

COSTA BLANCA SAMARITANS
operating as:

SAMARITANS IN SPAIN

ANNUAL REPORT & ACCOUNTS FOR 2022



You Talk – We Listen

Samaritans in Spain, Shop and Admin Centre
Centro Comercial Punta Marina, local 13, 03185 Torrevieja (Alicante), España

Registration numbers:
Generalitat Valenciana: CV-01-042952-A National registration: 1. - 611253

SAMARITANS IN SPAIN

MISSION, VISION, OBJECTIVES & VALUES

Mission Statement

Samaritans in Spain is available to provide confidential emotional support for people who are experiencing feelings of distress or despair, including those which may lead to suicide.

Vision

The Samaritan vision is for a society in which:

- Fewer people die by suicide.
- People are able to explore their feelings.
- People are able to acknowledge and respect the feelings of others.

Objectives

Samaritan objectives are:

- To enable people of any age who are experiencing feelings of distress or despair, including those who may be at risk of suicide, to receive confidential emotional support from appropriately trained Samaritans 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.

Values

Samaritan values are based on the following beliefs:

- The importance of having the opportunity to explore difficult feelings.
- That being listened to in confidence and accepted without prejudice, can alleviate despair and suicidal feelings.
- That everyone has the right to make fundamental decisions about their own life, including the decision to die by suicide.

ANNUAL REPORT OF THE OFFICE BEARERS

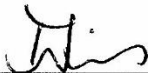
For the year ended 31st December 2022

The Board of Trustees have pleasure in submitting the Annual Report for the period ended 31st December, 2022. The Annual Report consists of the reports of the Office Bearers:

- The President's Report
- The Treasurer's Report with Annual Accounts
- Independent Auditor's Report. *(to follow)*
- The Secretary's Report

The Trustees declare that the Annual Report to the best of their knowledge gives a fair presentation of the situation of Samaritans in Spain, and they are not aware of any conditions that from the end of the year to date significantly alter this.

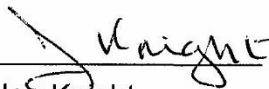
15th February 2023, Drop-In Centre, Punta Prima Torrevieja, 03185, Alicante



Donna Williams
President



Ade Webster
Treasurer



Jan Knight
Secretary



Les Holloway
Vice President /
Income Generation Trustee



Joanna Urbanek
Listener Delivery Trustee



David Upjohn
Listener Training Trustee

SAMARITANS IN SPAIN (SIS) PRESIDENT 'S REPORT

FOR THE YEAR ENDING 31 DECEMBER 2022

Another busy year for Samaritans in Spain with much to celebrate and build upon in 2023.

One of the biggest improvements was the introduction of a new and up-to-date online training facility. Not only did this allow us to increase our listening community, it enabled us to invest in our existing listeners by offering them refresher training. A special thanks to all the trainers, mentors, listeners and Trustees involved in supporting and facilitating this initiative. Of course, none of this would have been possible without the kind donation from Apple Hearing & Healthcare which covered the cost of registration.

Thanks to another sponsor who wishes to remain anonymous, we will soon be introducing a new system to improve the way that we manage our rota. This is a very exciting development which we hope to roll out in the early part of 2023.

Our branding was given a much needed refresh with new signs for the Shop and Admin Centre in Punta Prima. Alongside this we also redesigned our advert facing the roundabout and further affirmed our partnership with Lobster. Our event materials were also updated and proudly used to promote us at a number of events throughout the year. This included Shop led events as well as a Tapas Trail and a Fashion Show.

Our marketing awareness activity continued to build momentum with an increasing number of people Liking our Facebook page and engaging with our posts. We also continued to increase our presence in Camposol thanks to the efforts of our Treasurer who provides monthly articles to local magazines in the region.

We continue to be a part of a wider Befrienders Worldwide initiative set up to support the mental welfare of those working at sea. More will be done in 2023 to promote this service and iron out any technical issues that still appear to be hindering our ability to assist the seafarers that are looking for support. My continued personal thanks for your patience and understanding.

Our Charity Shop continued to go from strength to strength with some record breaking revenue figures being recorded again this year. The fashion show allowed us to showcase the high quality of items that we have to offer and we plan to make this an annual event. Like any retail establishment, the Shop does not run itself. It takes time and dedication and I thank everyone involved in the smooth running of this vital part of our Organisation for their valuable contribution.

At the time of writing this report, the Board is finalising the SiS Strategy and Objectives for 2023. The composition of the Board has seen a number of changes including the welcome introduction of David Upjohn who has spearheaded our training programme and continues to take it from strength to strength. We also said goodbye to Heather Crosby at the end of 2022 who owing to increasing work commitments had to make the difficult decision to resign from the Board.

I would like to end with a reminder that Samaritans in Spain is run by people who give up their time for no financial gain. In a world of commercialism, I think we sometimes overlook the importance of this or just how precious a commodity we are giving to others. It takes a very special person to be willing to be so selfless and I commend each and every one of you for

choosing to be a part of our community. What we do is so important as the mental health agenda grows in significance and we should never lose sight of that.

I cannot stress how proud and honoured I feel to work alongside all of you and I offer my personal and heartfelt thanks for all that you do.

Donna Williams
SiS President – February 2023

SAMARITANS IN SPAIN (SIS) TREASURER'S ANNUAL REPORT **FOR THE YEAR ENDING 31 DECEMBER 2022**

1. Summary

2022 has been a solid year financially for Samaritans in Spain. The Charity Shop has performed magnificently throughout the year, testament to the volunteers that work there. We have invested some funds in the new training programme and will continue to do whatever is necessary to ensure we prepare our Listeners to the best possible standard.

We have maintained some of the financial control measures introduced in 2019 & 2020, but we have reintroduced personal expense claims, fully receipted only.

Total Income in 2022	€113616.44
Total Expenses in 2022	€63769.50
SURPLUS/LOSS	€49846.94

2. Bank Accounts

The balances on the current accounts at start and end of year are as follows:

Movements on bank current accounts	
31 December 2021:	
Sabadell balance on 31 December 2021 (per bank statement)	€26150.42
31 December 2022:	
Sabadell balance on 31 December 2022 (per bank statement)	€75997.36
SURPLUS/LOSS	€49846.94

See the paragraph below which will explain why the Income, and therefore the Surplus, for 2022 is artificially high.

Investment Bond

We invested €30,000 in October 2019, topped up by further €10,500 in December 2021. The Investment Bond struggled in early 2021 and then took a huge downward slide in early 2022, advice was sought from the bank and the initial advice was to leave it in place, this proved to be incorrect, and the BOT finally took the decision to remove the bulk of the money from it and return it to the current account. Therefore, in early June 2022 €38,759.41 was returned to the current account with a small amount being left in the investment bond to keep the account open for any future upturn in the market. The total amount lost in the Investment Bond at the time of transfer was €1494.70.

Investment Account Balances	
31 December 2021:	
Balance on 31 December 2021 (per bank statement)	€40,020.04
31 December 2022:	
Balance on 31 December 2022 (per bank statement)	€242.81

3. Financial Performance

A solid year, the shop performed superbly, all credit must go to Les Holloway and the Shop Team for their efforts. The second half of the year saw almost all our extra income from our fundraising events, with Mental Health Awareness Week in October and the Fashion Show in November. Also we received the latest grant from the British Consulate in November.

We have invested in our training courses and will continue to do so, obtaining licences and equipment etc to facilitate our continued growth. In addition the Board of Trustees has already approved some expenditure to allow for some alterations to the front door area of the shop and it is our intention to purchase additional mobile phones and improve some of our IT.

4. Net Worth

31 December 2021:	
Sabadell balance on 31 December 2021	€26,150.42
Investment Bond Balance on 31 December 2021	€40,020.04
TOTAL	€66,170.46
31 December 2022:	
Sabadell balance on 31 December 2022	€75997.36
Investment Bond Balance on 31 December 2022	€242.81
TOTAL	€76240.17
IN-YEAR INCREASE or DECREASE	€10069.71

5. IVA Obligations and Accounting

We have been submitting our IVA paperwork monthly and now understand the process for the calculation of IVA. We have discovered that IVA whilst calculated monthly is paid quarterly so, for example, if Jan, Feb & Mar are added together and have an overall negative balance there would be no IVA to pay for Q1.

Up to the end of December 2022 we have paid no IVA.

6. Financial Control and Financial Security Procedures

Each year the Treasurer, in conjunction with the Board, reassesses the financial control procedures. The current procedures and changes implemented during 2019 & 2020 are adequate to protect SiS.

It was agreed by the Board of Trustees to allow travel expenses to be claimed wef 1 January 2022, each travel claim, whether for road, rail, air etc, will be subject to a 20km (@ €0.10 per km) personal contribution per single journey, thus ensuring parity of treatment. The reintroduction of travel expenses has been monitored closely, and will continue to be, to ensure that our financial situation remains good.

7. Audit 2021

The audit company, Audicidad, completed the Audit for 2021 and found us to be compliant and have no issues.

Signed Electronically A J Webster

Adrian John Webster
Trustee Treasurer
Samaritans in Spain

12 January 2023

Annex:

A. Financial Breakdown 1 January – 31 December 2022

ANNEX A TO
TREASURER'S ANNUAL REPORT 2022
DATED 12 JANUARY 2023

FINANCIAL BREAKDOWN FOR 1 JANUARY – 31 DECEMBER 2022

Description	Trustee	2020 Totals	2021 Totals	2022 BUDGET	2022 SPEND	Plus or Minus	% of Budget Used
INCOME							
Shop Donations	IG	€ 36,515.19	€ 51,056.24	€ 59,280.00	€ 59,934.73	€ 654.73	101.10%
Donations & 3rd Party Events	IG	€ 6,006.69	€ 18,747.26	€ 6,000.00	€ 7,707.75	€ 1,707.75	128.46%
Income taken for Petty Cash Top Up	IG	€ 2,730.66	€ 1,963.62	€ 1,500.00	€ 2,878.40	€ 1,378.40	191.89%
Donations from Named Sponsors	IG	€ 0.00	€ 0.00	€ 0.00	€ 0.00	€ 0.00	0
SiS Events	IG	€ 531.00	€ 8,687.88	€ 5,000.00	€ 3,024.65	-€ 1,975.35	60.49%
Other income (tee shirts, room rental, recycling, movement of monies between banks....etc)	IG	€ 5,531.60	€ 1,934.71	€ 1,300.00	€ 39,481.91	€ 38,181.91	3037.07%
Auction Donations	IG	€ 1,012.60	€ 750.00	€ 700.00	€ 589.00	-€ 111.00	84.14%
IVA Received	TRES		€ 0.00	€ 0.00	€ 0.00	€ 0.00	0
TOTALS		€ 52,327.74	€ 83,139.71	€ 73,780.00	€ 113,616.44	€ 39,836.44	

EXPENDITURE	Trustee	2020 Totals	2021 Totals	2022 BUDGET	2022 SPEND	Plus or Minus	% of Budget Used
Punta Prima Centre rent, tax, community charge	BOT	€ 19,646.20	€ 27,804.51	€ 29,000.00	€ 30,131.44	-€ 1,131.44	103.90%
Electricity & Water	BOT	€ 1,364.60	€ 1,272.67	€ 2,300.00	€ 1,996.79	€ 303.21	86.82%
Maintenance & Cleaning	IG	€ 2,920.81	€ 2,114.61	€ 2,300.00	€ 3,248.40	-€ 948.40	141.23%
Office Consumables	IG	€ 800.92	€ 794.19	€ 1,000.00	€ 801.36	€ 198.64	80.14%
Equipment Purchase (repairs & renewals)	BOT	€ 409.99	€ 1,422.24	€ 1,000.00	€ 883.14	€ 116.86	88.31%
Equipment Rental/Printer Copier	TRES	€ 958.18	€ 974.00	€ 1,000.00	€ 862.46	€ 137.54	86.25%
Vodafone	TRES	€ 2,672.03	€ 2,661.61	€ 2,800.00	€ 2,636.10	€ 163.90	94.15%
Mobile Phone Top Up	LST	€ 65.00	€ 10.00	€ 0.00	€ 0.00	€ 0.00	0
Centre Telephone System (Megacall)	TRES	€ 12,795.04	€ 15,017.90	€ 14,500.00	€ 16,189.93	-€ 1,689.93	111.65%
Refurb Costs	BOT	€ 0.00	€ 0.00	€ 0.00	€ 0.00	€ 0.00	0
Satelite Travel Costs	LST	€ 758.60	€ 0.00	€ 2,000.00	€ 0.00	€ 2,000.00	0.00%
Branch Costs- Listener Team	LST	€ 322.65	€ 0.00	€ 300.00	€ 0.00	€ 300.00	0.00%
Charity Shop Vols Costs	IG	€ 1,289.60	€ 0.00	€ 300.00	€ 40.00	€ 260.00	13.33%
Centre Managers		€ 3,600.00	€ 0.00	€ 0.00	€ 0.00	€ 0.00	0
Trustee Board - Travel	BOT	€ 140.00	€ 0.00	€ 380.00	€ 363.51	€ 16.49	95.66%

EXPENDITURE	Trustee	2020 Totals	2021 Totals	2022 BUDGET	2022 SPEND	Plus or Minus	% of Budget Used
Meeting Costs	SEC	€ 245.00	€ 0.00	€ 150.00	€ 74.92	€ 75.08	49.95%
Event Costs	IG	€ 0.00	€ 0.00	€ 150.00	€ 57.24	€ 92.76	38.16%
Recruitment advertising/related costs	MARK	€ 0.00	€ 0.00	€ 250.00	€ 0.00	€ 250.00	0.00%
Vols Welfare costs	LST	€ 37.43	€ 0.00	€ 200.00	€ 24.00	€ 176.00	12.00%
Vols Training Costs (not logged in 2018)	LST	€ 0.00	€ 0.00	€ 2,000.00	€ 1,156.67	€ 843.33	57.83%
Marketing (advertising signage tee shirts etc)	MARK IG	€ 1,743.28	€ 3,442.08	€ 4,200.00	€ 1,208.36	€ 2,991.64	28.77%
Marketing (Web hosting - Ipower)	IG	€ 695.03	€ 309.36	€ 500.00	€ 485.43	€ 14.57	97.09%
Bank Charges	TRES	€ 290.00	€ 187.83	€ 250.00	€ 66.40	€ 183.60	26.56%
Legal Fees	SEC	€ 580.80	€ 435.60	€ 1,000.00	€ 798.60	€ 201.40	79.86%
Insurance	SEC	€ 307.37	€ 323.91	€ 500.00	€ 333.53	€ 166.47	66.71%
Withholding tax on rent	TRES	€ 90.06	€ 690.10	€ 0.00	€ 0.00	€ 0.00	0
SUMA - water charges	TRES	€ 234.72	€ 234.72	€ 250.00	€ 234.72	€ 15.28	93.89%
Tax Accountant	TRES	€ 3,327.50	€ 3,630.00	€ 3,000.00	€ 907.50	€ 2,092.50	30.25%
Subscriptions	SEC	€ 99.00	€ 0.00	€ 200.00	€ 0.00	€ 200.00	0.00%
Audit (inc temporary Data Protection in 2017)	TRES	€ 665.50	€ 1,089.00	€ 1,100.00	€ 1,089.00	€ 11.00	99.00%

EXPENDITURE	Trustee	2020 Totals	2021 Totals	2022 BUDGET	2022 SPEND	Plus or Minus	% of Budget Used
Other Fees (movement of monies between banks.....etc)		€ 5,088.05	€ 11,403.79	€ 0.00	€ 180.00	-€ 180.00	0
IVA Payments	TRES	€ 0.00	€ 0.00	€ 3,150.00	€ 0.00	€ 3,150.00	0.00%
Lumsdens Rent & Other Costs	IG	€ 1,600.00	€ 0.00	€ 0.00	€ 0.00	€ 0.00	0
Lumsdens Staff Costs	IG	€ 0.00	€ 0.00	€ 0.00	€ 0.00	€ 0.00	0
TOTALS		€ 62,747.36	€ 73,818.12	€ 73,780.00	€ 63,769.50	€ 10,010.50	
KEY							
PRES - PRESIDENT		OVERALL 2022					
SEC - SECRETARY							
TRES - TREASURER		INCOME BUDGETED		€ 73,780.00			
MARK - MARKETING		EXPENDITURE BUDGETED		€ 73,780.00			
LST - LISTENER SERVICES		DIFFERENCE		€ 0.00			
IG - INCOME GENERATION							
BOT - BOARD OF TRUSTEES		ACTUAL INCOME		€ 113,616.44			
		ACTUAL EXPENDITURE		€ 63,769.50			
		DIFFERENCE		€ 49,846.94			

SECRETARY'S REPORT

This year has seen a positive outcome. The training and mentoring of new volunteers has commenced using Zoom, by the end of April we will have 37 active listeners. Fund-raising and other events have been very productive and the shop at Punta Marina had a very successful year. We have continued to provide a service to the people who need us.

The Organisation

Samaritans in Spain (SiS) is the operating name of Costa Blanca Samaritans, which was registered on 16th April, 2008, as a not-for-profit organisation with the Generalitat Valenciana with registration number CV-01-042952-A and from 26th October 2016 with a national registration: 1. section, no. 611253. It is registered with the Spanish Tax Authorities under NIF No G54341466. Its registered office is located at Centro Comercial Punta Marina, local 13, 03185 Torrevieja (Alicante), España

Governing document

The governing document of SiS is the *estatutos* (Statutes) and the *junta* (Board of Trustee's) of the organisation has issued Internal Regulations for its management and Standing Operating Procedures for the Board of Trustees (BoT) of SiS. The statutes were last amended on 21 April 2021.

Objective

The objective of SiS is to provide a professional support service to people who are experiencing emotional difficulties or distress, with the intention of reducing levels of distress and suicide.

It is a totally not-for-profit, charitable organisation and no individual volunteer benefits either directly or indirectly as a result of his or her position in the organisation.

Geographical operation and service

The service during 2022 operated as follows:

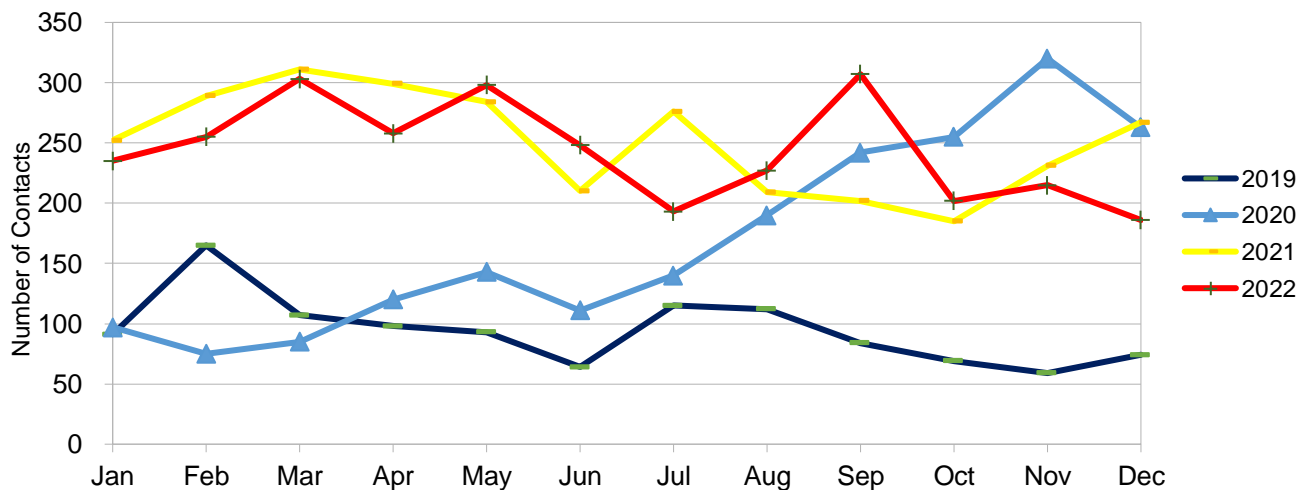
- The confidential telephone based listening service offered a FREEphone service for 365 days during the year.
- By email using: pat@samaritansinspain.com.
- Attendance at external events and invitations by other organisation for informative presentations about what the Samaritans can do
- Volunteers in Madrid, Sotogrande, La Marina, Calpe and Barcelona are trained to offer the service under the mentorship of SiS.

The following table shows the total number of contacts made over the last 6 years

							Difference		Current year contact form					Snap calls	
	2017	2018	2019	2020	2021	2022	Prev year	%	Phone	Email	SEISS	Out of Hours calls	Prison	Total	% of calls.
Jan	77	109	91	97	252	235	-17	-7	209	26	0	25	0	27	12.9
Feb	84	96	165	75	289	255	-34	-12	217	38	14	31	0	14	6.5
Mar	93	118	107	85	311	303	-8	-3	255	48	6	48	0	17	6.7
Apr	122	74	98	120	299	258	-41	-14	233	25	1	25	0	11	4.7
May	111	165	93	143	284	298	14	5	245	53	4	24	0	21	8.6
Jun	112	161	64	111	210	248	38	18	224	24	0	34	0	31	13.8
Jul	124	123	115	140	276	193	-83	-30	177	16	4	34	0	13	7.3
Aug	155	90	112	190	209	227	18	9	175	52	0	16	0	16	9.1
Sep	175	107	84	242	202	307	105	52	256	51	1	41	0	31	12.1
Oct	186	111	69	255	185	202	17	9	169	33	3	21	0	8	4.7
Nov	171	98	59	320	231	215	-16	-7	192	23	0	22	0	11	5.7
Dec	198	67	74	263	267	186	-81	-30	173	13	0	35	0	22	12.7
Total	1608	1319	1131	2,041	3,015	2,927	-88	-3	2525	402	33	356	0	222	8.8

Over the year there has been an 3% decrease in call volume, however August was a big change with a 52% increase. **Note – Snap calls are hang-ups with no conversation taking place**

Graph showing number of calls month by month over the last 4 years



Asociados (Members of SiS)

Those who held the office of *asociados* (Members) of SiS throughout the year ended 31st December 2022 were:

President: Donna Williams took on the position July 2021 (elected as Trustee in 2020).

Secretary: Jan Knight was elected at the AGM in February 2020. (elected as Trustee in 2018)

Treasurer: Ade Webster was elected at the AGM in February 2020 (elected as Trustee in 2018).

Other members of BoT are:

Les Holloway (elected by BoT in January 2020) responsible for Income Generation retail)

Heather Crosby (responsible for Income Generation – events) – resigned December 2022

Joanna Urbanek (responsible for Listener Services Delivery)

David Upjohn (responsible for Listener Services Training)

Board of Trustees

The Board of Trustees (BoT) may consist of up to seven members - President, Vice President (when any), Secretary, Treasurer, and three (or four) other elected members.

BoT is legally responsible for the management of the organisation in accordance with statutes granted under Spanish Law. BoT is jointly and severally responsible for:

- The overall governance and strategic direction of the organisation and its financial health.
- The probity of its activities.
- The development of the organisations aims, strategy and objectives in accordance with the *Estatutos*, and with legal and regulatory guidelines.

Management

During this year the co-ordination of Listeners has been performed by Richard Hunt, with the help of Marie Worrall.

The principle responsibility of the management group is to successfully manage the operations of the organisation, while delivering the objectives and targets outlined in the Strategy and Annual Operating Plan.

Governance and Management

SiS has extensive documentation and systems in place which are designed to provide reasonable steps for the proper governance of the organisation. The management of the affairs and funds of SiS is vested in BoT.

SiS has no paid employees. No Trustee receives remuneration for acting as such. A contribution is made towards travel expenses (when finances allow) which are incurred wholly, exclusively and necessarily on behalf of SiS in accordance with the provisions of Spanish law and the SiS Travel Expenses Policy.

The Trustees are elected to office for a period of five years, **and can by the recommendation of the BoT be re-elected for terms of one year, provided that the total term does not to exceed 10 years.**

Licence

Samaritans in the UK/Republic of Ireland (SUK) holds a Community Trade Mark in respect of the word Samaritans, and SUK has given permission to the organisation to use that word in its name under licence.

Accounting Policies

The Accounts are prepared on a Receipts and Payments basis. The Accounts are audited at the end of each accounting period by an independent auditor.

Reserves Policy

The funds of SiS are used in the furtherance of its not-for-profit objectives. The BoT is satisfied that the funds of the organisation are sufficient to meet their purpose.

Investment Policy

The Investment Policy of SiS is to maximise the overall rate of return on investments with a low risk profile.

Statement of the Responsibilities of the Trustees in respect of the Accounts

The Trustees are responsible for preparing the Annual Report of SiS and the financial statements.

The Trustees are responsible for keeping proper accounting records, which disclose with reasonable accuracy at any time the financial position of the organisation, for safeguarding the assets, and for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Each Trustee at the date of the approval of this Report confirms that:

- [1] so far as the Trustee is aware, there is no relevant audit information of which the other Trustees are unaware; and
- [2] s/he has taken all the steps that s/he ought to have taken in order to make him/herself aware of any relevant audit information and to establish that the other Trustees are aware of that information.

Bankers

Banco Sabadell, Centro Comercial La Mosca, Alicante, Alicante ES, local 7, 03189 Orihuela

Lawyers

David Guijarro Mayor, ABC Abogados, CC La Mosca, Local 24, Santa Aladia, 2, Playa Flamenca, 03189 Orihuela Costa, Alicante.

IVA Tax Accountant

Elizabet, ABC Abogados, CC La Mosca, Local 24, Santa Aladia, 2, Playa Flamenca, 03189 Orihuela Costa, Alicante.

Independent Auditor

Ana Belén Ortuño Caballero, Audicidad, PI Los Torraos, Avenida de España, 4, 4th Floor, Office 9 30563 Ceutí, Murcia Alicante.

Insurance Company

Generali, Policy Number : 4C-G-033.002.498 (01-03-2016)

Data Protection

Regarding protection of personal data SiS receive advice and support from our solicitor to ensure compliance with Spanish law and the EU “General Data Protection Regulation”.

Correspondence

All correspondence for the office holders and for the Branch should be sent to the Registered Office of SiS which is shown above.

The SiS website is available at www.samaritansinspain.com

The Teaming web site to which all Trustees donate is:-

https://www.teaming.net/samaritansinspain?lang=en_UK

Jan Knight

Secretary, 25th January 2023