

SAMARITANS

Herts & Essex (Ware)

Annual report 2021/22



This festive Samaritans bauble, from the Hertford Yarnbombers' Christmas 2021 campaign, highlights a year when we got out into our community again. It was good to be back.

SAMARITANS

Herts & Essex (Ware)

Thank you for your interest in our annual report for 2021/2022.

It was a year during which we began returning, slowly, to being able to do most of the things we thrived on before the pandemic.

We welcomed potential volunteers in the branch to talk to them about joining us. We got back to training face-to-face as well.

Our brilliant volunteers, giving freely of their time, kept Ware the fifth busiest branch in the UK in terms of hours spent on the phone.

The opportunity to attend in person the launch of a new local community facility opened up the chance to reach out nationally to an at-risk group for the first time.

The Friends of the branch were back in action, energetically fundraising outdoors. And our outreach team moved from virtual to actual, reaching out to schools, universities and stations, getting our phone number in front of thousands of people.

Thanks to the generosity of our donors, our finances remain robust, meaning our branch is able to support important initiatives nationally that help our charity reach more people in need.

You can read more about all of this, and more, in this report.

We're very proud that our branch has been shortlisted for Hertfordshire County Council's Excellence in Public Health Awards 2022, in recognition of our response to and efforts during Covid. Just being shortlisted, in the 'Community Award' section, is a great testament to everything that everyone involved in the branch contributed back in March 2020 and in the following months. The public voting has now closed and we've got our fingers crossed for the results on September 23.

Branch director's report



Looking back to my first annual report as branch director in 2020, it was all about getting through Covid, maintaining the service, and keeping our volunteers safe. And in this report, my last, I think it's fair to say that we succeeded.

In the year April 1, 2021, to 31 March 2022 our volunteers in Ware branch answered 27,613 calls and engaged in 1,131 online chats. This was all achieved by 129 active listening volunteers who dedicate their time to being there for the callers who need us. For one in 10 callers, we are their only source of support.

None of this has happened without a huge effort behind the scenes - to recruit volunteers, to train and mentor them, to keep the centre safe and functioning, the phones working, the rota running, and the biscuits stocked up!

We can only do what we do because of our dedicated volunteers: those who turn up week in, week out and through the night to be at the end of the phone, and those who take on extra roles to ensure that the wheels of this well-oiled machine keep turning, never forgetting the vital contribution of our support volunteers, essential to the delivery of our service.

We're not only at the end of the phone. We've been so delighted to be back out in our community, letting people know that we're here, searching out those groups who are most at risk of suicide and finding ways to connect with them. We have spent hours on train stations, in schools, in universities - and it's time willingly given because we believe in the power of what we do.

Contacts have been made this year with particular at-risk groups, including reaching out to men by going out to find them – at football grounds and men's groups. We need to keep getting the message out there that we're here to listen, whoever you are. This vital work will continue, and you will read elsewhere in this report about our important initiative with the Gypsy, Romany and Traveller communities.

Looking ahead, there is an air of uncertainty and apprehension brought about by the cost-of-living crisis, the long-term impact on mental health of the pandemic, and on-going conflict in the world. We will be there for anyone who is struggling to cope, day and night.

I would like to record our thanks to the donors who have supported our work. Particular mention goes to the Secret Society of Hertford Crafters, the Yarnbombers, whose work not only raised a magnificent amount for the branch but also brought great joy to residents of Hertford, as well as reminding them of our freephone number if they needed support over the Christmas period.



Also, to Bob Deering, who fundraised for us throughout both his terms as mayor of Hertford despite his efforts being restricted by Covid, our thanks. He walked many miles for us! He also gave us a platform to let local people know who we are and where we are.



We owe a huge thank to a private donor who made a very generous donation this year which will be allocated to ensuring that we can continue to maintain and improve the premises from which we operate. Thank you to all of our donors; every single contribution is valued by us not only for its financial value but for the message it sends to our volunteers about the importance of the work that they do.

As we go forward, we will be looking to build on the connections that we have made with at risk communities to make sure that that they know we're here for them.

We will continue to recruit from our waiting list and to grow our branch so that we can fill more shifts, answer more phones and be there for even more callers. We have plans to make adaptations to our building to give us greater flexibility in the shifts that we can offer and to continue to grow our involvement with online chat, which will start to roll out for more hours this autumn.

In April we will have a new leadership team who will continue to lead this unparalleled group of volunteers forward. They will inherit a committed, skilled and compassionate group of volunteers who are, in my view, second to none. Their contribution is immeasurable.

There are more great things to come from wonderful Ware.

Susannah 178, branch director and chair of trustees

Being there for callers

One of our challenges at Ware, and across the country, is increasing our capacity to be there for our callers. At Ware we are constantly, and successfully, contributing to this.

This year, and over the course of the pandemic, we have excelled ourselves, supporting our callers in many ways – by phone, email and online chat.

From April 2021 to March 2022 with an average 129 listening volunteers, we:

- answered 27,613 calls
- spent 7,944 hours on the phone
- sent 676 emails
- answered 1,131 on-line chats.

We are also proud to say that during the two years of the pandemic we answered over 49,000 phone calls and sent more than 2,200 emails. We also made 1,100 outbound calls and had over 1,400 online chats. This was during a time when up to 40% of our volunteers were self-isolating. In March 2022 we answered the highest number of calls since records started in January 2017.

Ware branch, for its size, makes a huge contribution to the national effort to help people in need. In terms of the number of hours we spend on the phone, which is key, we're typically the fourth most active UK branch. In terms of the number of calls we answer, we're typically the fifth busiest.

Supporting our callers at the greatest times of need is so important, particularly between 2am and 6am when the service struggles most to meet demand. As a branch, Ware contributes the fifth most hours during these times. We're very proud of the brilliant bunch of dedicated volunteers we have at Ware.

Mary 72, deputy director for service delivery

Building a bridge to an at-risk community

At Ware we have been given a unique opportunity to initiate and lead what will become a nationwide Samaritans campaign to build a bridge to an at-risk group our charity has never properly engaged with: the Gypsy, Romany and Traveller (GRT) communities.

It arose from a chance invitation from Claire Rice, the project manager at GATE Herts, to the launch of their new hub on our patch in Cuffley. GATE stands for Gypsy and Traveller Empowerment. Claire has kindly agreed to speak at our AGM.

It's fair to say we were both shocked and encouraged by what we learnt. Suicide is endemic in the GRT world: every one of every age has experience of it, often several times. The recorded suicide rate is six times higher than in the general population; the unrecorded rate probably doubles that. Community leaders describe a 'suicide crisis'.



We spoke to Claire and colleagues about what we do, how we do it, and why we do it the way we do. She looked taken aback and said: 'There's nothing like that for us'. What she meant was that whenever the community engages individually or collectively with an organisation in the 'settled' world, it's on that organisation's terms. There are questions, forms, procedures, risks. When a caller calls us, as we know, it's completely on their terms: they can end the call whenever they like, say only what they choose to say and stay anonymous, all while being listened to empathetically and without judgement. Details like our

number not appearing on a caller's phone bill were significant in a world where talking about your mental health risks being shamed for being weak. As Claire said: 'No-one need ever know you called Samaritans, and that's so important.'

Some digging revealed that, as a charity, Samaritans had had minimal engagement with GRT communities. As Susannah put it, there was an opportunity to build a bridge for the first time to one of the most at-risk populations there is. We learnt that the best way to communicate our messages in a world with low literacy levels would be using voiced animations on social media. Our branch trustees readily approved a budget for this.

We then felt that, if we were going to work with GATE Herts, we'd need to create something that would be good enough for GRT communities anywhere. Hayley Peters, the new head of equity, diversity and inclusion at SCO, was enthusiastically supportive of a national campaign. The marketing team were persuaded of the need for culturally appropriate and subtle communications with next to no branding; we couldn't turn up as external saviours – we simply wouldn't be listened to.



We have appointed an agency, Rural Media, that works closely with leading figures in the GRT world and, as we meet for our AGM, they are creating tailored animations that will be cascaded by activists across all social media.

As we launch the campaign later this year, we'll prepare, along with Hayley's EDI team, briefing notes for branches across the country on how and where to reach out to their local GRT communities, and insights for volunteers into the issues that will likely, and hopefully, prompt calls from those communities.

Our work on equity, diversity and inclusion

As a branch, we have been ahead of the curve on Equity, Diversity and Inclusion, with our EDI team leading the way in compiling a branch survey on EDI which volunteers were asked to complete last spring. Out of the 201 Samaritan branches, only around a dozen have taken that initiative; many are waiting for head office to take the lead.

Following on from the survey, the team has continued to explore ways in which we can diversify both our volunteer base, working with the recruitment and selection team, and also reach more diverse communities that may not be aware of our services, for example, the work we are doing with the Gypsy, Romany and Traveller communities.

In addition, they are considering ways in which we may be more inclusive, such as ensuring adaptations are available for volunteers with hearing, sight or mobility issues. Please do ask if you think we may be able to assist.

What do we mean by EDI?

Equity means ensuring that everyone, regardless of their backgrounds, experience or identity has equal access to opportunities - it's not treating everyone the same, but ensuring everyone has the right support to have the same access.

Diversity means embracing what makes us unique: our age, gender, ethnicity, sexual orientation, religious and political beliefs, life experiences, and the communities we are part of help make all of us who we are.

Inclusion means welcoming everyone to our charity – recognising that our strength as Samaritans lies in our differences and taking steps to tackle any barriers so we can make volunteering and working more accessible for everyone.

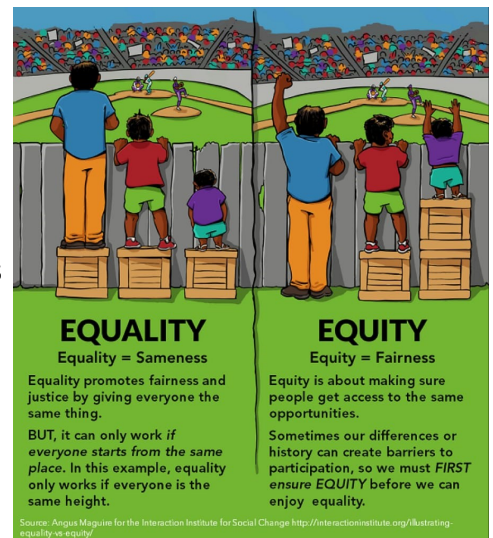
Samaritans central office has reaffirmed its commitment to EDI, and has listed it as one of its five goals in the recent strategy review.

It has established an EDI leads network which meets every six weeks to discuss and develop the strategy and issues arising, and has recently launched a pack of resources to support volunteers.

Questions on diversity were included in a recent volunteer survey, and central office is establishing a new system that will contain anonymised data on the diversity of the organisation and the regions.

With thanks to Barbara 215, Pauline 215 and Mike 431 for their work in this area.

Morisha 253, deputy director for EDI, and trustee



We're an independent charity, affiliated to the national charity.
Our volunteers raise all the money it takes to keep us open 24/7.
You can donate online at samaritans/ware

Recruiting & training new volunteers

After recruiting and training on Zoom for two years, to once again be able to see potential volunteers and new Samaritans in the branch for interviews and training has been invaluable.

It allowed us at recruitment stage to talk face-to-face with potential volunteers and be clear about the dedication needed; we stressed the importance of teamwork, confidentiality, and commitment to shifts. Consequently, we have had far fewer people drop out once they had started training, giving us more new committed Samaritans beginning their journey with us.

We welcomed 40 new Samaritans to the branch over the year. Training face-to-face has enabled new Samaritans to feel part of the branch 'family' much sooner. Going forward, we expect the majority of our training will be face-to-face. We have superb facilities that we can again make good use of, as well as the equipment and experience to train online on occasion if necessary.

The waiting list to join the branch remains healthy and will help us increase our capacity to be there for callers. To help us get more new volunteers on the phones, we made our mentoring process simpler. New Samaritans still have a named mentor working closely with them as they start to take calls. To give them wider experience, everyone in the branch now dedicates occasional shifts to being 'shadowed' by new Samaritans so they can see different styles of being a volunteer for us.

There have been some significant emotional challenges for some of our selection and recruitment and training team members this year, and the support from within the Branch has been immense.

We continued with continuous development, or on-going training, for all volunteers. This held up better than we initially expected under pandemic conditions. Our Zoom sessions, admittedly somewhat the lesser for the absence of home baking and deep sofas, provided welcome opportunity for broader interaction during lockdown while allowing volunteers to brush up on knowledge and new developments.

We have recently made a welcome return to fully face to face continuous development events and are again enjoying the mix of learning and sociability with friends old and new.

Jill 242, deputy director for recruitment and selection, and Mike 431, acting deputy director for training

A word about those of our volunteers who, as well as being listening volunteers, take on the extra role of becoming a leader.

Leaders commit to giving more of their time each week (including through the night) to support volunteers taking calls or chatting online by being at the end of the phone for them during their shift, as well as being there later to listen to them and help them to process how they're feeling about the calls that they've taken.

A huge thank you to all of our leaders, without whom we simply couldn't function.

We also owe a big vote of thanks to our support volunteers. They are volunteers who join us not to answer the phones, but to offer their skills and time to keep the branch open for callers. A big thank you, too, to all of them.

Outreach report

Outreach activities for the first three months of the year took place online because Covid restrictions remained in place until July 2021. These included two training sessions for Hertfordshire police, as part of their mental health training days for new police officers and newly promoted detectives, and two sessions with staff at University of Hertfordshire, covering listening skills. We were represented on the following forums throughout that time: Herts Suicide Group, Herts Suicide Men's Group, Broxbourne Community Group and Harlow Suicide Prevention Group.

At last, in July, we were allowed to restart face-to-face outreach events, albeit with many risk assessment forms to complete and new and stricter rules on the training for volunteers taking part. The new rules meant an end, for now, to our involvement in Crucial Crew events.



Outreach volunteers were delighted to be able to be out and about again. We attended an event at Goffs-Churchgate Academy in Cheshunt, which was well received. And for July 24 - 24/7, the date we celebrate our always open 24/7 service - we had volunteers at Welwyn Garden City and Hatfield railway stations giving out information and engaging with passengers and rail staff. There had been two fatalities nearby recently, so our presence was warmly received.

As part of our targeted involvement with Broxbourne, Samaritans information is now in Frontline, a local online service of information for residents in that area, and a talk was given at the Rosedale Community Centre in Cheshunt.

Our involvement with Harlow has continued through the year with online presentations and a stall at the West Essex Community Fund's presentation day. We have indicated our wish to be involved with a new community hub being set up in Harlow. Volunteer Susan 133 has also set up 'Harlow Cares', a coffee bar facility in Passmores Academy in Harlow for people to drop in and be able to talk to someone.

Other talks have been given to various groups in the community, including one to Hertford Yarnbombers who raised over £20,000 for us in 2021. We were back at Braughing Fair and Hertford Heritage Day.

Work with the police continues, with more training sessions given in 2022 and information and cards supplied for the Herts Police triage car and for police custody suites. Our dedicated referral number for use by the police custody suite officers has been discontinued in favour of police giving out our free number instead.

Work with the more senior students at schools and colleges has continued. In addition to ones mentioned above, we have attended events at Joyce Frankland Academy, Newport, and Sherrardswood School, Welwyn, along with further events at the University of Hertfordshire.



Because of the number of enquiries for talks from various sources, a talks team has been set up to coordinate our efforts. We are very grateful to Jacky 210 and Liz 202 for taking this on and we look forward to seeing the benefits of this and attracting more volunteers to be part of this team.

In January, as part of the Brew Monday campaign, we attended Bishop's Stortford and Welwyn Garden City stations, giving out information and tea bags as part of the Samaritans' national campaign. It was particularly pleasing to be welcomed at Bishop's Stortford as we hadn't been there for some time and there had been fatalities in the area. Also that month we attended Hatfield station as part of a special awareness day organised by Govia Thameslink Railway, along with British Transport Police and other agencies.

Thanks go to Steve 457 and Mike 431 for running ESOS training days in order to make sure all volunteers doing outreach are appropriately trained. Finally we'd like to thank the outreach team of Brenda 103, Jacky 210, John 381, Liz 202, and Steve 457 for their work and unfailing support throughout this year and we look forward to a Covid-free year of outreach ahead.

Paul 167 and Nicky 166 – joint deputy directors, outreach

An update from the Friends

This year has been a better year for fundraising. We did manage to collect outside Tesco and Marks & Spencer at Brookfield Farm, Cheshunt, on the 18th and the 23rd December, and were given an amazing £2,156.45. We also had a Christmas raffle at the branch which made £904.00. In July and September, we held two car boot sales and made a total of £1,062.70.

The Bakers and Sweeps charity gave us a cheque for £2,000 in February, so I would like to thank them. The Bakers and Sweeps are a local charity in Cheshunt and raise money each year for other charities; we have had several donations this year. We are also still raising money with our Smarties tubes.

Many thanks go to those who help the Friends fundraise to keep the branch open. First of all, to all the volunteers at Ware for their tremendous support; the Friends would not manage to raise all the money we do without their support. To Joy 294, who runs the car boot sales that we have during the year. Joy sorts through all the items that are donated to us. If she thinks she can raise more for an item online, she goes for it. And we're grateful to her husband Alan, and my wife Joyce 249, for their support on the day. I can't stress enough how hard they work.

We had our first Friends committee meeting back in person in March, and handed a cheque to the branch for £12,500. I would like to thank the committee members, firstly Joyce, who is the secretary of the Friends; Nickie, our treasurer; and supporters Eric Bright and Pauline and Brian Terry. The Friends would not exist without the team who do all their work behind the scenes.

Look out for us later this year. We are having a Quiz night on the 25th November and would love to see lots of you there, and there are collections again at Brookfield Farm on 17th December and 23rd December 2022 and we could do with your help.

Brian 77, Chair of the Friends of Herts & Essex (Ware) Samaritans

Annual finance review 21/22

Our income for 2021/22 was £130,333, from donations, charitable activities and grants income. We thank all for their essential financial support. We remain grateful to Hertfordshire County Council and POhWER for their continued annual support.

In particular, we are most grateful to the Hertford Yarnbombers, who selected us as their charity of the year, the Mayor of Broxbourne's charity appeal, and a most generous private donor who gave us funds to meet our future property needs.

We wish to thank all our volunteer fundraisers for their ongoing commitment and efforts, especially the Friends of Ware Samaritans, led by Brian and Joyce, and the 300 Club managed by Vivien, which together ensure we continue to raise much needed funds for the branch under difficult circumstances.

Our operating costs for the year were £24,060. These included several equipment purchases and improvements to the branch, to specifically enable us to continue to offer our services in a Covid-safe manner.

We were particularly frugal with spending because of the continuing uncertainty around Covid, and our inability to undertake in particular outreach activity and the selection, recruitment and training of volunteers at our centre.

We have paid a branch contribution to the Samaritans Central Office during the year of £31,178 as an affiliated branch as stated in note c to the Accounts. This was based on a formula related to our income, expenses, and reserves for 2020/21. The Net Surplus for the year was £75,095.

We recruited a part time administrative assistant in March 2022, to assist our director and branch secretary. Apart from this we have no paid staff and are very grateful to our volunteers for their time freely given. It has been estimated that the employment value of the work our volunteers do would exceed £800,000.

We anticipate a perpetual and ever-growing demand for our service. Covid and its consequences, including bereavements, long-Covid, the change in working habits and the loss of education for young people impose another level of demand on us, as will the economic climate we know we face due to, among other issues, the war in Ukraine.

Having served our community for over 50 years we are determined to ensure this will continue.

We hold cash reserves of £69,488 to cover future short-term commitments and the demands on our service which we expect to continue as a consequence of the pandemic.

Our investments are managed by Sarasin and Partners Investment Managers in a Common Investment Fund (CIF) for Endowments.

The invested and reinvested funds at 31 March 2022 had a market value of £216,125. We made a further investment of £100,000 into our investments in 2021/22 and we have seen an improvement in the value of our investment during the year of £4,129.

We are aware that our future income is exposed to the threat of the current economic scenario that is developing and will impact all our donors and in particular some of our most reliable sources of income.

This approach to managing our financial affairs has served us well in the recent past. Over the last 18 years we have moved in stages from a two-bedroom terraced house with 80/90 volunteers to a fully functional Samaritans centre with 170 volunteers and the potential for more.

Annual finance review 21/22

INVESTMENT POLICY

Our approach to investment risk requires a diversified portfolio for our investments with the asset allocation being Fixed Income 6.95%, Equities 69.11%, Property 5.53% and other 18.41% including liquid assets. The geographic allocation is 39.7% UK, 35.3% North America, Europe 9.3% and 15.7% being the Rest of the World. Our CIF for Endowments is specifically for charities, and stocks are selected using ethical criteria.

The trustees review this investment policy annually and to ensure that it remains fit for purpose by reviewing the quarterly reports of our investment managers, attending their annual spring seminar and the annual autumn review of the CIF fund to gain insight into their market perspectives and seeking additional advice if required.

AUDITOR

The accounts were independently examined by Sylvia Jenkins. The examiner's report to the trustees, dated 30 July 2022, is available from the secretary.

A resolution for the reappointment of Sylvia Jenkins will be proposed at the Annual General Meeting. We are very grateful for Sylvia's continued support.

NEWS FROM THE 300 CLUB

With a membership of 192, a little lower than last year, we were still able to donate £2,400 to the branch last December, one of the bonuses that comes with looking after the club!

Another bonus is surprising folk with a winning cheque (yes, they do still exist!) from the monthly draw.

Each month there is the chance to win £100 first prize, £50 second and £25 third prize. Add to that, every May and December there are two extra prize draws of £500 and £175.

It would be good to welcome more members even if for just a year. The cost is still £30 yearly, payable by cash, cheque, direct debit or direct transfer, (details from Vivien 22) and your membership really makes a difference to how we can support our branch.

A sincere thank you to all 192 of you, many of you of long standing, for sticking with us. I hope that lots of you will enjoy that winning feeling this coming year.

Vivien 22 (300 Club secretary)



300

Winners for 2021: J. Hughes; W. Chamberlain; G. Lees; R. Badger; C. Donnelly; M. Stock; G. Seward; J. Chamberlain; N. Hancock; R. Chamberlain; G. Lee; J. McKenzie; S. Earles; J. Lord; E. Richardson; D. Evans; R. Foreman; L. Dunne; N. Griffin; L. Fitt; I. Slater; C. Waring; M. Cook; L. Badger; P. Summers; R. Fleetwood; A. Hughes; R. Gorman; D. Price; T. McManus-Wood; F. Adams; E. Thompson; A. Humphreys; C. Hooper; G. Young; A. Law; J. Sharpe.

Herts and Essex (Ware) Samaritans

Receipts and payments for the year ending March 31, 2022

	Note	2021/22	2020/21
		Total	Total
		£	£
RECEIPTS	b		
Donations		84,998	39,204
Legacies		500	0
Restricted Funds			
Yarnbombers donations		20,387	0
Outreach support		0	2,000
COVID 19 relief support		0	43,353
Charitable activities:			
Friends of Samaritans		10,326	4,285
Grants Income		8,000	7,500
Other income (Vodafone refund)		3,980	0
Branch events		0	70
Other trading activities:			
300 Club		2,142	3,000
TOTAL RECEIPTS		130,333	99,412
PAYMENTS	b		
Emergency Telephones		802	741
Volunteers Training & Support		4,376	1,229
Publicity & Advertising		3,029	600
Stationery & Postage		344	334
Water, Light & Heat		2,346	2,060
Household Expenses		1,791	466
Repairs, Renewals & Servicing		2,756	1,393
Equipment Purchase & Hire		3,337	415
Office telephone		768	1,260
Governance Costs		421	618
Insurance & Legal		1,009	922
Salary costs		520	
COVID 19 specific costs		2,561	8,398
Operating costs		24,060	18,436
Contribution to SCO	c	31,178	13,862
TOTAL PAYMENTS		55,238	32,298
NET INCOME SURPLUS / (DEFICIT) for the Year		75,095	67,114
Gains / (Loss) on Investment assets		4,129	17,689
MOVEMENT IN FUNDS		79,224	84,803
RESERVE BALANCES at start of Year		735,187	650,384
RESERVE BALANCES at end of Year		814,411	735,187

Herts and Essex (Ware) Samaritans

Statement of Assets and Liabilities at March 31, 2022

	Note	2022	2021
		£	£
FIXED ASSETS (at Cost)			
Freehold Property - 1 Cross Street, Ware		270,529	270,529
Capitalised Development Costs		<u>258,269</u>	<u>258,269</u>
		<u>528,798</u>	<u>528,798</u>
INVESTMENTS (Market Value)			
Sarasin & Partners CIF for Endowments b/f		111,996	74,307
Gain/(Loss) in Year		4,129	17,689
Invested/(Sold) in Year		<u>100,000</u>	<u>20,000</u>
		216,125	111,996
CURRENT ASSETS			
Bank Balances			
Lloyds Bank plc - Current Account		68,142	90,556
Barclays - Friends account		854	3,028
Barclays - 300 Club account		492	750
Petty Cash		<u>0</u>	<u>59</u>
		69,488	94,393
TOTAL NET ASSETS		<u>814,411</u>	<u>735,187</u>
THE FUNDS OF THE CHARITY:			
RESTRICTED FUND (after expenses)	d	54,457	36,631
UNRESTRICTED FUNDS			
Designated Reserves			
Freehold Property on acquisition - 1 Cross St		270,529	270,529
Development cost to date		<u>258,269</u>	<u>258,269</u>
Total Fixed Asset reserve		<u>528,798</u>	<u>528,798</u>
Major Property Maintenance fund	e	<u>59,000</u>	<u>0</u>
General fund			
Balance b/f		169,758	121,586
Movement In Year		79,224	84,803
Transfer to restricted reserve		(17,826)	(36,631)
Transfer to major property maintenance fund		<u>(59,000)</u>	<u>0</u>
Balance c/f		<u>172,156</u>	<u>169,758</u>
Total Unrestricted funds	f	<u>759,954</u>	<u>698,556</u>
TOTAL CHARITY FUNDS		<u>814,411</u>	<u>735,187</u>

Approved by the Trustees and signed on their behalf:

Susannah Fenton

Carol Tittensor.....

Notes to the accounts for the year ending 31 March 2022

a) Accounting policies: the financial statements have been prepared in accordance with accounting policies set out in the notes below and comply with the charity's governing document, the Charities Act 2011 and follow the guidelines issued by the Charities Commission in 2016 (Charity reporting and accounting CC15d). The charity is not required to prepare accruals accounts, so the trustees have chosen to prepare receipts and payments accounts.

b) Receipts and payments summarise the movement of cash into and out of the charity during the financial year. The closing cash balance is the cash balance plus any money received before the end of the year but only banked in the following year, less any cheques written before the end of the year but not cleared through the bank until the following year.

c) The contribution to SCO is utilised towards on-going running costs of the service provided such as phone lines and IT connectivity and support, training materials, on-going compliance and monitoring, research and influence. It also includes specific initiatives and projects such as:

- Equity, Diversity and Inclusion (EDI) - an *organisation-wide review of how we're representing and responding to the needs of minoritised communities across the UK and Ireland*
- Launch of the Organisation Quality Hub and the Central Caller Support and Safeguarding Hub
- Rollout of Online Chat function
- Development and launch of Samaritans self-help App.

As a branch we are delighted to be able to contribute to projects that allow the service we provide to continue to develop and to support our vision that fewer people die by suicide. Payment for 2021-22 will be made after the year end and is not included in the accounts.

d) Fund accounting: Restricted funds represent restricted donations and grants, after deducting expenditure attributable thereto.

e) The Major Property Maintenance Fund represents a very generous donation from a private donor which will enable us to fund the on-going improvements and maintenance of our property in future years.

f) Fund accounting: Unrestricted funds are spent or applied at the discretion of the trustees to further the charity's objectives.

Branch information

Herts and Essex (Ware) Samaritans is a charity registered in England, number 1173717. It is a recognised branch of Samaritans. Its address is 1 Cross Street, Ware, SG12 7AH. The trustees are Carol Tittensor, Susannah Fenton (chair), Emma Harrison, Guya Persaud, Vicky Jordan, Jodie Wheatley, Mike Tarpey, Morisha Christy, and George Goldspink. New trustees will be voted in at the branch AGM on September 21, 2022. The current director and deputy directors are Susannah Fenton (director), Emma Palmer, Jill Milner, Morisha Christy, Margaret Lidgett, Mary Mapp, Nicky Phillips, Paul Phillips, Vicky Jordan, Alister Martin and Mike Tarpey (acting).

SAMARITANS

Herts & Essex (Ware)