Salisbury and District Samaritans

Annual Report 2025-2026





Samaritans of Salisbury and District is a Charitable Incorporated Organisation registered in England and Wales (1168019)

Contents:

	Page
Samaritans Vision, Mission and Values	3
Welcome from the Co-Directors	4
Our Impact in 2025 - 2026	5
Treasurer and Branch Secretary	8
Governance	13
Recruitment and Selection	15
Training	17
Volunteer support	19
Fundraising	22
Outreach	26
Prison Support – HMP Erlestoke	28
Email Update	30
Publicity	31
In-House Support	32
And Finally…..	33

SAMARITANS

Our vision



Every life lost to suicide is a tragedy, and our vision is that fewer people die by suicide.

Our mission



To be there for anyone who needs someone. To give people ways to cope and be there for others. And to campaign to make suicide prevention a priority.

Our values



Listening

Exploring feelings alleviates distress and helps people to reach a better understanding of their situation and the options open to them.

Non-judgmental

We want people to be able to talk to us without fear of prejudice or rejection.

Confidentiality

If people feel safe, they are more likely to be open about their feelings.

People making their own decisions

We believe that people have the right to find their own solution and that telling people what to do takes responsibility away from them.

Human contact

Giving people time, undivided attention and empathy meets a fundamental emotional need and reduces distress and despair.

A registered charity

Welcome from our Co-Directors at Salisbury Samaritans



As we enter the final six months of our co-directorship, we want to thank everyone for your continued encouragement and support. **We couldn't do this without you**, and we have learnt so much about the purpose, people and processes that make our branch what it is.

Looking back, we are incredibly proud of what we have achieved together. It has been wonderful to connect with so many of you at branch meetings and celebrations throughout the year. From raising awareness to fundraising at local events, it has been a privilege to work alongside both past and present volunteers.

Our shared vision — **to work together, supporting each other, to put callers at the heart of everything we do, and help create a future where fewer people die by suicide** — continues to guide us. We see this brought to life every day through the care and commitment shown across the branch.

Our focus remains on strengthening **how and when we support callers**, while ensuring **volunteers feel skilled, supported and able to contribute**. We are supporting the safe closure of the email service and preparing for the introduction of online chat as it develops. Alongside this, the rota group continues to explore and implement improvements to strengthen sustainability, fairness and flexibility for volunteers.

A key theme for us over the past two years has been sustainable leadership and ensuring we have the capacity and skills to keep the branch running smoothly. As a branch, we are beginning to prepare for the next phase of leadership. As Co-Directors, we will step down in January 2027, and the search for our successor(s) will begin shortly, with a strong focus on ensuring a smooth and thoughtful transition.

Thank you to every volunteer who helps us **be there for callers** — your contribution makes a real difference every day.

Our Impact in 2025–2026

During the year, Salisbury Samaritans continued to deliver a **stable, resilient and high-quality service** to those who needed support.

Volunteers responded to **21,555 inbound calls**, providing vital emotional support to callers.

In total, volunteers spent **5,395 hours on the phone**, equivalent to more than **224 full days of continuous listening**. On average, each Active Listening Volunteer contributed **4.63 hours per month**, reflecting both the scale of support provided and the ongoing commitment of volunteers.

An important proportion of this support was delivered during twilight and night hours when call numbers to the helpline increase:



1,239 twilight hours (10pm–2am)



484 overnight hours (2am–6am)

These figures highlight the branch's continued commitment to being there for callers during the most vulnerable periods of the day, and the dedication of volunteers in sustaining this provision, however we always need more listeners for these most important hours.

In addition to inbound calls, volunteers made **921 outbound contacts** over the year. This reflects a continued focus on **follow-up calls**, ensuring that callers receive ongoing support beyond their initial contact, including responses to Missing Persons referrals which closed mid-way through the year.

The branch delivered **599 email contacts** during the year. This reduction compared to previous years reflects the **planned closure of the email service**, which has been carefully managed to ensure continuity of support and a smooth transition for both volunteers and callers.

The branch also continued to deliver support beyond core services delivered from the branch:

- **56 Listener contacts** were supported through the prison scheme at HMP Erlestoke
- Volunteers participated in various outreach, awareness raising and fundraising activities across the community and military networks, raising awareness and extending support beyond the branch

While the impact of outreach (emotional support outside the branch) is not always directly measurable, it remains a vital part of ensuring that more people know how and when to reach Samaritans.

Strength of our Volunteer Community

The branch maintained an average of approximately **97 Active Listening Volunteers** each month. While numbers fluctuated seasonally, the volunteer base remained **strong, engaged and resilient**, enabling the branch to maintain service quality across the year.

Volunteer Support continued to:

- Support volunteers taking a break or adjusting their involvement
- Conduct exit interviews to learn from volunteer experience
- Ensure volunteers feel valued and recognised for their contribution



We are delighted to welcome everyone to this year's annual report which captures the incredible work we have achieved together.

This represents a branch that continues to **respond to changing needs while remaining firmly focused on supporting callers at their most difficult moments**.

Co-Directors - Jen 43 & Hester 8



Treasurer and Branch Secretary



We've had another satisfactory year to 31 March 2026. Income was not quite so high as last year, but it was more than compensated for by a capital gain of about £7k compared with the previous year's loss of £4k. The main adverse movement was a big increase in our assessment for New Branch Contribution to £12.3k, though our costs are otherwise broadly level with 2025. This means that the year to 31 March 2026 produced a modest but reassuring accounting surplus of £3,697 (2025: £908) after several difficult years following the start of Covid in 2020.

Total income was £61,665, and was obtained from a wide range of sources. While we were never going to repeat last year's £16.8k National Lottery Grant, thanks are again due to David 133 for securing £5k from the Albert Hunt Trust. Our own general fundraising, including Dawn Walking, ukelele playing, Christmas marketing, and sponsored running and cycling, earned a very significant £10.8k. Thank you to everyone who took part and supported all these activities! As ever we received significant sums from our regular supporters, from the local community with one-off donations from events, local church groups, public collections, stalls at Tesco and elsewhere, etc. Ange 29 helped to secure over £8k from the N Hants golf club charity day. Christopher Piggins, a long-standing volunteer who sadly died in 2025, left a significant bequest to the branch in his Will. Thak you to everyone for your continued support and generosity,

Our expenditure remained broadly stable this year. Electricity costs were held, with a fixed-price contract to December 2026. Premises maintenance and cleaning costs grew by £1.2k, mainly due to service charges for Barnack being raised in anticipation of possible future repainting and roof repairs. Other costs elements were more or less unchanged. Our assessment for the New Branch Contribution (NBC) to the central Samaritans charity increased significantly to £12,346. This was due to the underlying growth in our free financial reserves.

Statement of Financial Activities

(2025 figures in brackets)

The Charity's received income of £61,665 (£66,697) during the period. Total expenses were £64,986 (£61,157), of which £44,926 (£46,803) was spent on direct charitable activities, £2,972 (£3,307) on fund raising, £17,089 (£11,046) on governance and administering the Charity including the New Branch Contribution (NBC) of £12,346 (£8,024). Investments rose in value by £7,019 (2025: fall of £4,631) during the year. Overall, there was a net surplus of £3,698 (2025: £908) for the year. The Charity's resources therefore correspondingly rose by £3,698 during the period, and it had net assets of £457,276 (£453,578) at the year end.

Our Accountants, Fletcher & Partners, have once again examined the Accounts on a no fee basis and we thank Nicola Halls FCA and colleagues for independently verifying the accounts so promptly.

The Statement of Financial Activities (SoFA) and Balance Sheet included in the Annual Review are a summary of the full Accounts, which can be found in the Filestore on Three Rings. The graphs of Income and Expenditure below are derived from the Accounts but are not formally part of them.

Treasurer & Branch Secretary - Paul 111



SAMARITANS OF SALISBURY AND DISTRICT

STATEMENT OF FINANCIAL ACTIVITIES

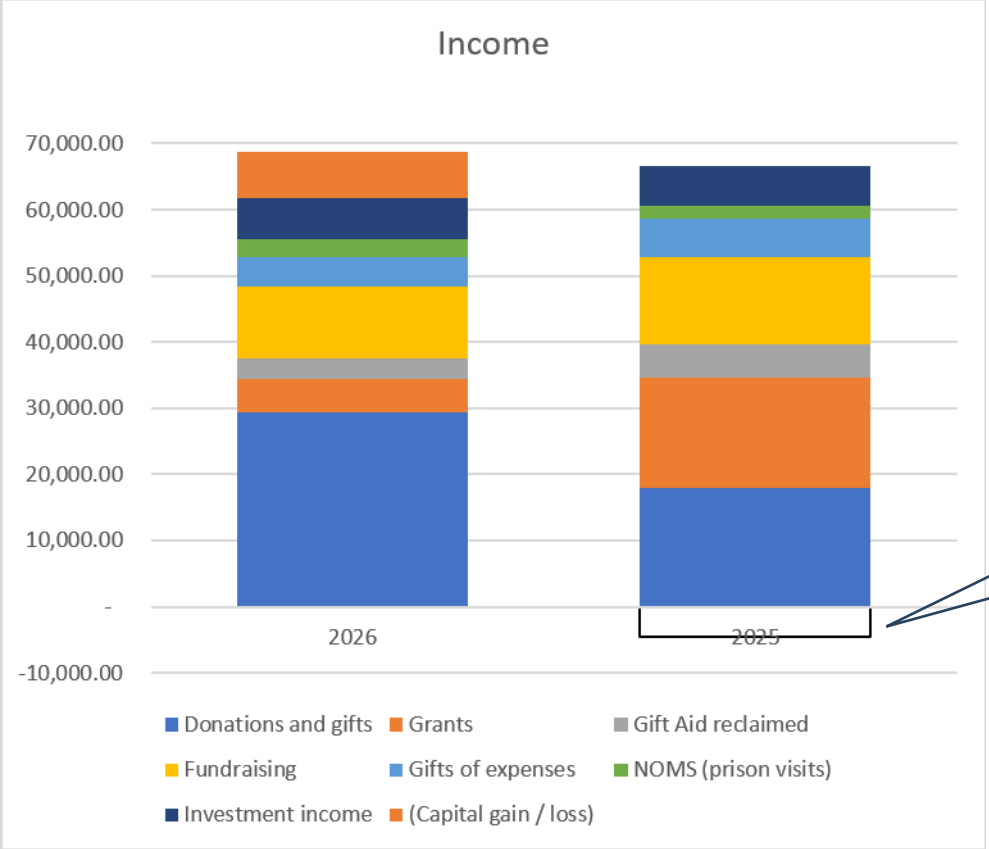
FOR THE YEAR ENDED 31 MARCH 2026

	Note	Unrestricted Funds £	Designated Funds £	Restricted Funds £	2026 Total £	2025 Total £
Income from						
Voluntary income	2					
Donations and Legacies		38,520.39	-	-	38,520.39	40,304.43
Easygiving		352.88	-	-	352.88	170.93
Gift Aid		3,126.71	-	-	3,126.71	4,940.80
Charitable activities		2,752.29	-	-	2,752.29	2,039.29
Activities for Generating Funds:	3					
Fund Raising Events/Flag Days		10,813.24	-		10,813.24	13,186.74
Investments	5					
UK Dividends and Interest		5,756.10	-	-	5,756.10	5,696.88
UK Bank Deposit Interest		288.03	-	-	288.03	357.75
Other interest		55.64	-	-	55.64	1.05
Other income						
Gain on disposal of fixed assets for charitable use		-	-	-	-	-
Total Income		61,665.28	-	-	61,665.28	66,697.87
Expenditure on						
Raising funds	4	1,991.29	980.60	-	2,971.89	3,307.79
Charitable activities	6	48,986.83	8,825.41	4,202.10	62,014.34	57,849.70
Total Expenditure		50,978.12	9,806.01	4,202.10	64,986.23	61,157.49
Net gains/(losses) on investments						
Realised Gain/(Loss) on investments	10	-	-	-	-	-
Unrealised Gain/(Loss) on investments	10	7,018.60	-	-	7,018.60	(4,631.86)
Net income/(expenditure)		17,705.76	(9,806.01)	(4,202.10)	3,697.65	908.52
Transfers between Funds	14			-	-	-
Net Movement in Funds in the Year		17,705.76	(9,806.01)	(4,202.10)	3,697.65	908.52
Reconciliation of Funds:						
Funds balance at 1 April 2025		135,920.87	303,888.36	13,769.11	453,578.34	452,669.82
Funds balance at 31 March 2026	14, 15	153,626.63	294,082.35	9,567.01	457,275.99	453,578.34

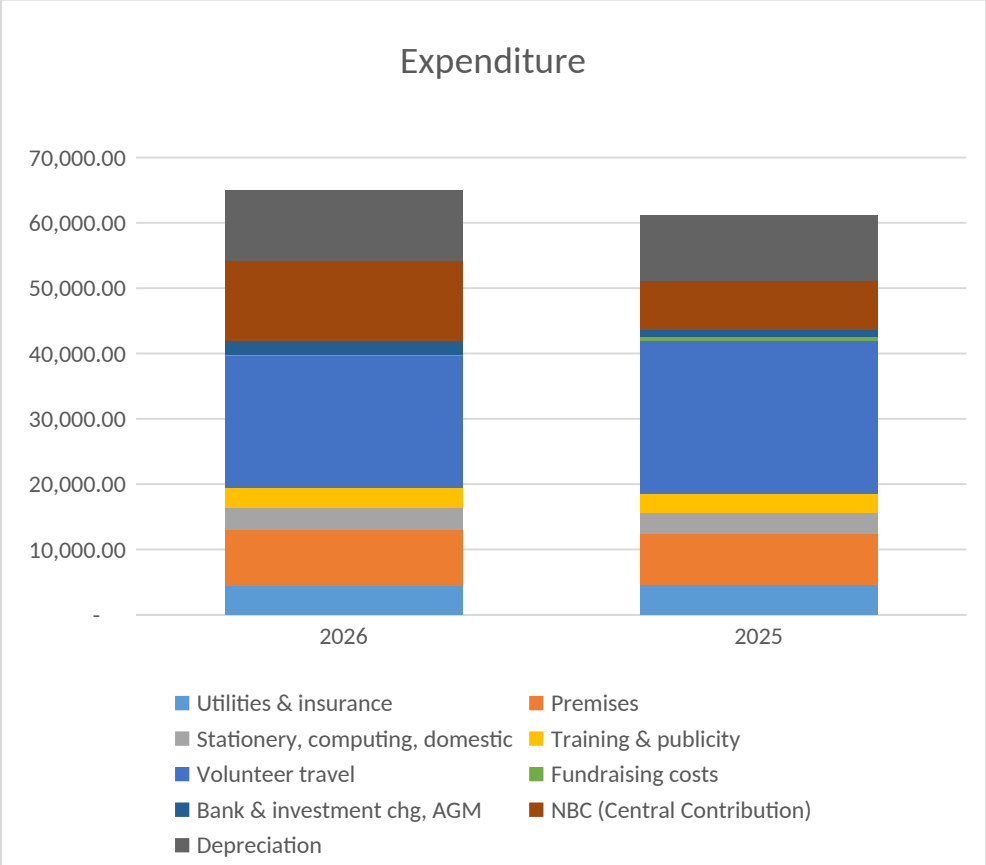
(The 'Note' column references additional detail which can be found in the version on the 3Rings Filestore.)

SAMARITANS OF SALISBURY AND DISTRICT
BALANCE SHEET
AS AT 31 MARCH 2026

	Note	Unrestricted Funds £	Designated Funds £	Restricted Funds £	2026 £	2025 £
Fixed Assets						
Tangible Fixed Assets	9	5,358.78	284,082.35	-	289,441.13	295,467.47
Investments	10	132,085.74	10,000.00	-	142,085.74	135,067.14
		137,444.52	294,082.35	-	431,526.87	430,534.61
Current Assets						
Debtors and Payments in Advance	11	12,809.23	-	-	12,809.23	9,602.51
Short Term Deposits		7,810.93	-	-	7,810.93	2,492.86
Cash at Bank and in Hand		11,436.91	-	9,567.01	21,003.92	23,404.56
		32,057.07	-	9,567.01	41,624.08	35,499.93
Liabilities						
Creditors: Amounts falling due within one year						
Trade Creditors and Accruals		3,528.96	-	-	3,528.96	4,432.20
New Branch Contribution		12,346.00	-	-	12,346.00	8,024.00
		15,874.96	-	-	15,874.96	12,456.20
Net current assets/(liabilities)		16,182.11	-	9,567.01	25,749.12	23,043.73
Total net assets		£153,626.63	£ 294,082.35	£ 9,567.01	£457,275.99	£453,578.34
Represented By:						
Restricted Funds						
National Lottery Reserve	13	-	-	9,567.01	9,567.01	13,769.11
Unrestricted Funds	14					
Designated Premises Repair Reserve		-	10,000.00	-	10,000.00	10,000.00
Designated Premises/Equipment Reserve		-	284,082.35	-	284,082.35	293,888.36
General Reserve		153,626.63	-	-	153,626.63	135,920.87
	20	£153,626.63	£294,082.35	£9,567.01	£457,275.99	£453,578.34



Effect of 2025 capital loss on investments



Governance

Over the past year, the branch has made significant progress in strengthening its governance framework, moving to a structured, transparent, and sustainable model. A central achievement has been the development of a comprehensive **Branch Governance Pack**, bringing together all core governance materials—including the constitution, policies, risk registers, trustee roles, and AGM records—into a single, accessible resource. This has created a clear "single source of truth" for trustees and volunteers, capable of supporting better decision-making, improved oversight, and enhanced audit readiness.

Alongside this, robust governance processes have been embedded to ensure ongoing compliance with Samaritans' affiliate requirements and wider regulatory expectations. The branch operates with a defined **annual governance cycle**, supported by structured compliance checklists covering governance, finance, and health and safety, with formal confirmation submitted to the central charity.

Risk management is supported through a **live risk register and regular review cadence**, ensuring that key operational and organisational risks are actively monitored and mitigated. This is complemented by a clear suite of core policies—including GDPR, safeguarding, and conflict of interest—which are maintained and updated to reflect current best practice.

A further step forward has been the introduction of **governance metrics and performance indicators**, enabling the branch to track areas such as risk exposure, policy compliance, training completion, and overall governance health. This represents an important shift towards more data-informed governance and continuous improvement – and the introduction of a Governance infographic providing a simple dashboard summary overview

In the year ahead and to further strengthen our governance and oversight, the branch is about to initiate **a structured knowledge management self-audit**, providing a clear baseline of our current practices against the ICO Accountability Framework. This approach enables trustees to assess maturity, identify areas of risk or limited evidence, and prioritise improvements in a focused and proportionate way. This will be an important step towards more systematic, evidence-based governance—ensuring we can demonstrate ongoing compliance, manage personal data responsibly, and continuously improve how knowledge and information are handled across the branch.

Over the past year, with the support of the Co-Directors and Trustees we have significantly strengthened the branch's governance, bringing together our processes, policies and responsibilities into a clear, structured framework. This has improved transparency, strengthened compliance, and enhanced how we manage risk and make decisions as a board. Together, these changes provide a stronger foundation to support our volunteers and ensure we continue to deliver our vital service safely and effectively.

Personal reflection

A key learning for me this year has been the importance of balancing structure with pragmatism. While strong governance is essential, it must always serve the mission of the organisation rather than constrain it. In a volunteer-led environment, this means ensuring that processes are proportionate, accessible, and supportive—enabling people to focus on what matters most: supporting callers and each other.

I have also been struck by the openness and commitment of colleagues across the branch. The willingness to engage with governance improvements, to reflect honestly on where we can strengthen, and to support each other through change has been a real strength. It reinforces my belief that effective governance is not just about policies and processes, but about culture, trust, and shared purpose.

Looking ahead, there is still more to do—particularly in continuing to build capability, embedding our governance practices fully, and using data and insight to further strengthen how we operate.

Trustee - Guy 49



Trustees - Rob 116, Brian 47, Paul 111, Jen 43, Hester 08, Guy 49, Kasia 37



Recruitment and Selection



We'd like to begin by recognising the support and partnership of Lesley 77, who stepped down as Deputy Director for Recruitment in March. In those early days, when we were all finding our way a bit, the regular, reassuring conversations we shared as a team of three were invaluable, and we remain grateful to Lesley for her wisdom and insight.



Over the past year, we have welcomed some wonderful new colleagues to Salisbury. It has been a real joy to watch them grow into their Listening Volunteer roles, strengthening the Salisbury team with their skill, commitment and energy. We also want to recognise the work of our wonderful Training Team and hard-working Mentors for their support of our new, fabulous colleagues.

Naturally however, we also lost a few colleagues along the way for various, personal reasons. This ebb and flow led us to therefore change our recruitment process from January. As such, we now interview applicants as soon as they apply, rather than holding fixed interview windows across the year, so that potential colleagues feel welcomed and included from the outset.

We also make sure every applicant has an early, honest conversation about the commitment required to be an effective Samaritan — including night-time expectations - and talk through the challenges we all face as Listening Volunteers, so they come to interview with a clear sense of the role.



Although it is still early days, the new system appears to be working well. The 12 new recruits already signed up to begin Core Training in September have come through this process, and we already feel we know them a little bit more before

their training begins. A further 3 applicants are also happy to wait until January 2027 for the next training window, so we are in a healthy position overall.

Finally, our sincere thanks go to our wonderful Interviewing Team — not only for adapting so readily to our new approach, but for the above-and-beyond and often unseen work they do throughout the year to ensure our applicants are of a calibre that enables the Training Team to do their magic.

Thank you:

Ben 88, Daphne 91, David 133, Emily 129, John 123, Jane 48, Jane 51, Lynn 140, Mary 25, Pete 147.

Deputy Directors for Recruitment - Amanda 109 and Jonathan 139




Training



15 trainees have completed Listener Volunteer training in the past 12 months, which is a great addition to the branch. We are naturally disappointed that some trainees drop out during the training phase for various reasons, including competing life demands and changing personal circumstances. This is and will remain a challenge, but we appreciate that the 9-month training requirement can be demanding. Over the course of the year, we have worked closely with recruitment to ensure new trainees fully understand what is expected of them. We feel this work will help to keep numbers up and we will continue to liaise closely.

We have been regularly attending regional trainers' meetings. This has been a helpful addition to our knowledge base, and it has been reassuring to know that we are carrying out Central Samaritans' training guidelines fully in the Salisbury branch.

We continue to do all our training in the branch with the option for participants and trainers to log onto live meetings for embedding sessions. Face-to-face training continues to be our trainees' preferred medium by far, particularly considering the nature of the topics discussed and the fact that a face-to-face setting really does build group camaraderie.

We continue to use Mondays as our scheduled training evening and this is working very effectively, providing clarity to new trainees and making the work of the training team manageable. Saturday mornings are a popular slot for other training requirements such as day leader, outreach and continuous training. We continue to populate our calendar of Core Training that we run for 12 trainees in January and then again in September, with in-house embedding sessions offered during each cycle.

We have supported training in Outreach (1 session), Day Leading (2 sessions) and Mentoring (1 session) during the year and we ran 5 face-to-face Continuous Training Sessions in the branch for all Listening Volunteers which was well attended by 78 in total.

We have a fantastic team of Mentors who have provided excellent mentoring support to all our mentees. Recently we have completed some refresher and update training with the mentors, and this has really been effective as was shown by the high standard of completed competency assessment sheets. We also have a great team of role players who support our core training. Some of our role players have become mentors and some mentors have trained to be Day Leaders so volunteer progression is alive and encouraged.

We are pleased that all full Listening Volunteers are now able, in line with central policy, to complete mentoring sign off at the end of trainees' embedding training. Our formalised log in system which we use to monitor the journey through all the milestones until trainees are signed off as Listening Volunteers is working well and is up to date.

We continue with our 8 strong training team who are all trained and competent to deliver training to the branch. We continue to share out the workload between the 8 of us and 3 of the team share the Deputy Director role. In essence we all share out the activities and have specific lead roles within the team encompassing Core, Embedding, DBS, Mentoring, Day Leader Training, Military Liaison, Outreach, Continuous Training and Publicity.

Trainers are:- Tim 20, Melanie 64, Kelly 145, Steve 114, Dan 12,

A huge thank you to all the team.

Deputy Directors for Training - Caroline 80, Andrew 19, Rob 22



Volunteer Support

I am not sure where another year has gone but here we are in middle of 2026 with the Volunteer Support Team Impact Report.

Katie 92 who took up the co-deputy director role with me had to take some time off in 2025 and then made the decision not to return. So, I have been flying solo for a while with the support of a wonderful team people who have put up with my many questions and helped with the many actions that have come our way. It was great having Katie's support in those early days, being able to share thoughts and ideas with someone else. I am delighted that Lee 146 has agreed to become a co-deputy director so no more flying solo – he will be a great asset to the team with his experience as a listener, mentor and Day leader and his experience outside of Samaritans.

The **Day Leading Team** (DL) remains strong currently 25, most who still regularly do many more shifts than they had signed up for when becoming a DL to keep the branch open. We have lost a few DLs over the year but gained some new ones too so the team remains the same size as this time last year.

We are always looking to recruit more DLs to the team to ease the burden and to cover the 28 shifts in each 4-week period.

We have also been working with the rota project team to ensure that the DL element of the rota is considered, and we introduced 6 hour day shifts 07:00-13:00 & 13:00-19:00 with a 12-hour shift overnight. This has been a huge success and very much welcomed by the DL team.

We had a thank you celebration in November – here are some fun and maybe surprising facts about the DL team:

- 4 DLs have been DLs for more than 15 years (with small breaks in between)
- Another 6 have done more than 10 years
- In 2025 the DLs covered 735 shifts which is 7750 hours all in addition to their listening hours.

So, on behalf of the leadership team, the listeners and our callers thank you for all the hours of support you give.

Ongoing mentoring was carried out across the branch and was completed by all listeners the end of January 2026. Special thanks to John 123 who organised this for us and after many years of overseeing it has now stood down from this role. Thank you, John, for doing such a great job in ensuring we as a branch remain compliant in this area. Sarah 26 has now joined the team and will oversee the 2026 peer mentoring which starts in June 2026.

I also oversee with the support of the training team the **mentors** who support our new listeners as they complete core training and embedding. We ran refresher training for all mentors – talking through documentation, evidence and giving BEAR feedback. We have a strong mentor team of 28 which means we can support the 12 new listeners on each cohort. Mentoring is such a vital and important part of the training process - we all remember those first few calls and the support our mentor gave us. Thank you to all the mentors who commit to this role for a period of 6-8 weeks twice a year and then continue to offer their support through to sign off 9 months after the listener starts. Your continued kindness and support is very much appreciated by the new listeners - I regularly get thanked for the support of a mentor - it's lovely to hear.

The **Volunteer Support Team,** supports on average 20 volunteers – this can be light touch or can be more involved – it very much depends on the individual and the circumstances. Much of this support goes on behind the scenes and unnoticed until it is you they are supporting. Thank you to the team for your gentle supportive kindness to our volunteers when they need it.

As always, we have said goodbye to volunteers again this year. It is sad to see volunteers leave because they become are friends and volunteer colleagues. Thankfully most leave because of a change of circumstances for them or family and in some cases that means a transfer to another branch. This year we saw 17 leave, the main reasons being family issues, health, some did not complete training, and some transferred to another branch. We now have a robust exit interview process which is carried out by Brian 47.

Jane 76 & John 123 have stood down from the volunteer support team after more than 6 years of supporting listening volunteers. Thank you for all you both did quietly behind the scenes supporting our listeners when they needed it in a way they needed it.

We have recruited more to the team and so we are a strong team of 7 – Ruth 3, Rob 116, Ann 107, Daphne 91, Sarah 26, Lynn 140, Katie 110 – our contact details are on 3rings should you need any support.

Priorities for the coming year are:

- Recruit more DLs to the team a team of 30-35 would mean we would have full coverage of the rota including holidays and other absences without DLs having to regularly do more than 1 shift
- Continue to ensure that volunteers are aware of the Volunteer support team and that volunteers are supported when they need it
- Train any volunteer who would like to be a DL and/or mentor
- All listeners to complete ongoing mentoring for 2026 which will be led by Sarah 26

I have learnt so much again this year and whilst we have, like all organisations had to overcome some challenges and changes and some specific to our branch I have seen the continuing kindness and support of so many people across the branch and this is what enables each of us to come on shift, listen to our callers and makes our branch a wonderful place to volunteer.

Thank you for all the support and time you give - Sarah 26, Daphne 91, Ann107, Lynn 140, Katie 110 and Rob 116 who has supported us as a trustee.

Deputy Directors - Volunteer Support, Ruth 3 and Day Leaders, Lee 146




Fundraising



Our objective each year is simple, to raise more than we spend. This helps safeguard our future and retain control over our own destiny as a branch. We protect our viability more if we create secure and ongoing sources of funding. This includes individuals and corporations who donate on a regular basis, whether monthly, quarterly or yearly.

65 volunteers are registered with easyfundraising, allowing many of their online purchases to achieve automatic contributions. 15 individual "friends" contribute between £5 and £40 each month and year after year as "Friends of Salisbury Samaritans". Volunteers leaving our branch are invited to remain involved through small monthly or annual contributions.

Also on an individual level, our volunteers are creating projects and joining events one after another, marathons, walks, cycle rides, golf and other tournaments, celebratory lunches, gala dinners, bands, local magazine articles and collections at supermarkets. Others support funding efforts with posters, placards, cake baking, refreshments and marshalling of outdoor events. And you still find time to listen to callers!

Individual volunteers, so many events!

It's not just the events themselves that take the time, it's the communication, management and chasing for sponsorship that our volunteers have excelled at in this last year. It no longer makes sense to list funding team members. Cliché as it is, "we are all funders now". £60,000 a year can be achieved only when we all work together. This we see by the sheer number of activities that our volunteers are creating! Some, in particular, won't lie down! You are gold to us, quite literally, and we treasure you dearly!

Individual events



After her impressive sponsorship in the Berlin marathon in 2024, Sarah 118 was running in the London Marathon April 2025 to raise another £1,500. Kelly 145 too was away again, this time in the Southampton Marathon on April 6, also raising £1,500.





Mandy 28 managed our contribution to the National Dawn Walk, her team raising a magnificent £4,000 in sponsorship, a total more than twice higher per head of local population than Cambridge, Hastings or Rotherham, the only three branches to raise more.



Particularly significant contributions were again received from the walking groups of Ruth 3 and Caroline 80, while Eddie 126 raised over £500.

The tough news for Mandy is that after £3,000 in 2024 and £4,000 in 2025, she has a target for 2026 of 80 walkers and £5,000. We need to help her with ever increasing support!

The Dawn Walk provides a chance to “walk and talk” with our local community, superb views of the early sun above the cathedral and a sociable second breakfast at St Thomas’s Church.

Brian 47 again coordinated our regular Tesco collections, increasing our 2024 Christmas record of £600 by a further £200 to £800 in 2025 and setting a new target for Xmas 2026 of £1,000. Our four Tesco collections in 2025 may be hard to beat in 2026. Our local Tesco “Community Champion” can no longer agree who participates when, all future decisions to be made by Tesco National Office. We are working to clarify this new situation.

Ange 29 agreed with her local golf club to provide a charity tournament in our favour. We received a welcome surprise close to year-end of a substantial donation in excess of £8,000.

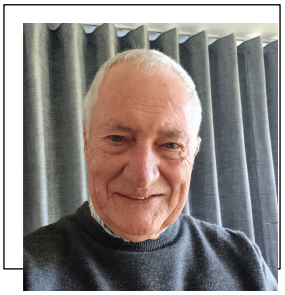
Meanwhile, we have sadly lost Kevin 115 to the Weymouth branch and we wish him success in his new location. Kevin donated three substantial amounts of salary sacrifice to us, in addition to sterling work as one of the four musketeers in our inner-city pub awareness raising campaign. Then there were three!

Our volunteer purchases of Christmas cards contributed to year-end funding with a profit of £350, this was possible through bulk acquisition of all unsold stock remaining from the previous year’s national print-run. A substantial Christmas Fayre of cakes and gifts donated by branch members and coordinated by Colin 121 increased our Xmas takings still further, while the Christmas carol concert supported by his band of merry men (and women!) provided some festive cheer to the city centre.

Finally, the grant of £16,800 that we received in 2024 from the National Lottery was credited to 2024 income but supports activity lasting into 2026. We should be able to apply again to this potentially promising source in 2027. We have however received two consecutive years of grants of £4,000 from The Albert Hunt Trust. The trustees are seeking to exhaust all remaining funds and close their facilities by 2029. Our objective for the year 2026 will be to help them with this task by applying for a hat trick!

Particular thanks to Paul 111 our treasurer, Mandy 28, Ruth 3, Caroline 80, Dizzy 151, Mandy 136, Mark 105, Kelly 145, Sarah 118, Helen 74, Brian 47, Sarah 72, Melanie 64, Colin 121, Daphne 91, Eddie 126 and Katie 110, with best wishes to Kevin 115 and Biju (ex 16).

Deputy Director Fundraising - David 133



Outreach



Outreach remained a key focus this year, strengthening Branch links with the local community and raising awareness of Samaritans' support. The team contributed to Brew Monday, attended the Gillingham and Shaftesbury Show, and supported events such as Men Matters.



Military Outreach—ably led by Kelly 145—continued apace, with stronger links developed with Allied Welfare Services (AWS) and attendance at the Good Mood Festival.

The new Pubwatch initiative also helped promote Samaritans' services in local hostelries. Following its success, the Branch hopes to use this model to reach other targeted locations and at-risk groups, including the agricultural community and industrial sector. Outreach Team members also attended meetings such as Safer & Supportive Salisbury and City Exchange, helping the Branch stay informed while further raising awareness locally.

Looking ahead, potential additions to the Outreach calendar include Samaritans Awareness Day, Tractor Fest and the summer and winter solstices. Priorities for the coming year include improving in-Branch communication to publicise events more effectively and strengthening liaison between Outreach and the Fundraising Team.

Camilla 93 is warmly commended for her outstanding contribution to the Outreach Team over recent years. She has now handed over responsibility to myself and I began my tenure as Outreach DD in May 2026.

Deputy Director Outreach – Richard 41



Prison Support - HMP Erlestoke

It's been a really positive year overall, despite a few twists and turns along the way. I want to start however by recognising the work of my predecessor, Richard 135 (formerly of the Swindon Branch), who worked tirelessly to build up the service. Thanks to his dedication, I was able to take on the role in January with real potential and optimism within the service.

Our current Samaritan Prison Team - Alison 117, Carole 75, Dizzy 151, Kelly 145, Lesley 24, Mandy 28 and Mark 39 are a truly wonderful group of people. Every Saturday morning they give up their time to either lead and coordinate our Listener Support Meetings (LSMs) or to walk the Wings, talking with prisoners and officers alike to unconditionally promote the Samaritans 'way'.

Carole and I also drop in during the week when we try to ease some of the inevitable inertia that comes from a prison facing serious funding and staffing challenges. There is undoubtedly a genuine willingness from leadership to deliver a proactive service for the benefit of our Listeners and for the wellbeing of all but sometimes the cogs can 'grind' a little. We therefore try to offer a little squirt of Samaritan WD40 when in (other brands, no doubt, are available) as well as check in with our Listeners.

It is therefore a real privilege and fascination to gain an insight into prison life and to support our incredible Listener Team. It's hard to capture in a few words the challenges they face day to day and to explain the things they share with us, but their commitment, compassion and unconditional support for their fellow men shines out whenever we talk with them. If we can therefore offer a bit of TLC along the way to help keep them individually strong and spirits up within the team, then we are absolutely up for that.

We currently have 10 Listeners. Thanks to Kelly and Lesley, we trained a new cohort recently (they follow a rigorous programme almost identical to our own core training), and we expect to train again in the autumn. A team of 14 would be ideal, given the rising numbers in the prison and the increased levels of 'angst' now that Erlestoke accommodates Young Offenders alongside the more established population.

Finally, if any of the above sparks your interest, please do look out for further information in the coming months. We hope to attract a couple more colleagues to our Salisbury team so we can consistently meet our aim to have three Sams on each visit. This will help us drive forward our more creative plans for the

service and ensure our wonderful Listeners receive the unconditional support they truly deserve.

Thank you team and thank you to our Listeners.

Branch Prison Support Officer - HMP Erlestoke – Jonathan 139





Email Update

Despite the Future Proofing decision in August 2025 that Samaritans UK Email would be closing by the end of 2026, we continued supporting email callers as before.

When in March Samaritans UK Email started to be closed to new callers, there was a marked drop in the number of incoming emails. As I write in late May, we continue to be here for a very diminished number of callers - anticipating complete closure before the deadline of 30 September.

I would like to thank colleagues for their support to emailers, particularly this year, and indeed over the two decades that Salisbury has provided consistently high quality support for so many callers who in their distress felt they could email Samaritans. We have been there for them as they found writing their thoughts a safe way to communicate.

Email Lead – Ed 82



Publicity

We continue to publish Inside No. 10 at regular intervals and I would like to thank Sarah 72 for her very valuable editing experience and contribution in getting the newsletter published. We aim to give an overview of what is happening in the branch and add perspective.

We continue to enjoy a close relationship with Network Rail through events such as Brew Monday at in 2025 I attended a training seminar where I presented listening skills which was very well received.

We continue to raise our profile in the local community by the activities of outreach, fundraising and awareness events.

Brian 47 – Editor of No.10 & Publicity Officer



In-House Support

The administration function for Salisbury Samaritans continues to be a busy and varied role, with involvement across many areas of the branch. We were extremely fortunate to have had Biju 16 with us for seven months; he shared invaluable technical knowledge that has helped make our administrative processes more efficient.

In recent months, I have been using AI to assist with drafting meeting minutes, resulting in quicker turnaround times and more timely circulation.

Regular administrative tasks include taking and documenting meeting minutes, updating the Day Leaders schedule, creating promotional materials for events, organising pigeonholes, maintaining volunteer records, and securely shredding paperwork. Alongside these, there are numerous ad hoc tasks that keep the role varied and engaging, whilst also allowing flexibility to work both from home and within the branch. More recently, I have taken on 'office fairy' duties, ensuring the office is well stocked and equipped to run smoothly.

I am delighted that Katharine 60 has recently joined the admin support team, bringing both excellent administrative experience and great enthusiasm to the role. If anyone else would like to get involved with branch admin, you will be warmly welcomed!

Finally, I would like to express my gratitude to Brian 47 and Jonathan 139 for kindly giving their time to support me on various administrative projects, including volunteer filing, shredding, and photocopying.

Admin Support Team - Helen 74



And Finally….



We also want to extend our thanks to:

- **Daphne 91** – for her incredible green fingers and the care she brings to our branch. The plants are thriving thanks to her dedication, helping to create a calm, welcoming and homely environment for everyone who comes through our doors.
- **Amanda 59** and **Bev 122** – for their invaluable IT support. Your patience, knowledge and willingness to step in ensure everything runs smoothly behind the scenes and keep us all connected and confident in using our systems.
- **Ruth 44** and **Bev 122** – for the time and care you put into managing the rota. Your organisation and attention to detail keep everything running seamlessly and ensure our shifts are consistently and reliably covered. This really is a hidden team who do so much for ensuring we can be there for our callers – we are deeply grateful for them both.
- **Rob 116** and **Mark 105** – for your ongoing House Management support. From maintaining a warm, welcoming environment to managing practical improvements like sound dampening in the Ops Room, your work has a real impact on both volunteers and callers.
- **Ian 53** – for overseeing health and safety with such diligence and thoughtfulness. Your careful approach ensures the wellbeing of everyone in the branch and gives us all confidence in our environment.
- **Krys 143** – for keeping the branch clean, tidy and inviting. Your consistent effort makes a huge difference to how the space feels and supports a positive experience for everyone.



SAMARITANS
Salisbury & District

SAMARITANS OF SALISBURY AND DISTRICT

REGISTERED CHARITY NO. 1168019

FINANCIAL STATEMENTS FOR THE

YEAR ENDED 31 MARCH 2026

Contents

Page	
1 – 3	Trustees' Report
4	Independent Examiner's Report
5	Statement of Financial Activities
6	Balance Sheet
7 – 13	Notes to the Accounts

SAMARITANS OF SALISBURY AND DISTRICT
TRUSTEES' REPORT AND STATEMENT OF ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2026

The Trustees present this report together with the financial statements of the Charity for the year ended 31 March 2026. The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the accounts and comply with the Charity's governing document, the Charities Act 2011 and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland and the Financial Reporting Standard applicable in the UK and Republic of Ireland, FRS 102.

LEGAL STATUS

Samaritans of Salisbury and District is a charity ("the Charity") registered in England and Wales under the Charities Act 2011 with registered number 1168019. It is a Charitable Incorporated Organisation established on 4 July 2016 and is governed by its constitution of the same date.

The Charity is recognised by the charitable company limited by guarantee known as Samaritans ("the Central Charity") as an affiliated branch of the Central Charity. Each member of the Charity is a member of the Central Charity and the Director for the time being of the Charity is appointed by the Council of the Central Charity. The Council of the Central Charity has the power to withdraw recognition of the Charity as an affiliated branch of the Central Charity.

Samaritans Central Office is The Upper Mill, Kingston Road, Ewell, Surrey KT17 2AF

ADDRESS OF THE CHARITY : Unit 10, Barnack Business Centre, Blakey Rd, Salisbury SP1 2LP

WEBSITE ADDRESS : www.samaritans.org/branches/samaritans-salisbury-and-district

TRUSTEE BOARD

TRUSTEES OF THE CHARITABLE INCORPORATED ORGANISATION

Ms S Allen now known as Ms H Houlihan	Co-Director	(Appointed 08.01.24)
Ms J Annetts	Co-Director	(Appointed 08.01.24)
Mr P Tayler	Treasurer, Acting Secretary	(Appointed 13.07.21)
Mr R Streatfeild		(Appointed 09.07.22)
Mr R Evans		(Resigned 16.07.25)
Mr B Hicks		(Appointed 09.01.24)
Mr G Tomlinson		(Co-opted 23.07.25)
Ms K Stankiewicz-Lammin		(Appointed 12.07.25)

The Director, who is appointed by the Central Charity, holds the post for 3 years and becomes chair of the Trustee Board. In January 2024 two Co-Directors were appointed to serve on a job-share basis, with the agreement of the Samaritans Regional Director.

Each member has one vote with the Chair of the meeting having the casting vote. The board has power to co-opt up to 2 trustees to the committee to fill gaps in expertise, they are required to offer themselves for election by the membership at the next AGM.

Trustees can be nominated from the Charity's Listening Volunteers, the Charity's Support Volunteers and any other additional individual; they are proposed and seconded by Members of the Charity prior to the AGM, and elected at the AGM.

MANAGEMENT OF THE CHARITY

The Branch Leadership Team, which meets at least 4 times per year, is responsible for the general management of the charity and its property and affairs. The Branch Leadership Team comprises two Co-Directors (trustees), Deputy Directors (who are not trustees) and all other Trustees. The Co-Directors are responsible for and have absolute authority over the day to day conduct and work of the charity.

SAMARITANS OF SALISBURY AND DISTRICT
TRUSTEES' REPORT AND STATEMENT OF ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2026
(continued)

PROFESSIONAL ADVISERS

Bankers	: HSBC, 19 Minster Street, Salisbury, SP1 1TE
Independent Examiner	: Mrs N A Halls FCA, Fletcher & Partners, Crown Chambers, Bridge Street Salisbury SP1 2LZ
Solicitor	: Parker Bullen LLP, 45 Castle Street, Salisbury SP1 3SS
Investment Advisers	: Cazenove Capital, Schroder & Co Ltd, 1 London Wall Place, London, EC2Y 5AU

AIMS AND ORGANISATION

The aims of the Charity under its constitution are:
- to enable persons in Salisbury and the surrounding area as well as elsewhere who are experiencing feelings of distress and despair, including those who may be at risk of suicide, to receive confidential emotional support at any time of the day or night in order to improve their emotional health and to reduce the risk of suicide;
- to promote a better understanding in society of suicide, suicidal behaviour and the value of expressing feelings which may otherwise lead to suicide or impaired emotional health; and
- to collaborate with and support the Central Charity and its affiliated branches in fulfilling these objects.

The Charity is required to have at least two volunteers available when its premises are open at any time of the day or night to benefit people who are passing through a time of crisis.

INVESTMENT POWERS

The Branch Leadership Team has power to invest money not immediately required for its purposes in purchase of stocks, shares, funds, securities, land, buildings or property of any nature as may be thought fit in all respects as if they were the absolute owners beneficially entitled. An investment sub-committee (of three trustees) is responsible for investment decisions. The Trustee Act 2000 applies with effect from 1 February 2001.

RESERVES

The Charity had unrestricted reserves at the period end totalling £447,709, and restricted reserves of £9,567. However, the unrestricted reserves includes a Premises reserve of £284,082 representing the depreciated cost of its leasehold property and equipment, the retention of which is essential for the Charity's operations, and a Premises Repair Reserve of £10,000 retained to provide for any future repairs to the building. This leaves £153,627, of which £5,359 is represented by tangible fixed assets, so free reserves are £148,268.

The policy of the Trustees is to try to maintain two years of annual expenses as free reserves to allow for variations in annual income and possible stock market losses. The aim each year is for annual income to cover annual expenses. Although still in deficit, this year income has continued to grow from the low of 2022/23. We have continued to benefit from the generosity of many local donors, and from re-energised fundraising. The Trustees have no material uncertainties regarding the charity's ability to continue as a going concern.

TRUSTEES' RESPONSIBILITIES FOR THE PREPARATION OF THE ACCOUNTS

The Trustees are responsible for preparing the Trustees' Report and financial statements in accordance with applicable law and United Kingdom Accounting Standards. Under the law applicable to charities, the Trustees have elected to prepare accruals accounts which must give a true and fair view of the state of affairs of the Charity and of its incoming resources and application of resources for that period. In preparing those financial statements on the accruals basis the Trustees are required to :

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP (Statement of Recommended Practice);
- make judgements and estimates that are reasonable and prudent; and
- state whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to assume that the Charity will continue in business.

The Trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the Charity and enable them to ensure that the financial statements comply with the Charities Act 2011, the applicable Charities (Accounts and Reports) Regulations, and the provisions of the Charity's schemes. They are also responsible for taking reasonable steps for the prevention and detection of fraud and other irregularities.

SAMARITANS OF SALISBURY AND DISTRICT
TRUSTEES' REPORT AND STATEMENT OF ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2026
(continued)

REVIEW OF ACTIVITIES AND ACHIEVEMENTS

During the reporting period, the Charity has continued to focus on delivering high-quality emotional support services to those experiencing distress, while maintaining strong governance, volunteer sustainability, and service resilience with an emphasis on ensuring compliance with Central Charity requirements and best practice guidance.

Across the year, volunteer numbers remained broadly stable, with 104 listening volunteers supporting callers and delivering 5,395 hours on the phone, ensuring continued coverage across day, twilight and overnight shifts. This level of engagement has been underpinned by ongoing recruitment, training and retention activity, with a continued focus on effectively embedding new volunteers into the service. In addition, the Charity was supported by 11 support volunteers throughout the accounting period, providing essential operational and administrative support.

The Branch Leadership Team comprised 7 trustees, (including the two Co-Directors), supported by 9 Deputy Directors, some of whom share roles to enhance the sustainability and resilience of key leadership functions.

In addition to core listening services, volunteers have continued to contribute to outreach and engagement activities within the local community. These events included attendance at the awareness raising Brew Monday event at Salisbury railway station, and local Gillingham and Shaftesbury show. This supports the Charity's aim of promoting greater awareness of emotional health, suicide prevention, and the value of open conversation.

The contribution of volunteers remains central to the Charity's work. As in previous years, volunteers not only deliver the listening service but also undertake all operational and administrative functions required to run the branch. Their dedication ensures that the Charity can continue to provide accessible, confidential and emotional support to those in need.

The Trustees confirm that they have continued to have due regard to the guidance on public benefit published by the Charity Commission in exercising their duties, ensuring that the Charity's activities remain aligned to its core purpose of reducing distress and the risk of suicide within the community.

REVIEW OF TRANSACTIONS AND FINANCIAL POSITION

The format of the accounts complies with the Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (effective 1 January 2019), The Charities Act 2011 and the Charity's governing document.

The Charity received total income of £61,665 (2025: £66,697) during the period. Total expenses were £64,986 (2025: £61,157), of which £44,926 (2025: £46,803) was spent on direct charitable activities, £2,972 (2025: £3,307) on fund raising, £17,089 (2025: 11,046) on governance and administering the Charity including the New Branch Contribution (NBC) of £12,346 (2025: £8,024). Investments rose in value by £7,019 (2025: fall of £4,631) during the year. Overall there was a net surplus of £3,698 (2025: surplus of £908) for the year. The Charity's resources therefore correspondingly increased by £3,698 during the period, and it had net assets of £457,276 (2025: £453,578) at the year end.

The volunteers, in addition to their considerable commitment to attendance at the Centre supporting suicidal and others in despair or distress, bear the total burden of administering the Charity apart from cleaning which is outsourced.

The Charity continues to be extremely grateful to Wiltshire Council who gave 100% relief on rates, including discretionary relief of £2,116, on our premises at Barnack.

A 91 year lease on units 10 & 11 at Barnack Business Centre was purchased for £235,000 in March 2022. Significant additional expenditure on modifying, refurbishing and equipping the units has been capitalised, with modest additional investments in improved security. As a result of the depreciation charge for the year, tangible fixed assets fell to £289,441 (2025: £295,467).

Total income was £5,033 less than in the last period, and expenditure increased by £3,829. We benefited from increased local fundraising activity, in particular two sponsored marathons and the October 'Dawn Walk'.

Dividends and interest covered just over 9% of the year's costs. The portfolio capital value (excluding income) increased by just over 5% over the year.

RISK MANAGEMENT

The Trustees actively review the major risks which the Charity faces on a regular basis and believe that maintaining our free reserves at the levels stated above will provide sufficient resources in the event of adverse conditions. The Trustees have also examined other operational and business risks which we face and confirm that they have established systems to mitigate the significant risks, such as the Volunteers undergoing training before being allowed to be a contact.

Approved and Signed on behalf of the Trustee Board

Trustee Signed: J Annetts
J Annetts

On Date: 30 June 2026

SAMARITANS OF SALISBURY AND DISTRICT

ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2026

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF SAMARITANS OF SALISBURY AND DISTRICT

I report to the trustees on my examination of the accounts of Samaritans of Salisbury and District (the Charity) for the year ended 31 March 2026, which are set out on pages 5 to 13.

Responsibilities and basis of report

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

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

Independent examiner's statement

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

(1) accounting records were not kept in respect of the Charity as required by section 130 of the Act; or

(2) the accounts do not accord with those records; or

(3) the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination.

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

Signed: Nicola A Halls

Name: Nicola A Halls

Relevant professional qualification or membership of professional body (if any): FCA

Address: Fletcher & Partners, Crown Chambers, Bridge Street, Salisbury SP1 2LZ

Date: 6 July 2026

SAMARITANS OF SALISBURY AND DISTRICT

STATEMENT OF FINANCIAL ACTIVITIES

FOR THE YEAR ENDED 31 MARCH 2026

	Note	Unrestricted Funds £	Designated Funds £	Restricted Funds £	2026 Total £	2025 Total £
Income from						
Voluntary income	2					
Donations and Legacies		38,520.39	-	-	38,520.39	40,304.43
Easygiving		352.88	-	-	352.88	170.93
Gift Aid		3,126.71	-	-	3,126.71	4,940.80
Charitable activities		2,752.29	-	-	2,752.29	2,039.29
Activities for Generating Funds:	3					
Fund Raising Events/Flag Days		10,813.24	-		10,813.24	13,186.74
Investments	5					
UK Dividends and Interest		5,756.10	-	-	5,756.10	5,696.88
UK Bank Deposit Interest		288.03	-	-	288.03	357.75
Other interest		55.64	-	-	55.64	1.05
Other income						
Gain on disposal of fixed assets for charitable use		-	-	-	-	-
Total Income		61,665.28	-	-	61,665.28	66,697.87
Expenditure on						
Raising funds	4	1,991.29	980.60	-	2,971.89	3,307.79
Charitable activities	6	48,986.83	8,825.41	4,202.10	62,014.34	57,849.70
Total Expenditure		50,978.12	9,806.01	4,202.10	64,986.23	61,157.49
Net gains/(losses) on investments						
Realised Gain/(Loss) on investments	10	-	-	-	-	-
Unrealised Gain/(Loss) on investments	10	7,018.60	-	-	7,018.60	(4,631.86)
Net income/(expenditure)		17,705.76	(9,806.01)	(4,202.10)	3,697.65	908.52
Transfers between Funds	14			-	-	-
Net Movement in Funds in the Year		17,705.76	(9,806.01)	(4,202.10)	3,697.65	908.52
Reconciliation of Funds:						
Funds balance at 1 April 2025		135,920.87	303,888.36	13,769.11	453,578.34	452,669.82
Funds balance at 31 March 2026	14, 15	153,626.63	294,082.35	9,567.01	457,275.99	453,578.34

The notes on pages 7 to 13 form part of these accounts.

SAMARITANS OF SALISBURY AND DISTRICT
BALANCE SHEET
AS AT 31 MARCH 2026

	Note	Unrestricted Funds £	Designated Funds £	Restricted Funds £	2026 £	2025 £
Fixed Assets						
Tangible Fixed Assets	9	5,358.78	284,082.35	-	289,441.13	295,467.47
Investments	10	132,085.74	10,000.00	-	142,085.74	135,067.14
		137,444.52	294,082.35	-	431,526.87	430,534.61
Current Assets						
Debtors and Payments in Advance	11	12,809.23	-	-	12,809.23	9,602.51
Short Term Deposits		7,810.93	-	-	7,810.93	2,492.86
Cash at Bank and in Hand		11,436.91	-	9,567.01	21,003.92	23,404.56
		32,057.07	-	9,567.01	41,624.08	35,499.93
Liabilities						
Creditors: Amounts falling due within one year						
Trade Creditors and Accruals		3,528.96	-	-	3,528.96	4,432.20
New Branch Contribution		12,346.00	-	-	12,346.00	8,024.00
		15,874.96	-	-	15,874.96	12,456.20
Net current assets/(liabilities)		16,182.11	-	9,567.01	25,749.12	23,043.73
Total net assets		£153,626.63	£ 294,082.35	£ 9,567.01	£457,275.99	£453,578.34
Represented By:						
Restricted Funds						
National Lottery Reserve	13	-	-	9,567.01	9,567.01	13,769.11
Unrestricted Funds	14					
Designated Premises Repair Reserve		-	10,000.00	-	10,000.00	10,000.00
Designated Premises/Equipment Reserve		-	284,082.35	-	284,082.35	293,888.36
General Reserve		153,626.63	-	-	153,626.63	135,920.87
	20	£153,626.63	£294,082.35	£9,567.01	£457,275.99	£453,578.34

Approved by the Board of Trustees on 30th June 2026

and signed on its behalf by:

J. Annetts

Director / Trustee: J Annetts

P L Tayler

Trustee: P Tayler

The notes on pages 7 to 13 form part of these accounts

SAMARITANS OF SALISBURY AND DISTRICT
NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2026

1 ACCOUNTING POLICIES

(i) The financial statements of the Charity are prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective from 1 January 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Charities Act 2011 and UK Generally Accepted Accounting Practice as it applies from 1 January 2019. The accounts (financial statements) have been prepared to give a 'true and fair' view and have departed from the Charities (Accounts and Reports) Regulations 2008 only to the extent required to provide a 'true and fair view'. This departure has involved following Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) rather than the Accounting and Reporting by Charities: Statement of Recommended Practice effective from 1 April 2005 which has since been withdrawn. These financial statements are drawn up on the historical cost accounting basis except that investment assets are carried at market value. The charity constitutes a public benefit entity as defined by FRS 102. A summary of the more important accounting policies is set out below.

The trustees consider that there are no material uncertainties about the Charity's ability to continue as a going concern. The most significant areas of judgement and key assumptions that affect items in the accounts are to do with the estimates of residual value and useful life of the new leasehold property, and apportioning of the support and governance costs over the charitable activities. With respect to the next reporting period, the year ended 31 March 2027, the most significant areas of uncertainty that affect the carrying value of assets held by the Charity are the level of investment return and the performance of investment markets, and the opportunities for continued successful fund-raising.

(ii) Cash flow
The accounts do not include a cash flow statement because the Charity, as a small reporting entity, is exempt from the requirement to prepare such a statement.

(iii) Fund accounting
General funds are unrestricted funds which are available for use at the discretion of the trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.
Designated funds comprise unrestricted funds that have been set aside by the trustees at their discretion for particular purposes.
Restricted funds hold funds that can only be applied for particular purposes within the objects of the charity.

(iv) Incoming resources
Voluntary and investment income is recognised in the period in which the charity is entitled to receipt and the amount can be measured with reasonable certainty. Income is deferred only when the charity has to fulfil conditions before becoming entitled to it or where the donor has specified that the income is to be expended in a future period. There has been no offsetting of assets and liabilities or income and expenses unless required or permitted by FRS102 SORP. Legacies are included when the charity is advised by personal representatives of an estate that payment will be made or property transferred and the amount involved can be quantified. Gift Aid receivable is included when a valid declaration from the donor is held.

(v) Fixed Assets

a) Leasehold Property is depreciated to write off the cost, less its estimated residual value, over 50 years (the original lease was purchased in 2022 for 91 years). It is stated at net book value.

b) Improvements, fixtures, fittings and equipment costing over £500 are capitalised and depreciated over their estimated useful lives, of between 3 and 15 years.

SAMARITANS OF SALISBURY AND DISTRICT
NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2026

1 ACCOUNTING POLICIES

(v) c) Investments are included initially at their cost and then fair value at each year end, with realised and unrealised gains or losses being shown on the face of the Statement of Financial Activities.

d) Assets given for use by the charity are recognised as incoming resources when received, and capitalised at a reasonable estimate of their value to the charity.

(vi) Resources Expended and Basis of Allocation of Costs
Expenditure is included when incurred, and is inclusive of Value Added Tax.
Fund-raising costs include direct expenditure and overhead costs of fund-raising events.
Premises overheads are aggregated and allocated to the various functional activities of the Charity on a percentage use basis determined by the Trustees and disclosed in Note 7.
Governance costs are a type of support cost, and represent costs attributable to the management of the charity's assets, organisational administration and compliance with constitutional and statutory requirements. They have been allocated 100% to Charitable activities in the SOFA, including the branch contribution to Samaritans Central Office (NBC).

(vii) Taxation
No provision for taxation is included in the accounts as the Charity is entitled to the exemption from tax afforded by Sections 518 to 562 of the ITA 2007.

(viii) Debtors
Debtors are measured at the amounts the charity anticipates it will receive from a debt or the amount it has paid in advance for goods or services.

(ix) Short term deposits
Short term deposits comprises cash held by the investment manager.

(x) Cash at bank and in hand
Cash at bank and in hand includes cash and cash on deposit.

(xi) Liabilities
Liabilities are measured at the amounts the charity anticipates it will pay to settle its obligations or the amount received in advance for goods or services it must provide.

(xii) Financial instruments
The charity only has financial assets and liabilities of a kind that qualify as basic financial instruments. They are recognised at amortised cost, except for investments which are measured at market value as per the investment managers' portfolio, with changes recognised in the Statement of Financial Activities.

SAMARITANS OF SALISBURY AND DISTRICT
NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2026
(Continued)

2. VOLUNTARY INCOME

	Unrestricted Funds	Designated Funds	Restricted Funds	Year 2026	Year 2025
Donations and Gifts	33,520.39	-	-	33,520.39	23,504.43
Grants	-	-	-	-	16,800.00
Legacies	5,000.00	-	-	5,000.00	-
Total donations and legacies	38,520.39	-	-	38,520.39	40,304.43
Gift Aid Tax reclaimed	3,126.71	-	-	3,126.71	4,940.80
Easy Fundraising	352.88	-	-	352.88	170.93
	£ 41,999.98	£ -	£ -	£ 41,999.98	£ 45,416.16
Total 2025	*£ 28,616.16*	*£ -*	*£ 16,800.00*	*£ 45,416.16*	

3. ACTIVITIES FOR GENERATING FUNDS

Christmas events	451.50	-	-	451.50	354.50
Cards, Cake & Coffee	360.00	-	-	360.00	242.00
Samsride / sponsored bike ride	785.00	-	-	785.00	517.00
Samarathon / sponsored marathons	2,682.00	-	-	2,682.00	6,562.24
Concert / Colin	2,695.40	-	-	2,695.40	2,956.00
Dawn walk	3,839.34	-	-	3,839.34	2,555.00
	£ 10,813.24	£ -	£ -	£ 10,813.24	£ 13,186.74
Total 2025	*£ 13,186.74*	*£ -*	*£ -*	*£ 13,186.74*	

4. FUNDRAISING AND PUBLICITY COSTS

Fundraising Expenses	251.92	-	-	251.92	741.47
Share of Overheads (see note 7)	1,739.37	980.60	-	2,719.97	2,566.32
	£ 1,991.29	£ 980.60	£ -	£ 2,971.89	£ 3,307.79
Total 2025	*£ 2,338.46*	*£ 969.33*	*£ -*	*£ 3,307.79*	

5. UK INVESTMENT INCOME AND DEPOSIT INTEREST

INVESTMENT INCOME		
Listed investments and Common Investment Funds	5,756.10	5,059.41
	£ 5,756.10	£ 5,059.41
DEPOSIT INTEREST		
Cazenove Deposit Interest	-	637.47
Other interest	55.64	1.05
Bank Deposit Interest	288.03	357.75
	£ 343.67	£ 996.27

6. DIRECT CHARITABLE EXPENDITURE

	Unrestricted Funds	Designated Funds	Restricted Funds	Year 2026	Year 2025
Unrestricted					
Volunteer Training and Support Costs	1,168.07	-	34.20	1,202.27	1,377.56
Volunteer Travel Expenses	15,902.33	-	4,167.90	20,070.23	23,386.67
Advertising and Publicity	1,893.50	-	-	1,893.50	1,507.92
Share of Overheads (see note 7)	13,914.98	7,844.81	-	21,759.79	20,530.57
	£ 32,878.88	£ 7,844.81	£ 4,202.10	£ 44,925.79	£ 46,802.72
Governance costs (see note 8)	£ 16,107.95	£ 980.60	£ -	£ 17,088.55	£ 11,046.98
Charitable Activities per SOFA	£ 48,986.83	£ 8,825.41	£ 4,202.10	£ 62,014.34	£ 57,849.70
Total 2025	*£ 46,094.86*	*£ 8,723.95*	*£ 3,030.89*	*£ 57,849.70*	

SAMARITANS OF SALISBURY AND DISTRICT
NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2026
(Continued)

7. OVERHEADS/SUPPORT COSTS

		Unrestricted Funds	Designated Funds	Restricted Funds	Year 2026	Year 2025
Water, Gas, Electric and Insurance		4,412.36	-	-	4,412.36	4,678.40
Telephones		-	-	-	-	-
Premises Maintenance and Cleaning		8,624.48	-	-	8,624.48	7,706.84
Domestic Supplies and Sundries		1,573.14	-	-	1,573.14	1,546.76
Stationery, postage and computer sundries		1,814.31	-	-	1,814.31	1,658.95
Depreciation		969.44	9,806.01	-	10,775.45	10,072.27
Total for Year		£ 17,393.73	£ 9,806.01	£ -	£ 27,199.74	£ 25,663.22
Total 2025		*£ 15,969.94*	*£ 9,693.28*	*£ -*	*£ 25,663.22*	
Allocated to:	%					
Direct Charitable Expenditure	80	13,914.98	7,844.81	-	21,759.79	20,530.57
Fundraising and Publicity	10	1,739.37	980.60	-	2,719.97	2,566.32
Governance	10	1,739.37	980.60	-	2,719.97	2,566.32
Total for Allocations for Year	100	£ 17,393.72	£ 9,806.01	£ -	£ 27,199.73	£ 25,663.21
Total 2025		*£ 15,969.93*	*£ 9,693.28*	*£ -*	*£ 25,663.21*	

8. GOVERNANCE COSTS

AGM expenses	210.82	-	-	210.82	511.02
Legal fees and Land Registry	-	-	-	-	-
Bank Charges & Data protection	173.73	-	-	173.73	104.20
Stockbroker charges	438.03	-	-	438.03	414.44
Accountancy	1,200.00	-	-	1,200.00	-
New Branch Contribution	12,346.00	-	-	12,346.00	8,024.00
NBC over-accrual 23/24 released	-	-	-	-	(573.00)
Share of Overheads (see note 7)	1,739.37	980.60	-	2,719.97	2,566.32
	16,107.95	980.60	-	17,088.55	11,046.98
Total 2025	*£ 10,077.65*	*£ 969.33*	*£ -*	*£ 11,046.98*	

These represent costs attributable to the management of the charity's assets, organisational administration and compliance with constitutional and statutory requirements.

9. TANGIBLE FIXED ASSETS

	Freehold Land & Buildings	Leasehold Land & Buildings	Premises Improvements, Fixtures, Fittings & Equipment	Total
Cost or Valuation				
At 1 April 2025	-	248,610.90	81,143.93	329,754.83
Additions	-	-	4,749.11	4,749.11
Revaluation	-	-	-	-
Disposals	-	-	-	-
At 31 March 2026	£ -	£ 248,610.90	£ 85,893.04	£ 334,503.94
Depreciation				
At 1 April 2025	-	4,116.60	30,170.76	34,287.36
Charge for Year	-	1,372.20	9,403.25	10,775.45
Written back on disposal	-	-	-	-
At 31 March 2026	£ -	£ 5,488.80	£ 39,574.01	£ 45,062.81
Net Book Value				
At 1 April 2025	£ -	£ 244,494.30	£ 50,973.17	295,467.47
At 31 March 2026	£ -	£ 243,122.10	£ 46,319.03	289,441.13
Historical cost at 31 March 2026	£ -	£248,610.90	£85,893.04	£ 334,503.94

The title of the leasehold premises (Units 10 & 11 Barnack Business Centre) is held by the charity and the deeds lodged with our solicitor.

SAMARITANS OF SALISBURY AND DISTRICT
NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2026
(Continued)

10. UK INVESTMENTS

	2026	2025
Market Value at 1 April 2025	135,067.14	122,199.00
Additions at cost	-	17,500.00
Disposals at opening book value	-	-
Unrealised Gain/(Loss) on revaluation	7,018.60	(4,631.86)
Market Value at 31 March 2026	£ 142,085.74	£ 135,067.14
Historical cost at 31 March 2026	£ 117,570.61	£ 117,570.61
The market value is analysed between:		
Listed investments	-	-
Unlisted Charity Authorised Investment Funds	142,085.74	135,067.14
	£ 142,085.74	£ 135,067.14

11. DEBTORS

	2026	2025
Income Tax Recoverable	1,205.90	2,064.36
Prepayments	4,751.78	4,564.45
Accrued Income	6,851.55	2,973.70
	£ 12,809.23	£ 9,602.51

12 CAPITAL COMMITMENTS

At 31 March 2026 there were no contracted capital expenditure commitments.

13 RESTRICTED FUNDS

A Restricted grant of £16,800 was received in the previous period from the National Lottery Community Fund to support volunteer recruitment and training over two calendar years.

SAMARITANS OF SALISBURY AND DISTRICT
NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2026
(Continued)

14. ANALYSIS OF MOVEMENTS IN FUNDS

CURRENT YEAR:

	At 1.4.2025	Income	Expenditure	Investment gains/losses	Transfer of assets	At 31.3.2026
RESTRICTED FUNDS	13,769.11	-	(4,202.10)	-	-	9,567.01
DESIGNATED FUNDS						
Designated Premises/Equipment Reserve	293,888.36	-	(9,806.01)	-	-	284,082.35
Designated Premises Repair Reserve	10,000.00	-	-	-	-	10,000.00
	303,888.36	-	(9,806.01)	-	-	294,082.35
GENERAL RESERVE	135,920.87	61,665.28	(50,978.12)	7,018.60		153,626.63
	£453,578.34	£61,665.28	(64,986.23)	7,018.60	-	£457,275.99

PREVIOUS YEAR:

	1.4.2024	Income	Expenditure	Investment gains/losses	Transfer of assets	31.3.2025
RESTRICTED FUNDS	-	16,800.00	(3,030.89)	-	-	13,769.11
DESIGNATED FUNDS						
Designated Premise Reserve	302,875.34	-	(9,693.28)		706.30	293,888.36
Designated Premises Repair Reserve	10,000.00	-	-	-	-	10,000.00
	312,875.34	-	(9,693.28)	-	706.30	303,888.36
GENERAL RESERVE	139,794.48	49,897.87	(48,433.32)	(4,631.86)	(706.30)	135,920.87
	£452,669.82	£66,697.87	£(61,157.49)	£(4,631.86)	£ -	£453,578.34

Restricted Funds
Represent a restricted grant from the National Lottery Community Fund in 2024/5 for the recruitment, training and other expenses of new listening volunteers.

Designated Premises/Equipment Reserve
Represents the cost of the property at Unit 10, Barnack Business Centre, Salisbury in March 2022 and amounts spent on fitting it out, plus Equipment and improvements to the premises used for branch operations and administration.

Designated Premises Repair Reserve
This reserve is set aside and invested to provide for future property repairs.

Unrestricted General Reserve
Represents undesignated, unrestricted funds available for the Charity's ordinary purposes.

15 ANALYSIS OF NET ASSETS BETWEEN FUNDS

a. **31 March 2026**

	Fixed Assets	Investments	Current Assets	Liabilities	Total
Restricted Funds					
National Lottery Fund	-	-	9,567.01	-	9,567.01
Property Refurbishment Reserve	-	-	-	-	-
Unrestricted General Reserve	5,358.78	132,085.74	16,182.11	-	153,626.63
Designated Reserves					
Designated Premises Repair Reserve	-	10,000.00	-	-	10,000.00
Designated Premises Reserve	284,082.35	-	-	-	284,082.35
	£ 289,441.13	£ 142,085.74	£ 25,749.12	£ -	£ 457,275.99

b **31 March 2025**

	Fixed Assets	Investments	Current Assets	Liabilities	Total
Restricted Funds					
National Lottery Fund	-	-	13,769.11	-	13,769.11
Property Refurbishment Reserve	-	-	-	-	-
Unrestricted General Reserve	1,579.11	125,067.14	9,274.62	-	135,920.87
Designated Reserves					-
Designated Premises Repair Reserve	-	10,000.00	-	-	10,000.00
Designated Premises Reserve	293,888.36	-	-	-	293,888.36
	£ 295,467.47	£ 135,067.14	£ 23,043.73	£ -	£ 453,578.34

Designated Reserves relate to the leasehold property used by the Charity as its base of operations and which cannot therefore be realised.

The Trustees confirm that the resources held in each fund are in an appropriate form to enable each fund to be applied in accordance with the restrictions imposed.

SAMARITANS OF SALISBURY AND DISTRICT
TRUSTEES' REPORT AND STATEMENT OF ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2026

16. TRUSTEES' REMUNERATION AND EXPENSES

None of the Charity's Trustees were directly or indirectly remunerated in any way. It is the policy of the Charity to reimburse in full all expenses properly incurred by its volunteers in connection with its charitable activities. During the year the total amount reimbursed to 5 (2025: 4) Trustees in respect of travel costs was £2,373 (2025: £2,156). These expenses were incurred in their capacity as volunteers and not as Trustees, and £550 were gifted back to the Branch.

17. INDEMNITY INSURANCE

The Samaritans has centrally effected professional indemnity insurance to protect employees, Trustees, Directors and other volunteer members of all Samaritan branches.

18. EMPLOYEE INFORMATION

The average headcount of persons employed during the year was nil (2025: nil). No employee received emoluments in excess of £60,000 p.a. in 2025 or 2026.

19. RELATED PARTY TRANSACTIONS

There were no related party transactions in the year to 31 March 2026

20. COMPARATIVE INCOME AND EXPENDITURE BY FUND TYPE

	Unrestricted Funds		Designated Funds		Restricted Funds	
	2026	2025	2026	2025	2026	2025
Income from:						
Donations & Legacies	41,999.98	28,616.16	-	-	-	16,800.00
Charitable activities	2,752.29	2,039.29				
Fundraising activities	10,813.24	13,186.74	-	-	-	-
Investment income	6,099.77	6,055.68	-	-	-	-
	61,665.28	49,897.87	-	-	-	16,800.00
Expenditure on:						
Raising funds	1,991.29	2,338.46	980.60	969.33	-	-
Charitable activities	48,986.83	46,094.86	8,825.41	8,723.95	4,202.10	3,030.89
	50,978.12	48,433.32	9,806.01	9,693.28	4,202.10	3,030.89
Net gains/(losses)						
On investments	7,018.60	(4,631.86)				
Transfers between funds	-	(706.30)	-	706.30	-	-
Income received in advance						
	7,018.60	(5,338.16)	-	706.30	-	-
Net movement in funds	17,705.76	(3,873.61)	(9,806.01)	(8,986.98)	(4,202.10)	13,769.11
Reconciliation of funds						
Total Funds b/fwd	135,920.87	139,794.48	303,888.36	312,875.34	13,769.11	-
Total Funds c/fwd	153,626.63	135,920.87	294,082.35	303,888.36	9,567.01	13,769.11