SAMARITANS OF SHREWSBURY

A registered Charitable Incorporated Organisation under the Charities Act 2011

REPORT AND ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2026

SAMARITANS OF SHREWSBURY

COMPANY INFORMATION

FOR THE YEAR ENDED 31ST MARCH 2026

TRUSTEES

Angela Ruth Dunhill	
Frances Anne Stone	
Clive Andrew Dean	
Sue Bevan	
Ann Margaret Wishart	
Beryl Jane Coward	Resigned 2 October 2025
Patricia Rosemary Curtis	
Geoffrey Brough	
Susan Ann Forgie	Appointed 7 August 2025

SECRETARY

Patricia Rosemary Curtis

COMPANY NUMBER	CE009158
CHARITY NUMBER	1170399

SAMARITANS OF SHREWSBURY

TRUSTEES REPORT

The Trustees present their report and accounts of the charity for the year ended 31 March 2026.

OBJECTIVES OF THE CHARITY

The charity's objects as set out in its governing document are:

To enable persons in Shrewsbury, Shropshire and the surrounding area as well as elsewhere who are experiencing feelings of distress or 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 incidence 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.

To collaborate with and support Samaritans Central Charity and its affiliated branches in fulfilling these Objects.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Samaritans of Shrewsbury is a Charitable Incorporated Organisation (CIO) which was registered on 25 November 2016. The charity operates as a separate independent charity although it is recognised as an affiliated branch of the national Samaritans charity.

Samaritans of Shrewsbury operates under the model constitution for Samaritan branches.

Samaritans of Shrewsbury was formed as part of the restructuring of the national Samaritans charitable company. On 1 April 2017, the assets, liabilities and activities of Shrewsbury Samaritans were transferred to Samaritans of Shrewsbury. The transfer to the new CIO has had no effect on the operations of the branch and the transaction has been accounted for as a charity merger. This charity remains as the sole trustee of the old unincorporated charity and incorporates all funds held by the old charity.

New trustees of the charity are elected at The Annual General Meeting each year. The members of the charity elect the elected trustees following the nomination made. The trustees may appoint (co-opt) up to two additional trustees (co-opted trustees), so long as the total number of trustees does not exceed thirteen. The Branch Director may appoint one of the other trustees as vice-director.

All trustees receive appropriate training in their duties and responsibilities. The trustees and non-trustee Deputy Directors form the Branch Leadership Team which meets bi-monthly. The director is responsible for the allocation of duties within the Branch.

PUBLIC BENEFIT

The trustees confirm that they have complied with the requirements of section 4 of the Charities Act 2011 to have due regard to the public benefit guidance published by the Charity Commission for England and Wales.

RISK MANAGEMENT

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error.

The trustees monitor risks to which the charity is exposed throughout the year and mitigate their potential impact. A risk register is used with risks classified between management, premises and equipment, operational, financial and external risks.

RESERVES

The trustees have examined the requirement for free reserves, i.e. those unrestricted funds not invested in tangible fixed assets, designated for specific purposes, or otherwise committed.

Consideration was given to the nature of the income and expenditure streams and the current composition of the reserves.

The trustees took account of the following:

- the inherent fluctuation in incoming funds
- the ongoing costs of running the branch-owned property
- the ongoing costs of maintaining key equipment

In view of this the Trustees consider that the branch should keep around 12 months' worth of expenditure in unrestricted reserves. The trustees consider this to be around £35,000 based on previous year financial statements. They consider this is prudent in view of the nature of the core work of the branch.

At 31 March 2026 the charity held unrestricted funds of £57,425, above the policy target. This is because property maintenance and improvements are met from restricted funds held for that purpose.

Where specific work is planned, for instance, for building repair/ renovation, reserves may be required which would be allocated to specific purposes and, therefore, not included in free reserves. This reserves policy will be reviewed annually, considering current forecasts of cash flows and income and expenditure budgets for the coming year.

Samaritans of Shrewsbury

Director's Report

1 April 2025 – 31 March 2026

Overview

Samaritans of Shrewsbury had a strong year. While we faced challenges along the way, we met them with goodwill, determination, and a shared commitment to strengthening our Branch and improving the service we provide to callers.

Our vision is that fewer people die by suicide.

To achieve this, we believe Samaritans have a crucial role to play in:

- Reducing the risk factors that make some people more likely to take their own lives.
- Ensuring that people who are at increased risk of suicide are supported.
- Making it less likely that people who do experience suicidal thoughts act on them.
- Reducing the likelihood that people will develop suicidal thoughts.

Throughout the year, the Shrewsbury Branch had an average of 60 listening volunteers, supported by 18 support volunteers, and responded to:

- 10,884 phone calls
- 1,877 emails
- 668 online chats
- 188 face-to-face emotional support conversations
- 295 contacts with Listeners at HMP Oakwood

We are also consistently ranked among the top Branches in the West Midlands for covering night-time shifts. I am incredibly proud of our Branch and the outstanding commitment shown by all our volunteers.

Branch Leadership Team

Our Branch Leadership Team (BLT) met bimonthly, with people attending both online and in person. These hybrid meetings allowed team members who live further away to participate regardless of weather conditions, while also reducing travel costs and supporting our sustainability efforts.

We reviewed and adhered to our Operating Agreement with Samaritans Central Charity, along with our local policies and procedures.

Finances

The Treasurer, with oversight from our Trustees, carefully managed our finances throughout the year to ensure the Branch remains in a strong position as we move into the next financial year.

The year ended with a surplus of **£68,189** and net funds of **£121,312**, reflecting a healthy financial position. This result was significantly influenced by a restricted grant of **£85,000** from **Shropshire Association for Supported Housing (SASH)**, awarded specifically for the upkeep of the Shrewsbury Samaritans building.

We were delighted that our application to SASH was successful. In April 2025, we received this generous grant, enabling us to carry out essential repairs and improvements to Swan House. These works have helped ensure that the building remains safe, accessible and fit for purpose, supporting our volunteers and those who rely on our services for many years to come.

Additional grant funding also enabled us to resurface our backyard, something that had long been overdue. The space now looks fantastic and provides a welcoming area for social events and volunteer gatherings.

Our fundraising volunteers, including the Friends of Shrewsbury Samaritans, worked tirelessly throughout the year to generate income to sustain our core services. Donations through our Enthuse website and street collections continued to demonstrate the generosity and support of our local community.

We are incredibly grateful to all our supporters for their contributions throughout the year, which enable us to continue helping those who need us most.

Our Volunteers

Equity, Diversity and Inclusion remained a focus throughout the year. We made adaptations wherever possible and, most importantly, listened to the needs of our volunteers to help ensure their experience with us is accessible, inclusive, and positive. With this in mind, plans were developed to pilot a revised rota over four months from April 2026, introducing changes to shift times. The aim is to make volunteering more manageable, particularly for volunteers in full-time work or study and those with young children, while continuing to provide cover during those vital night-time hours.

We also continued working to make our Ops Room a more comfortable and effective environment for taking calls. A donation of acoustic boards has helped to improve sound quality and create a calmer space for volunteers.

We are fortunate in Shrewsbury to have a waiting list of people keen to join us as Listening Volunteers. To help maintain the interest and engagement of prospective volunteers while they wait, we introduced 'Coffee and Chat Mornings' and held 'Active Listening Workshops'.

These sessions proved popular, and two cohorts of trainees successfully completed our rigorous training programme during the year. Our dedicated team of trainers and mentors ensured each volunteer developed the skills and confidence needed to undertake this challenging and vital role.

As part of our ongoing development programme, one-to-one peer mentoring was undertaken by all Listening Volunteers. In addition to regular peer support group discussion sessions held on Zoom and Branch-based training sessions, volunteers were encouraged to take part in regional training opportunities and online learning modules to refresh and strengthen their skills.

Our Support Volunteers continue to be a tremendous asset to the Branch. The Premises Team Support Volunteers help keep us safe and ensure the Branch remains in good repair through regular maintenance and safety checks. Other Support Volunteers play equally important roles: ensuring DBS checks are completed, supporting fundraising activities, providing IT support, helping with our newsletter, filling rota gaps, supporting volunteers, and caring for our plants both inside and outside the Branch.

Social events, including a Branch Brunch, Samaritans talent show, tea party, Christmas carols, and an Easter workshop, helped us get to know one another even better and contributed to the warm, welcoming, family feel of the Branch.

Marketing and Publicity

We continued to promote Samaritans' services through local radio, podcasts, local newspapers, X (formerly Twitter), posters in community spaces and our website. We also attended shows and events across the county and engaged with local businesses to promote our services, seek financial and in-kind support, and offer 'Active Listening Workshops'.

Outreach

Our 'Reaching Out' team worked hard throughout the year to raise awareness of Samaritans and the support we provide. Team members attended events, delivered talks, and ran Active Listening Workshops (ALWs) for a wide range of businesses and community groups across Shropshire.

The ALW delivered for the Freemasons was particularly well received, with one participant describing it as "an incredible learning and fun experience." We also worked alongside Shropshire Council's Suicide Prevention Action Group to deliver several sessions on 'Talking About Suicide'.

We maintained our presence at food banks, weekly in Shrewsbury and fortnightly in Oswestry, and regularly attended Shrewsbury Railway Station, providing vital face-to-face emotional support to those who needed it.

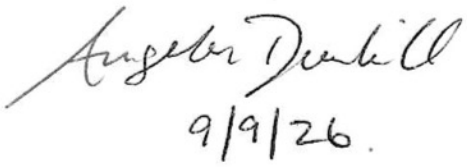
Our work at HMP Oakwood in Wolverhampton also continued successfully this year thanks to the dedication of our prison team volunteers. Around 30 prisoners are trained as Listeners to support fellow inmates, and our volunteers continued to engage with new prison staff to raise awareness of the Listener scheme. The programme has earned significant respect and recognition from prison staff for its positive impact within the prison community.

We were delighted to receive a donation of £1,000 from a group of HMP Oakwood prisoners who raised the money in support of our Branch. Their support means a great deal to us.

Thank You

We are so grateful to everyone who supports Samaritans of Shrewsbury. Without the generosity of individuals, organisations, and funding bodies, our vital work would not be possible.

Listening without judgement, offering unconditional support, and simply being there for people during their most difficult times can make an extraordinary difference to people's lives. Thanks to the continued support of our community, volunteers in Shrewsbury Branch can help ensure that fewer people have to face their darkest moments alone.

Angela Dunhill 

Director

Samaritans of Shrewsbury

Independent examiner's report to the trustees of Samaritans of Shrewsbury
Charity Number 1170399

I report on the accounts of the company for the year ended 31st March 2026

Respective responsibilities of trustees and examiner

The trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts. The trustees consider that an audit is not required for this year under section Charities Act 2011 and that an independent examination is needed.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

- examine the accounts under section 145 of the 2011 Act;
- to follow the procedures laid down in the general Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act; and
- to state whether particular matters have come to my attention.

Basis of independent examiner's report

My examination was carried out in accordance with the general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below.

Independent examiner's statement

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

(1) which gives me reasonable cause to believe that in any material respect the requirements:

- to keep accounting records in accordance with section 130 of the Charities Act 2011; and
- to prepare accounts which accord with the accounting records, comply with the accounting requirements of section 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charities

- the accounts have not been prepared in accordance with the Charities SORP (FRS102).

have not been met; or

(2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

John Higson BSc
Oak Ridge, Edgton
Craven Arms
Shropshire
SY7 8HW



9th September 2026
Date:

SAMARITANS OF SHREWSBURY
Receipts and Payments Account
FOR THE YEAR ENDED 31ST MARCH 2026

		2026 Restricted	2026 Unrestricted	2026 Total Funds	2025 Total Funds
Receipts					
Shrewsbury Friends of Samaritans					798
Fundraising Events			7,845	7,845	301
Fundraising Activities			194	194	40
Donations and Gifts		88,125	13,933	102,058	26,383
Gift Aid			4,051	4,051	203
Prison Receipt			3,000	3,000	3,000
Interest Received			847	847	653
Total Receipts		**88,125**	**29,870**	**117,995**	**31,378**
Expenditure					
Charitable Expenses	Telephone Charges		194	194	800
	Travel & Training Costs	911	9,003	9,914	12,920
	Car Parking		414	414	403
	IT		1,668	1,668	3,103
	Donations Made				1,000
Premises Overhead(90%)	Rates, Insurance, Light & Heat	3,529	1,194	4,723	5,937
	Printing, Stationery & Postage		770	770	956
	Bank Charges		87	87	201
	House Keeping including Repairs	21,255	4,968	26,223	9,920
Fundraising			1,050	1,050	
Management & Administration	Branch Contribution		928	928	2,433
	Independent Examiners Report		250	250	480
	AGM Costs		50	50	107
Premises Overhead (10%)	Rates, Insurance, Light & Heat	392	133	525	660
	Printing, Stationery & Postage		86	86	107
	Bank Charges		10	10	22
	House Keeping including Repairs	2,362	552	2,914	1,146
Total Expenditure		**28,449**	**21,357**	**49,806**	**40,195**
Cash Surplus/(Deficit) for year		**59,676**	**8,513**	**68,189**	**(8,817)**
2025 Cash Funds		**4,211**	**48,912**	**53,123**	**61,940**
2026 Cash Funds		**63,887**	**57,425**	**121,312**	**53,123**

Movements in Cash Funds

		Balance 01.04.2025	Movements in year Incoming	Movements in year Outgoing	Balance 31.03.2026
Unrestricted Funds	General Fund	48,912	29,870	21,357	57,425
		48,912	**29,870**	**21,357**	**57,425**
Restricted Funds	Edward Cadbury: Backyard Project		3,000	3,000	
	Hilton Jones Trust: Backyard Project	2,000		2,000	
	William Cadbury Trust: Backyard Project	1,000		1,000	
	Shrewsbury Town Council Grant	1,211		911	300
	Restricted Donation for Plants		125		125
	SASH		85,000	21,538	63,462
		4,211	**88,125**	**28,449**	**63,887**
		53,123	**117,995**	**49,806**	**121,312**

SAMARITANS OF SHREWSBURY

Statement of Assets and Liabilities

As at 31st March 2026

	2026			2025		
Monetary Assets	Restricted	Unrestricted	Total	Restricted	Unrestricted	Total
Bank Current Accounts	425	7,545	7,970	4,211	5,756	9,967
Bank Deposit Accounts		23,982	23,982		38,135	38,135
HTB	63,462	21,538	85,000			
Gift Aid Account		4,361	4,361		5,021	5,021
	63,887	57,425	121,312	4,211	48,912	53,123
Assets retained for the Charity's own use						
Swan House - Insurance value			581,198			581,198
Branch Equipment - estimated current value (2026 values written down by 20%)	5,760	6,400	12,160	7,200	8,000	15,200
Liabilities						
Branch Contribution to central charity		3,713	3,713		928	928

These financial statements were approved by the board of trustees and authorised for issue on:

Signed on behalf of the board:

[signature]

9/9/26

Treasurer