

We have an active Caller Support team in Swansea. We are here to provide support for callers and help in the best way we know – ensuring all contact with callers is consistent and integrated and that every branch has the same policies, meaning that callers know what kind of support to expect. We also help volunteers to identify callers who need a different kind of support – perhaps being assigned to one branch.

Volunteers flag callers who need extra help and Caller Support can then enlist the help of other branches in the region who can assist us to provide the right kind of support, at the right time, for callers.

We would like to thank the Swansea volunteers for their support.

Margaret

VOLUNTEER SUPPORT REPORT

May I begin by saying what an honour it has been to hold the post of Deputy with responsibility for Volunteer Support. It has been wonderful to work within the Branch and with such a dedicated group of Volunteers. My role has only been made possible by their cooperation, kindness and support towards myself and the Team.

I hope that with my Team's help we have been able to support our Volunteers to the best of our ability over the year. I have unfortunately lost part of my team due to illness and retirement for personal reasons. We have gained lots of new Volunteers through the success of both the Recruitment Team. They have certainly done a stalwart job.

We have heard recently from George that his mother Joyce who has managed the Samaritan Shop so efficiently for many years will be unlikely to return. We thank her for her commitment and energy. She will be sorely missed. We hope to keep in touch with her as a Retiree of the Branch.

I would like to welcome all the New Volunteers who have obtained their number and those who are still in the process. Without them and the Mentors and Training team who bring them to this point our Branch would not thrive as it has over the last year.

Our numbers have risen to over the 100 mark. We originally allocated a number of Volunteers each for each Team member to care for but with changing numbers due to retirement, Volunteers having to leave for personal reasons and new Volunteers qualifying, it has been increasingly difficult to continue with the teams.

However, by keeping a close eye on the Rota we have been able to try to foresee any difficulties they may have with shifts which could mean that Volunteers were experiencing problems of some kind, whether it be due to illness, personal circumstances or just problems with the availability of suitable shifts.

At this point I would like to thank the Rota Secretaries who have constantly kept me informed about problems being encountered by Volunteers so that I and my team could contact them in order to support them.

Over the year we have held a few Social events.

As mentioned in my last report a Buffet Lunch was held to celebrate the achievements of two of our Samaritan family, William a Retiree who received the B.E.M. for his services to Samaritans and other charities and Darren who was awarded the British Citizen's Award for services to a number of Charities. This was very well attended.

At Christmas a Christmas Lunch for both the Retirees and current Samaritans and a Branch Christmas Dinner were held at The Bridge at Llangennech. Unfortunately these were not very well attended and it was decided to hold the events closer to Swansea next year. However those who did attend enjoyed themselves greatly.

In June we celebrated the enormous contribution to the Branch of two of our long serving Samaritans... Archie who had held the Director's post and also was Chairman of the Committee for many years and Vicky who had also been a Director of the Branch by holding a Lunchtime Buffet. They are both very sadly missed by everyone at the Branch.

When holding events I feel it is important to invite Retired Branch members and I have updated the Retirees records after sending a small questionnaire, so that those only who wish to receive information about events remain on the list. I have also gathered email addresses from these Retirees to make communication with them easier.

As mentioned earlier we have lost a number of long-serving Samaritans for various reasons, be it new pastures to explore, illness or rest and recovery. We always hope by staying in touch with Volunteers there is always the chance that we may welcome them back into the fold at some point in the future. I know I have said it before but once a Samaritan, always a Samaritan.

May I take this opportunity to thank everyone in the Branch for their commitment and dedication without which our Branch would not achieve the success which it has over this year and in the past.

Kay

SAMARITANS RISK MANAGEMENT REPORT

During the past 12 months a number of actions have taken place to ensure the safety of the Volunteers and Visitors of the Branch in Manselton and The Shop in the Uplands

The Branch

All the fire-fighting equipment was checked by Fire Check Wales in November 2018 and regular monthly checks on fire blanket, extinguishers and heat detectors undertaken.

Boiler annual service was completed and a number of minor repairs were completed covering inside and outside lighting.

The internal stop cock for the Domestic water system has been identified and marked and regular flushing of the shower unit is undertaken to prevent Legionnaires Disease.

A new check list for the ladders in the branch has been drawn up and monthly checks undertaken.

All Alarms and Safety checks continue on a monthly basis highlighting any failures. Alarm report 62 carried out on 15th July 2019 and submitted to the committee together with a report pinned to the Health and Safety Board in the branch.

All new volunteers undertake a comprehensive branch check list with their Mentors highlighting the safe running of the branch.

The Shop

A full risk assessment of the shop was undertaken. A new smoke alarm was purchased and fitted and a new heater fan was purchased to replace a damage unit. There are 2 outstanding actions still to be undertaken and will be dealt with as soon as possible.

General

Inspections and assessments will carry on in the future but if anyone has any concerns or suggestions regarding the safety of the branch please let Andy/Ed know or any member of the committee.

- Ed

Swansea Samaritans Annual General Meeting 6 September 2018

Present: Lynne, George, John, Judith, Kay, Brad, Molly, Ed, Daisy, Phil, Pat, William, Ida, Rose, Syd, Harry, Jacqueline, Peter, Mary, Monika, Hazel, Rhiannon, Joan, Dan, Margaret, Isla, Henry

Apologies: Lucy, Pauline, Nikki, Carol, Helen, Cat, Hannah, Millie, Deb, Maureen, Andy, Mandy, Non, May, Shop volunteers, Catherine, Vicky, Ella

Attendees: Sarah Stone – Executive Director for Wales

Kay Boswell – Regional Fundraising Officer

Welcome to AGM

John thanked everyone for coming. As the Director of Swansea Samaritans, this is his first and last AGM as the Director.

John thanked everyone. The branch has done brilliantly and it has been a great year, both inside and outside of the branch. Volunteers have stood in if John hasn't been able to do an event or has needed someone extra. The Boss Brewery event opposite the football stadium arose from the self-harm meeting. Mike Hughes was a goalkeeper with the Swans and worked in the prison, so put on a fundraiser event for us. John has also received an email from Swansea City Football Club. The home game against Notts Forest is the game closest to World Suicide Day. We can have a piece in the programme and a presence and collection on the day. One more volunteer is needed please to join Harry, Peter and Mary. There are 12 tickets available to see the game and 7 are remaining. If you are interested in going even if you can't help out, please let John know.

Mandy has sent her apologies, as she has had to do her dialysis and we all wished her well.

Approval of 2017 AGM minutes

Minutes to be approved. Proposer: Ed, Seconder – Jacqueline.

All voted in favour.

Matters arising

Not applicable.

Reports

Director

It has been a happy year and a sad year. 2 volunteers have died– Iggy and Elizabeth (shop volunteer) and also Vicky’s husband. It has been a very successful year in many other respects.

Treasurer

The report to be accepted. Proposer: Pat, Seconder: Harry.

All voted in favour.

Adoption of audited accounts 1.4.17 – 31.3.18

Accounts to be accepted. Proposer: Pat, Seconder: Harry.

All voted in favour. They will be signed now and sent off as applicable.

George informed the meeting that we have been having a deficit of £25,000 to £28,000 the last couple of years and have total assets of £500,000. The Charity Commission suggests that charities should have 12-18 months’ running costs in reserves and we currently have 35 months.

The National Charity is saying to us we should have 18 months’ running costs in reserves and as we have 35 months, they want 10% of the difference. This would be our National Branch contribution.

Last year there were some exceptional items – affiliation issue with banks and paperwork, one-off solicitor fees £3000 re. branch and shop. Visitors come to audit the branch every 3 years and we have to cover their expenses. These were £582 last year which is not a vast amount given it’s once every 3 years. Swansea branch agreed we would underwrite the Valleys project £5000 to supply them with publicity materials, posters etc. This was worthwhile and they are getting on their feet. Our assistance was a great help as well as providing manpower and it means that there will be a Samaritans service in an area that desperately needs it.

Recruitment and Selection

A very successful year and many thanks to the team.

Training- SIT1/SIT2

Monika thanked everyone who helps her- Rhiannon with SIT 2 and welcomes Mary and Violet to the team. She asked if all volunteers could help with skills practice when training starts again in October.

Shop

The net amount raised by the shop last year, £11,977 was 24% of our overall income. Many thanks to the shop volunteers.

Outreach

It was a really successful year for Swansea Samaritans. John has added on the Network Rail duties and these will be on a monthly basis, alternative Fridays/Saturdays. Volunteers will get appropriate training in the branch. Our support is much appreciated by Network Rail.

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.

Prison

Judith told the meeting that the training is down on 3 Rings. Anyone can volunteer and would be welcome. Harry is a new member of the prison team.

Quay House

Samaritans' role within Quay House is to support residents. A member of staff took his own life and this had quite a profound effect on staff. This taught us that the staff need as much support as we do too. We need to balance the needs and bear in mind that we should offer the staff support too when we can.

Welsh Line

This is getting there gradually and is continuing to tick over.

Correspondence branch

Ida informed us that there are new changes coming up in the Samaritans with the profile of the written word being raised.

Caller support

Thank you to everyone for raising concerns, thus ensuring that callers receive the support they need in line with procedures.

Volunteer support

Kay said that it is lovely to see so many new members and her team hopes they are happy. William and Darren have received prestigious awards and we have had to change the dates of the celebration. It is lovely to see that we can still involve William in the branch. We want to ensure we keep in touch with our retirees and there will be an event after Xmas. Kay also thanked the volunteer support team.

Premises

There is a working party in September to sort out the branch. John will let us know the dates and requests volunteers come along if they can to help out.

Gwen is putting on Mental Health First Aid in November on 4 Thursdays in the evening and will then run another course next year.

We gained some chairs from the NHS as it was closing an office and offering the furniture to charities for free. The chairs are quite nice and in excellent condition.

Risk Management

Ed made it clear that this is everybody's responsibility within the branch and shop. We must let him know as soon as possible if there is a health and safety issue. Ed has installed the new red light over station 3 in line with the 2 other stations.

Election of Independent Examiner

Boyd Patrick and Co Ltd, Chartered Certified Accountants and Registered Auditors, 34 Dillwyn Road, Sketty, Swansea, SA2 9AE.

We have used this firm for years. Proposer: Margaret Seconded: Phil

All voted in favour.

Election of officers – 2 invigilators: William and Dan

Treasurer: All proposed and seconded George. All voted in favour. George re-elected.

Secretary: All proposed and seconded Lynne. All voted in favour. Lynne re-elected

Election of trustees

All existing trustees have been proposed and seconded. Nikki, Isla and Peter proposed and seconded too. We require 8 trustees only.

The Annual Report will be taken to GP surgeries, libraries etc. In the box on the back page will be contact details for people interested in volunteering.

Vote result:

All existing trustees duly elected and John thanked all of those who have stood. If anyone is still interested, please put your name forward. John thanked everyone for participating.

All in favour of voting slips being destroyed.

Any other business

Thank you to Ed, Peter and Philip who have had the onerous role of being rota secs for 6 years.

Speakers

Sarah Stone – Executive Director for Wales

Thanked us for the invite. A number of them are in different roles. Margaret is part of the Cymru board, promoting the Welsh language.

In the Welsh Office, Emma is responsible for policy and communication, Sarah, policy and raising awareness and she is part of the Executive team for the whole of Sams. Laura manages office support and the Volunteer Wales website. Together they drive the work. Joanna is the Regional Director for volunteers and branches. They encourage collaboration such as for the Eisteddfod and Pride Cymru where there was a strong presence. The strength of our outreach work is truly inspiring, links with awareness raising and promotes our presence in the local community.

Every year the Office of National Statistics produces figures on suicide across the UK. There were 245 suicides in Wales. 2017 the figure was 360. There is going to be a press release for the UK re. Sams welcoming the lowest suicide rate for men in 30 years. There has been no downward trend for men or women in Wales. In Wales there are 210 suicides per 100,000 men and 4 per 100,000 women. There are links with socio-economic factors and suicide. We need to raise awareness, Suicide rates are 2-3 times higher in deprived areas and poverty is higher in Wales.

Socio economic disadvantage report has been launched. John was present and was interviewed regarding the link. The report recommends 10 actions that would help to mitigate that link. It made the case that unemployed people are 2-3 times more likely to commit suicide, a low level of education is a causal factor too and poorly managed recessions are also an issue. Labour programmes can mitigate against this. The aim is to draw politicians and policy makers' attention to the report recommendations.

Released the report and John Griffiths in the Welsh Assembly is calling for a poverty strategy. She met with the Bevan Foundation today re. mitigating poverty as a means of helping to address the factors. Loneliness and no sense of belonging contribute to suicidal ideation. Community programmes mitigate against this and we need more of these.

Sams has given evidence to the Assembly re, suicide prevention. They will report in the autumn, hopefully energising suicide prevention work across Wales. Swansea is a great example of Sams engaging with local agencies and we need to strengthen this across Wales and the UK.

DEAL (Developing Emotional Awareness and Listening) pilot work with schools in Cardiff. Teachers can use the toolkit and it doesn't require an ongoing resource from us, as it is available online. There are 2 big areas and we can make progress on 1. The toolkit

helps to recognise the level of distress and struggle the young people are having. We should make it mandatory in the curriculum to teach about what supports increased emotional resilience, an ability to articulate. The pilot has gained a lot of attention. Sarah is in contact with Lynne Neagle AM who is chair of Mind Over Matter (mental wellbeing of young people). A whole school approach is needed and consistency. It is disappointing that they have done this in England but not here in Wales. There is a need to directly promote the use of DEAL to schools.

The pilot evaluation is very positive with a much increased awareness of Sams and coping mechanisms. 79% said they would recommend DEAL. It is bilingual too. We are working closely with MIND re. particular health conditions and CAMHS. Sams are giving a strong message saying it is for everyone.

The next action is World Suicide Prevention Day on Monday. In the socio economic report, it had things we wanted partners to do that Sams will never be able to do e.g. debt advice. Hopefully Citizens Advice will use our report when seeking funding. There are things we can do ourselves, promoting a compassionate response to individuals in distress when they go to agencies such as the DWP, front line services etc. Their staff don't necessarily know who to respond to people in distress and can make a response that is not ideal or not take seriously. Working with Compassion Toolkit for staff across Wales is being launched on Monday via press release and sending it out and they are encouraging distribution via tweets, circulation. Sarah has brought copies with her. She hopes we get some media attention and wants it spread by word of mouth and to hear back how useful it was. It is not rocket science and anyone can use the tips. They can make a massive difference. They are hoping branches around Wales can promote it.

Question: What has been the response to DEAL? It has had a 79% positive response from pupils. If you look online on the Sams website or google Sams DEAL, you will find a goldmine of great resources, cartoons and talks about feelings, a lesson plan for teachers to get people talking about feeling sad, feeling angry etc. and all are free. The difficulty is how get a lot of teachers to use it when they are understandably quite nervous about approaching the topic. Sams has arranged training for teachers and given reassurance that 5 schools are doing it without concerns. Evaluations indicate that support from Sams is brilliant. The impact report was launched in November. Isla made the point that DEAL and the toolkit are quite focussed on Wales and should be used across the UK. Wales is a smaller country which has a schools network and can get the ear of government. Sarah said that we have made really good headway here. The compassionate toolkit is only available here. It is a positive step and on our territory.

Lynne Sanders – Chief Executive, Swansea Women's Aid (SWA) (& Swansea Sams Secretary)

SWA is a feminist women-only organisation that offers emergency accommodation and community services to women and children experiencing violence against women, domestic abuse (DA) and sexual violence.

The main focus is on DA. DA is the physical, emotional, financial and sexual abuse of women and children by a family member and/or an intimate partner/ex-partner. It includes coercive control and is a gendered form of violence that primarily happens to women on the part of men. It is both a cause and consequence of gender inequality.

The services we offer across the city and county of Swansea include:

- Refuge and safe house accommodation – accessible 24/7 via helpline and open to women from across the UK. In refuges, women share bedrooms with any children they may have and also the communal areas – kitchen, bathrooms, living rooms etc. Safe houses are for one family, so not shared with others. Subject to risk assessment, women can access their local refuge or be assisted to access refuge anywhere else in the UK if need be.

Women can stay for 1 or 2 nights and then return home or to relatives etc. or they can stay until re-housed which takes on average up to 5 months depending on the size of accommodation they require.

SWA has 2 refuges and 3 safe houses supporting 16 families at any 1 time. There are staff based at each refuge who provide the women with emotional and practical support as well as safety planning to manage any risks they face as a result of the abuse they have experienced. On average 100 women and 60 children are supported each year.

- DAISE project – community based service offering drop in sessions, one-to-one appointments, specialist group work and free counselling, homeopathy and complementary therapies. These are delivered at the SWA office in the city centre, 5 community venues across Swansea and in the Swansea Domestic Abuse One Stop Shop opposite the Grand Theatre. Approximately 800 women are supported each year.
- Children and Young People's Service (CHYPS) – supports children and young people aged 5 to 17 years within our accommodation and the community. It offers one-to-one appointments, specialist group work and play activities to help the young people recognise that they have experienced DA, how to keep themselves safe and help them to identify a person they can trust who they can talk to if they have any worries or concerns. Approximately 120 children supported each year.

They also offer parenting workshops and attend networking events or offer talks to raise awareness of the effects of DA on young people.

- Changing Attitudes Together project – supports young people aged 11 to 18 who are using abusive behaviour towards family members and/or within their intimate relationships as a result of their own experience of DA. Again this is through one-to-one appointments and group activities. The numbers supported each year are relatively small – 35 – as they need intensive support.
- SWAN project – this is a new project that has only been operational since mid-August, offering evening outreach support to female street sex workers, follow-up crisis support and also visits parlours and monitors online sex work.
- Your Opinion Matters – a focus group of ex-service users who have been trained to participate in external meetings, events etc. to raise the voice of survivors of DA and ensure that these are fed into service developments and reviews and policy development.
- Raising awareness and campaigning work – we attend networking events and offer bespoke training and talks re. DA to other agencies, businesses etc. We also participate in national campaigns – UK/Wales – that relate to women's and children's rights and the area of work we specialise in and respond to consultations on key pieces of legislation, national strategies etc.
- 24/7 helpline that offers support and access to emergency accommodation.
- Central to SWA's ethos is that the women and children are at the heart of everything we do. Every opportunity is given for them to inform, review and direct the services we offer and to help us with the development of new services.

A great deal of the work we do is regarding safeguarding and we participate in the fortnightly Multi Agency Risk Assessment Conference (MARAC) that takes place in Cockett police station and discusses high risk victims of DA. Of the women we support, 5 are currently considered to be possible murder victims, so we have to be consistently vigilant and ensure that we continually risk assess and discuss women's options with them. We work from a self-help perspective at all times, encouraging the women to make their own decisions having discussed with them what their options are.

Given the nature of the work, we also guarantee that our workers and volunteers have ready access to support so that they can talk through any issues that are causing them concern or stress.

The empowerment of women runs throughout the organisation – staff, volunteers

and service users – and informs our strategic planning and operational values. Unfortunately women are still not equal to men in today's society and it is essential that we continue to promote the need for this and how the abuse of women and children has to end.

Many of the women we support have poor physical and mental health and have low incomes. At any one time 75% of the women in our accommodation have mental health issues, be that depression or anxiety through to being bi-polar, having psychosis etc. Of these, a percentage will also be substance misusers. Many will be suicidal and all staff have ASIST training so that they are best placed to support them. We also refer them to the Samaritans so that they have ready access to support.

To best support the families in contact with us, we work in partnership with a large number of statutory and voluntary sector organisations and we are known as the key DA agency in Swansea. If anyone is experiencing DA or is concerned about a friend/family member, they can ring our public number for advice and support (01792 644683) and we will direct them to the appropriate service, be that in SWA or elsewhere.

Many thanks for the opportunity to share with you what SWA does.

John thanked both speakers and everyone for their attendance, drawing the meeting to a close and opening the buffet.

Meeting closed at 8pm

SAMARITANS

Swansea

SAMARITANS

Swansea



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 2019

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 2019, 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.

Boyd Patrick + Co Ltd

Chartered Certified Accountants

12 September 2019

THE SAMARITANS OF SWANSEA
(Registered Charity No 1173627)

STATEMENT OF FINANCIAL ACTIVITIES – YEAR ENDED 31 MARCH 2019

Funds		Un- Restricted	Restricted	All Funds	All
	Note	Funds £	Funds £	2019 £	2018 £
Incoming Resources					
Collections		3374	-	3374	-
Donations		7112	-	7112	1757
Fundraising Events		1850	-	1850	70
Deposit Interest		0	-	0	379
Dividends Received		2034	-	2034	2436
Unit Trust Income		(2894)	-	(2894)	725
Prison Support		3733	-	3733	3195
Shop Income (Net)		14413	-	14413	11977
Network Rail		0	-	0	0
50 Club		150	-	150	607
Miscellaneous		0	-	0	0
Total incoming resources		29772	-	29772	21146
Resources expended					
Branch Centre Running Costs	2	18296	-	18296	21651
Direct charitable expenditure	3	14116	-	14116	17187
Fundraising Costs	4	470	-	470	0
Management and Administration costs	5	12394	-	12394	11093
Total resources expended		45276	0	45276	49931
Net incoming resources for the year					
		(15504)	-	(15504)	(28785)
Movement in funds		189	(189)	-	-
Fund balances brought forward at 1 April 2018		362131	2995	365126	393911
Fund balances carried forward at 31 March 2019		346816	2806	349622	365126

THE SAMARITANS OF SWANSEA
(Registered Charity No 1173627)

BALANCE SHEET AS AT 31 MARCH 2019

	Note	2019 £	£	£	2018 £
TANGIBLE FIXED ASSETS	6		198636		198636
INVESTMENTS	7		39423		47229
UNIT TRUSTS			71334		79228
CURRENT ASSETS					
Debtors	8	2875		2875	
Cash at Bank and in Hand	9	<u>4439</u>		<u>13036</u>	
		7314		15911	
LESS CURRENT LIABILITIES (Amounts falling due within one year)					
Creditors	10	<u>5887</u>		<u>6874</u>	
NET CURRENT ASSETS			<u>1427</u>		<u>9037</u>
TOTAL ASSETS LESS CURRENT LIABILITIES			<u>310820</u>		<u>334130</u>
NET ASSETS			<u>310820</u>		<u>334130</u>
REPRESENTED BY:					
UNRESTRICTED FUNDS					
General Fund	11	346816		362131	
Investment Revaluation Reserve		(38802)		(30996)	
RESTRICTED FUNDS					
Other Funds	12	2806		2995	
			<u>310820</u>		<u>334130</u>

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

The accounts were approved by the Committee on...9th September...2019

 M. BUGELLI, DIRECTOR

 A. G. WILLIAMS, HON. TREASURER

NOTES TO THE ACCOUNTS – YEAR ENDED 31 MARCH 2019

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 2019

2. BRANCH CENTRE RUNNING COSTS	2019	2018
	£	£
Motor Expenses	5947	5806
Water	293	434
Light and Heat	3585	3579
Repairs, Renewals & Maintenance	1199	2807
Security	121	254
Cleaning, Housekeeper & Gardening	4001	1877
Health & Safety Expenses	0	0
Office Telephone	1755	1507
Insurance	1395	1328
Depreciation	0	4059
	<hr/> 18296 <hr/>	<hr/> 21651 <hr/>
 3. DIRECT CHARITABLE EXPENDITURE		
Emergency Telephones	392	1172
Caller Support	260	58
Volunteer Recruitment & Selection	0	105
Volunteer Training & Support Costs	1498	1369
Volunteer Travel Expenses	3895	4384
Volunteer Care & Housekeeping	323	1570
Publicity	764	487
Outreach	1512	1174
Director's Expenses	1123	1245
Conferences	1127	10
Sundry Expenses	114	280
Prison	2436	1060
Valley Project	0	3701
Visitor Expenses	0	572
Correspondence Branch	672	0
	<hr/> 14116 <hr/> <hr/>	<hr/> 17187 <hr/> <hr/>

THE SAMARITANS OF SWANSEA
(Registered Charity No. 1173627)

NOTES TO THE ACCOUNTS – YEAR ENDED 31 MARCH 2019

4. FUNDRAISING AND PUBLICITY COSTS	2019	2018
	£	£
Fundraising Expenses	470	0
	<u>470</u>	<u>0</u>
	=====	=====

5. MANAGEMENT AND ADMINISTRATION COSTS	2019	2018
	£	£
Branch Affiliation Fee	5283	3083
Postage, Stationery & Sundries	6423	4327
Accountancy Fees	400	400
Other Professional Fees	35	35
AGM & Other Governance Costs	253	125
Legal Fees	0	3123
	<u>12394</u>	<u>11093</u>
	=====	=====

THE SAMARITANS OF SWANSEA
(Registered Charity No 1173627)

NOTES TO THE ACCOUNTS – YEAR ENDED 31 MARCH 2019

6. TANGIBLE FIXED ASSETS

	Motor Vehicles	Fixtures Fittings	Shop Fixtures & Fittings	Office Equipment	Freehold Property	Total
	£	£	£	£	£	£
Cost or valuation						
At 1 April 2018	-	15677	7163	30422	198635	251897
Additions	-	-	-	-	-	-
Disposals	-	-	-	-	-	-
	-----	-----	-----	-----	-----	-----
At 31 March 2019	-	15677	7163	30422	198635	251897
	=====	=====	=====	=====	=====	=====
Depreciation						
At 1 April 2018	-	15677	7163	30421	-	53261
Charge for year	-	-	-	-	-	-
On Disposals	-	-	-	-	-	-
	-----	-----	-----	-----	-----	-----
At 31 March 2018	-	15677	7163	30421	-	53261
	=====	=====	=====	=====	=====	=====
Net Book Value						
At 31 March 2019	-	-	-	1	198635	198636
	=====	=====	=====	=====	=====	=====
At 31 March 2018	-	-	-	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 2018	14366	30728	2135	47229
Additions at Cost	-	-	-	-
Disposals	-	-	-	-
Revaluation	(3653)	(4065)	(88)	(7806)
At 31 March 2019	<u>10713</u>	<u>26663</u>	<u>2047</u>	<u>39423</u>
Cost at 31 March 2019	<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 2019

8. DEBTORS	2019	2018
	£	£
Prepaid expenditure:		
Insurances	0	0
Shop Rent	2875	2875
	<hr/>	<hr/>
	2875	2875
	=====	=====
 9. CASH AT BANK AND IN HAND	 2019	 2018
	£	£
Barclays Bank:		
Current Account	0	2479
Current Account (New)	345	470
Shop Current Account	0	99
Shop Account (New)	3315	972
50 Club Current Account	97	673
50 Club Current Account (New)	297	0
Cash In Hand:		
Cash on Hand	0	0
Shop Account	311	269
Virgin Money Account	74	8074
	<hr/>	<hr/>
	4439	13036
	=====	=====

THE SAMARITANS OF SWANSEA
(Registered Charity No 1173627)

NOTES TO THE ACCOUNTS – YEAR ENDED 31 MARCH 2019

10. CREDITORS	2019	2018
Accrued Expenditure (Audit, BAF,)	5887	6874
	<u>5887</u>	<u>6874</u>
	=====	=====

11. RECONCILIATION OF FUNDS

	General Fund £	Restricted Fund £	Total Funds £
At 1 April 2018	362131	2995	365126
Transfers	189	(189)	-
Deficit For The Year	(15504)	-	(15504)
	<u>346816</u>	<u>2806</u>	<u>349622</u>
	=====	=====	=====
At 31 March 2019	346816	2806	349622

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	2019 £	2018 £
Balance 1 April 2018	189	189
Raffles at Branch Meetings	-	-
Donations etc.	-	-
Flowers etc to the sick and bereaved	(189)	-
	<u>0</u>	<u>189</u>
	=====	=====
Balance at 31 March 2019	0	189
	=====	=====
Prison Support Fund		
Balance 1 April 2018	2806	2806
Donations	-	-
	<u>2806</u>	<u>2806</u>
	=====	=====
Balance at 31 March 2019	2806	2806
	=====	=====
TOTAL OTHER FUNDS	2806	2995
	=====	=====

NOTES TO THE ACCOUNTS – YEAR ENDED 31 MARCH 2019

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 £67,914 (2018 - £74,897). Unrestricted reserves as at 31 March 2018 amount to £308,014 (2018 - £331,135). 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 29 months (2018 – 35 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 2019

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 2019, 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.

Boyd Patrick + Co Ltd

Chartered Certified Accountants

12 September 2019

THE SAMARITANS OF SWANSEA
(Registered Charity No 1173627)

STATEMENT OF FINANCIAL ACTIVITIES – YEAR ENDED 31 MARCH 2019

Funds		Un- Restricted	Restricted	All Funds	All
	Note	Funds £	Funds £	2019 £	2018 £
Incoming Resources					
Collections		3374	-	3374	-
Donations		7112	-	7112	1757
Fundraising Events		1850	-	1850	70
Deposit Interest		0	-	0	379
Dividends Received		2034	-	2034	2436
Unit Trust Income		(2894)	-	(2894)	725
Prison Support		3733	-	3733	3195
Shop Income (Net)		14413	-	14413	11977
Network Rail		0	-	0	0
50 Club		150	-	150	607
Miscellaneous		0	-	0	0
Total incoming resources		29772	-	29772	21146
Resources expended					
Branch Centre Running Costs	2	18296	-	18296	21651
Direct charitable expenditure	3	14116	-	14116	17187
Fundraising Costs	4	470	-	470	0
Management and Administration costs	5	12394	-	12394	11093
Total resources expended		45276	0	45276	49931
Net incoming resources for the year					
		(15504)	-	(15504)	(28785)
Movement in funds		189	(189)	-	-
Fund balances brought forward at 1 April 2018		362131	2995	365126	393911
Fund balances carried forward at 31 March 2019		346816	2806	349622	365126

THE SAMARITANS OF SWANSEA
(Registered Charity No 1173627)

BALANCE SHEET AS AT 31 MARCH 2019

	Note	2019 £	£	£	2018 £
TANGIBLE FIXED ASSETS	6		198636		198636
INVESTMENTS	7		39423		47229
UNIT TRUSTS			71334		79228
CURRENT ASSETS					
Debtors	8	2875		2875	
Cash at Bank and in Hand	9	<u>4439</u>		<u>13036</u>	
		7314		15911	
LESS CURRENT LIABILITIES (Amounts falling due within one year)					
Creditors	10	<u>5887</u>		<u>6874</u>	
NET CURRENT ASSETS			<u>1427</u>		<u>9037</u>
TOTAL ASSETS LESS CURRENT LIABILITIES			<u>310820</u>		<u>334130</u>
NET ASSETS			<u>310820</u>		<u>334130</u>
REPRESENTED BY:					
UNRESTRICTED FUNDS					
General Fund	11	346816		362131	
Investment Revaluation Reserve		(38802)		(30996)	
RESTRICTED FUNDS					
Other Funds	12	2806		2995	
			<u>310820</u>		<u>334130</u>

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

The accounts were approved by the Committee on...9th September...2019

 M. BUGELLI, DIRECTOR

 A. G. WILLIAMS, HON. TREASURER

NOTES TO THE ACCOUNTS – YEAR ENDED 31 MARCH 2019

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 2019

2. BRANCH CENTRE RUNNING COSTS	2019	2018
	£	£
Motor Expenses	5947	5806
Water	293	434
Light and Heat	3585	3579
Repairs, Renewals & Maintenance	1199	2807
Security	121	254
Cleaning, Housekeeper & Gardening	4001	1877
Health & Safety Expenses	0	0
Office Telephone	1755	1507
Insurance	1395	1328
Depreciation	0	4059
	<hr/> 18296 <hr/>	<hr/> 21651 <hr/>
 3. DIRECT CHARITABLE EXPENDITURE		
Emergency Telephones	392	1172
Caller Support	260	58
Volunteer Recruitment & Selection	0	105
Volunteer Training & Support Costs	1498	1369
Volunteer Travel Expenses	3895	4384
Volunteer Care & Housekeeping	323	1570
Publicity	764	487
Outreach	1512	1174
Director's Expenses	1123	1245
Conferences	1127	10
Sundry Expenses	114	280
Prison	2436	1060
Valley Project	0	3701
Visitor Expenses	0	572
Correspondence Branch	672	0
	<hr/> 14116 <hr/> <hr/>	<hr/> 17187 <hr/> <hr/>

THE SAMARITANS OF SWANSEA
(Registered Charity No. 1173627)

NOTES TO THE ACCOUNTS – YEAR ENDED 31 MARCH 2019

4. FUNDRAISING AND PUBLICITY COSTS	2019	2018
	£	£
Fundraising Expenses	470	0
	<u>470</u>	<u>0</u>
	=====	=====

5. MANAGEMENT AND ADMINISTRATION COSTS	2019	2018
	£	£
Branch Affiliation Fee	5283	3083
Postage, Stationery & Sundries	6423	4327
Accountancy Fees	400	400
Other Professional Fees	35	35
AGM & Other Governance Costs	253	125
Legal Fees	0	3123
	<u>12394</u>	<u>11093</u>
	=====	=====

THE SAMARITANS OF SWANSEA
(Registered Charity No 1173627)

NOTES TO THE ACCOUNTS – YEAR ENDED 31 MARCH 2019

6. TANGIBLE FIXED ASSETS

	Motor Vehicles	Fixtures Fittings	Shop Fixtures & Fittings	Office Equipment	Freehold Property	Total
	£	£	£	£	£	£
Cost or valuation						
At 1 April 2018	-	15677	7163	30422	198635	251897
Additions	-	-	-	-	-	-
Disposals	-	-	-	-	-	-
	-----	-----	-----	-----	-----	-----
At 31 March 2019	-	15677	7163	30422	198635	251897
	=====	=====	=====	=====	=====	=====
Depreciation						
At 1 April 2018	-	15677	7163	30421	-	53261
Charge for year	-	-	-	-	-	-
On Disposals	-	-	-	-	-	-
	-----	-----	-----	-----	-----	-----
At 31 March 2018	-	15677	7163	30421	-	53261
	=====	=====	=====	=====	=====	=====
Net Book Value						
At 31 March 2019	-	-	-	1	198635	198636
	=====	=====	=====	=====	=====	=====
At 31 March 2018	-	-	-	1	198635	198636
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	£	£	£	£
At 1 April 2018	14366	30728	2135	47229
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Revaluation	(3653)	(4065)	(88)	(7806)
At 31 March 2019	<u>10713</u>	<u>26663</u>	<u>2047</u>	<u>39423</u>
Cost at 31 March 2019	<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 2019

8. DEBTORS	2019	2018
	£	£
Prepaid expenditure:		
Insurances	0	0
Shop Rent	2875	2875
	<hr/>	<hr/>
	2875	2875
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 9. CASH AT BANK AND IN HAND	 2019	 2018
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Current Account (New)	345	470
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	<hr/>	<hr/>
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	=====	=====

THE SAMARITANS OF SWANSEA
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Balance 1 April 2018	189	189
Raffles at Branch Meetings	-	-
Donations etc.	-	-
Flowers etc to the sick and bereaved	(189)	-
	<u>0</u>	<u>189</u>
	=====	=====
Balance at 31 March 2019	0	189
	=====	=====
Prison Support Fund		
Balance 1 April 2018	2806	2806
Donations	-	-
	<u>2806</u>	<u>2806</u>
	=====	=====
Balance at 31 March 2019	2806	2806
	=====	=====
TOTAL OTHER FUNDS	2806	2995
	=====	=====

NOTES TO THE ACCOUNTS – YEAR ENDED 31 MARCH 2019

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