COSTA BLANCA SAMARITANS

*operating as:*

SAMARITANS IN SPAIN

**ANNUAL REPORT & ACCOUNTS FOR 2021**



*You Talk – We Listen*

Samaritans in Spain, Shop and Drop-in 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 2021

The Board of Trustees have pleasure in submitting the Annual Report for the period ended 31st December, 2021. The Annual Report consists of the reports of the Office Bearers:

* + The President's report
  + The Treasurer's report with Annual Accounts and the Independent Auditor's Report.
  + The Secretary's report

The Trustee's 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.

16th February 2022, Drop-In Centre, Punta Prima Torrevieja, 03185, Alicante

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# SAMARITANS IN SPAIN (SiS) PRESIDENT’S REPORT

# FOR THE YEAR ENDING 31 DECEMBER 2021

Whilst we still continued to operate within the confines of a pandemic, 2021 was a transformational year for the Organisation in many ways.

A new Patron in the form of Stevie Spit BEM joined us and immediately made a huge difference by hosting a number of fundraising events and profile raising activities. The main one being the International Mental Health Awareness event at Puerto de Mazarron in October. It is our intention to ‘claim’ this day as one where we raise awareness of the service we provide across as many regions of Spain as possible. However, to do this successfully, we are going to need the support and involvement of our wonderful team of volunteers.

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. Our website continued to gain visitors and it is our intention to build on this throughout the course of 2022. Finally, thanks to TKO Radio, we were able to educate on the service that we provide via a radio advert.

2021 also saw us becoming part of a wider Befrienders Worldwide initiative set up to support the mental welfare of those working at sea. This is a pioneering activity and I am very proud that we are a part of it. Whilst it is fair to say that there continues to be some teething problems with the logistics of the call set up, I firmly believe that we can and will make a very real difference to what is an extremely vulnerable group of individuals. My personal thanks to everyone who has embraced this project and made it possible for us to be a part of it.

Our Charity Shop continued to go from strength to strength with some record-breaking revenue figures being recorded in the year. I may be bias but I think that we have the most attractive and well run Charity Shop in the Costas! Many congratulations to all involved and long may it continue.

At the time of writing this report, the Board is finalising the SiS Strategy and Objectives for 2022. The composition of the Board has seen a number of changes including the departure of Belinda Bradley, and Lynda Brettle as President and the appointment of myself in her place. Lynda has been a very tough act to follow and I would like to take this opportunity to thank her for her continued commitment to the Organisation as a listening volunteer. We also welcomed two new Trustees – Heather Crosby who is responsible for our External Events programme, and Joanna Urbanek who is overseeing the Listener Service. Joanna continues to be supported by Richard Hunt as Listener Services Manager, and he in turn is joined by David Upjohn.

As we continue to function under a remote working model, it is no mean feat that we run as smoothly as we do, providing a service that operates between 10am and 10pm, 365 days a year. This does not happen without the co-ordination of rotas, back-end system management, troubleshooting, and above all commitment and passion. A very special thanks to Richard Hunt, David Upjohn and Les Holloway for all you do in this regard.

Finally, I would like to take this opportunity to personally thank each and every one of you who has given their time, energy, patience and kindness to callers and shop visitors alike. Without you, there would not be a ‘Samaritans in Spain’ and even during the most challenging of times you have embraced the necessary changes even if you have not all always completely agreed with them. I feel extremely proud and privileged to work alongside you all.

Donna Williams

SiS President – February 2022

# SAMARITANS IN SPAIN (SIS) TREASURER’S REPORT FOR THE YEAR ENDING 31 DECEMBER 2021

### 1. Summary

2021 has been a very good year financially for Samaritans in Spain. We have maintained the financial control measures introduced in 2019 & 2020 and, in all honesty, the Board of Trustees cannot see a return to the ‘ways things were’ before the pandemic. The shop has performed superbly throughout the year, including a record month in November. We have been very lucky in receiving some varied donations, two consular grants and being the beneficiaries of numerous social events.

* Total income in 2021 was **€83,139.71**
* Total costs in 2021 were **€73,818.12**
* Resulting in a **SURPLUS** of **€9,321.59** .(2020 saw a **LOSS** of **€10,419.62**)

### 2. Bank Accounts

Sabadell is the now the sole account for the Organisation. The branch is located in Playa Flamenca.

The La Caixa account was closed in May 2021 and the balance was transferred to Sabadell.

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

|  |  |
| --- | --- |
| **Movements on bank current accounts** |  |
| **31 December 2020:** |  |
| La Caixa Balance at 31 December 2020 (per bank statement) | €1,357.71 |
| Sabadell balance at 31 December 2020 (per bank statement) | €15,471.12 |
| Total bank balance as at 31 December 2020 | **€16,828.83** |
|  |  |
| **31 December 2021:** |  |
| La Caixa Balance at 31 December 2021 (per bank statement) | €0 |
| Sabadell balance at 31 December 2021 (per bank statement) | €26,150.42 |
| Total bank balance as at 31 December 2021 | **€26,150.42** |
| SURPLUS~~/LOSS~~ | **€9,321.59** |

The large surplus this year has put us in a good financial place going into 2022, it may look like we have a lot of money but if 2020/2021 have taught us anything it is that we have to have enough working capital in the event of unexpected events i.e. lockdowns etc.

**Investment Bond**

The €30,000 we invested in a lowest risk Sabadell Investment Bond in October 2019 has struggled a little throughout 2021, in line with worldwide markets. In December 2021 the Board of Trustees decided to increase this Bond by a further €10,500 since the Organisation was financially sound.

The amount now invested will allow for approximately 9 months running costs, this is the amount of time the Board consider will be needed IF the organisation has to be wound up.

As at 31 December 2021 the current value of the Bond was €40,020.04.

The Secretary and Treasurer have a meeting with the bank in January 2022 to discuss this investment and what options are available to us.

**3. Financial Performance**

The year has been financially good for the Organisation due to the shop doing spectacularly well during the second half of the year, random donations, two consular grants and the return of social events, of which we were the lucky beneficiaries of a few.

The Board of Trustees have invested heavily in late 2021 in new marketing materials which we hope will raise our profile and awareness at events.

It is hoped that 2022 will be a similarly good year.

**4. 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 2021 we have paid no IVA.

**5. 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 of protect SiS.

It has been 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 will be monitored closely to ensure that our financial situation remains good.

**6. Audit 2020**

The new audit company, Audicidad, completed the Audit for 2020 and found us to compliant and have no issues.

Signed Electronically A J Webster

Adrian John Webster 9 January 2022

Trustee Treasurer

Samaritans in Spain

Annex:

1. Financial Breakdown 1 January – 31 December 2021

ANNEX A

TO TREASURER’S REPORT 2021 DATED 9 JANUARY 2022

**FINANCIAL BREAKDOWN FOR 1 JANUARY – 31 DECEMBER 2021**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Description | 2019 Totals | 2020 Totals | **2021**  **BUDGET** | **2021 Totals** | Plus or Minus | % of Budget Used |
| INCOME |  |  |  |  |  |  |
| Shop Donations | **€ 75,770.93** | **€ 36,515.19** | € 56,160.00 | **€ 51,056.24** | -€ 5,103.76 | 90.91% |
| Donations & 3rd Party Events | **€ 6,357.49** | **€ 6,006.69** | € 5,000.00 | **€ 18,747.26** | € 13,747.26 | 374.95% |
| Income taken for Petty Cash Top Up | **€ 3,935.64** | **€ 2,730.66** | € 1,000.00 | **€ 1,963.62** | € 963.62 | 196.36% |
| Donations from Named Sponsors | **€ 0.00** | **€ 0.00** | € 0.00 | **€ 0.00** | € 0.00 |  |
| SiS Events | **€ 3,211.05** | **€ 531.00** | € 2,000.00 | **€ 8,687.88** | € 6,687.88 | 434.39% |
| Other income (tee shirts, room rental, recycling, movement of monies between banks. etc) | **€ 36,390.41** | **€ 5,531.60** | € 4,500.00 | **€ 1,934.71** | -€ 2,565.29 | 42.99% |
| Auction Donations | **€ 3,051.85** | **€ 1,012.60** | € 720.00 | **€ 750.00** | € 30.00 | 104.17% |
| IVA Received | **€ 0.00** |  | € 0.00 | **€ 0.00** | € 0.00 |  |
|  |  |  |  |  |  |  |
| **TOTALS** | € 128,717.37 | € 52,327.74 | € 69,380.00 | € 83,139.71 | € 13,759.71 |  |
|  |  |  |  |  |  |  |
| EXPENDITURE |  |  |  |  |  |
| Punta Prima Centre rent, tax, community charge | € 27,354.60 | € 19,646.20 | € 28,000.00 | € 27,804.51 | € 195.49 | 99.30% |
| Electricity & Water | € 2,135.35 | € 1,364.60 | € 2,800.00 | € 1,272.67 | € 1,527.33 | 45.45% |
| Maintenance & Cleaning | € 4,174.03 | € 2,920.81 | € 3,500.00 | € 2,114.61 | € 1,385.39 | 60.42% |
| Office Consumables | € 1,766.19 | € 800.92 | € 600.00 | € 794.19 | -€ 194.19 | 132.37% |
| Equipment Purchase (repairs & renewals | € 268.79 | € 409.99 | € 480.00 | € 1,422.24 | -€ 942.24 | 296.30% |
| Equipment Rental/Printer Copier | € 1,010.05 | € 958.18 | € 850.00 | € 974.00 | -€ 124.00 | 114.59% |
| Telefonica/Movistar/ Vodafone | € 3,171.98 | € 2,672.03 | € 2,800.00 | € 2,661.61 | € 138.39 | 95.06% |
| Mobile Phone Top Up | € 30.55 | € 65.00 | € 100.00 | € 10.00 | € 90.00 | 10.00% |
| Centre Telephone System (Megacall) | € 8,301.00 | € 12,795.04 | € 12,000.00 | € 15,017.90 | -€ 3,017.90 | 125.15% |
| Refurb Costs | € 0.00 | € 0.00 | € 0.00 | € 0.00 | € 0.00 |  |
| Satelite Travel Costs | € 843.39 | € 758.60 | € 200.00 | € 0.00 | € 200.00 | 0.00% |
| Branch Costs- Listener Team | € 3,439.85 | € 322.65 | € 400.00 | € 0.00 | € 400.00 | 0.00% |
| Charity Shop Vols Costs | € 7,616.00 | € 1,289.60 | € 450.00 | € 0.00 | € 450.00 | 0.00% |
| Centre Managers | € 14,657.10 | € 3,600.00 | € 0.00 | € 0.00 | € 0.00 |  |
| Trustee Board - Travel | € 1,429.50 | € 140.00 | € 200.00 | € 0.00 | € 200.00 | 0.00% |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Meeting Costs | € 180.00 | € 245.00 | € 150.00 | € 0.00 | € 150.00 | 0.00% |
| Event Costs | € 0.00 | € 0.00 | € 150.00 | € 0.00 | € 150.00 | 0.00% |
| Recruitment  advertising/related costs | € 5.00 | € 0.00 | € 250.00 | € 0.00 | € 250.00 | 0.00% |
| Vols Welfare costs | € 174.65 | € 37.43 | € 200.00 | € 0.00 | € 200.00 | 0.00% |
| Vols Training Costs (not logged in 2018) | € 251.12 | € 0.00 | € 350.00 | € 0.00 | € 350.00 | 0.00% |
| Marketing (advertising signage tee shirts etc) | € 690.10 | € 1,743.28 | € 750.00 | € 3,442.08 | -€ 2,692.08 | 458.94% |
| Marketing (Web hosting - Ipower) | € 240.52 | € 695.03 | € 500.00 | € 309.36 | € 190.64 | 61.87% |
| Bank Charges | € 243.85 | € 290.00 | € 250.00 | € 187.83 | € 62.17 | 75.13% |
| Legal Fees | € 1,089.00 | € 580.80 | € 1,000.00 | € 435.60 | € 564.40 | 43.56% |
| Insurance | € 307.17 | € 307.37 | € 500.00 | € 323.91 | € 176.09 | 64.78% |
| Withholding tax on rent | € 0.00 | € 90.06 | € 0.00 | € 690.10 | -€ 690.10 |  |
| SUMA - water charges | € 234.72 | € 234.72 | € 250.00 | € 234.72 | € 15.28 | 93.89% |
| Tax Accountant | € 0.00 | € 3,327.50 | € 3,000.00 | € 3,630.00 | -€ 630.00 | 121.00% |
| Subscriptions | € 0.00 | € 99.00 | € 200.00 | € 0.00 | € 200.00 | 0.00% |
| Audit (inc temporary Data Protection in 2017) | € 665.50 | € 665.50 | € 750.00 | € 1,089.00 | -€ 339.00 | 145.20% |
| Other Fees (movement of monies between banks. etc) | € 37,210.00 | € 5,088.05 | € 4,500.00 | € 11,403.79 | -€ 6,903.79 | 253.42% |
| IVA Payments | € 0.00 | € 0.00 | € 4,200.00 | € 0.00 | € 4,200.00 | 0.00% |
| Lumsdens Rent & Other Costs | € 1,820.00 | € 1,600.00 | € 0.00 | € 0.00 | € 0.00 |  |
| Lumsdens Staff Costs | € 0.00 | € 0.00 | € 0.00 | € 0.00 | € 0.00 |  |
|  |  |  |  |  |  |  |
| **TOTALS** | **€ 119,310.01** | **€ 62,747.36** | **€ 69,380.00** | **€ 73,818.12** | **-€ 4,438.12** |  |
|  |  |  |  |  |  |  |
|  | OVERALL 2021 | |  |  |  |  |
|  |  |  |  |  |  |  |
|  | INCOME BUDGETED | | € 69,380.00 |  |  |  |
|  | EXPENDITURE BUDGETED | | € 69,380.00 |  |  |  |
|  | DIFFERENCE | | € 0.00 |  |  |  |
|  |  | |  |  |  |  |
|  | ACTUAL INCOME | | € 83,139.71 |  |  |  |
|  | ACTUAL EXPENDITURE | | € 73,818.12 |  |  |  |
|  | DIFFERENCE | | € 9,321.59 |  |  |  |
| NOTES |  |  |  |  |  |  |
| IVA - We will NEVER receive IVA back even if we have negative balance. IVA is worked out on shop income and balanced against qualifying expenses with the resulting balance being our liability or a Nil Return. | | | | | | |
| 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. | | | | | | |

## A picture containing text, clipart Description automatically generatedAna Belén Ortuño Caballero

#### COLEGIADO 1194

1. **RESULTS OF THE ASSESSMENTS.**

The works have been undertaken in compliance with regulations about auditing with regard to agreed procedures and are based on the following activities:

* + Assessment to confirm that the information included in the monthly reports about incomes and expenses is in line with supporting documents.
  + Verification of the supporting documents to confirm that they comply whit relevant fiscal and accounting regulations.
  + Analysis of 100% of the transactions recorded in the SAMARITANS’s bank statements.
  + Assessment of the internal management monthly reports to confirm that such reports truly reflect the actual activities developed by SAMARITANS.
  + Assessment of the expenses to confirm that such expenses are reasonable and financially efficient considering the activities developed by SAMARITANS.

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Polígono Industrial Los Torraos, Avenida España, 4, 30563, Ceutí, Murcia – [anabelen@audicidad.com](mailto:anabelen@audicidad.com)

## A picture containing text, clipart Description automatically generatedAna Belén Ortuño Caballero

#### COLEGIADO 1194

1. **CONCLUSIONS.**

The conclusion of the works is that there is no evidence of non-compliances with the applicable accounting or fiscal regulations and all the transactions in the bank statements are correctly supported by relevant documents according to the nature of the specific incomes or expenses.

Given that this report is not within the Audit of Accounts activities described by law 22/2015 this report does not provide an opinion under the auditing terms and conditions stated in such a law.

This report consists of 7No pages, 12 pages of appendix resulting in 19 pages in total. The only purpose of this report is for it to be used by SAMARITANS internally in order to comply with the annual assessment of the activities developed by the association according to internal protocols. Any other use of this report is subject to previous written consent. Ceutí, 26th of May 2022.

# 48424745Q ANA BELÉN

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ORTUÑO (R:

B05515945)

Ana Belén Ortuño Caballero Economista Colegiado nº 1194 CE Murcia **AUDICIDAD GLOBAL, S.L.P.**

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Polígono Industrial Los Torraos, Avenida España, 4, 30563, Ceutí, Murcia – [anabelen@audicidad.com](mailto:anabelen@audicidad.com)

# SECRETARY’S REPORT

This year has seen a positive outcome despite the obstacle the Covid pandemic has delivered. The training of new volunteers can commence now that the online learning package has been received. Fundraising and other events have resumed 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 2021 operated as follows:

* At the multi-purpose centre at Punta Marina, Punta Prima, Torrevieja: the confidential telephone based listening service offered a FREEPHONE service for 365 days during the year.
* By email using: [pat@samaritansinspain.com](mailto:pat@samaritansinspain.com).
* Attendance at events including Brexit and invitations by other organisations 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.

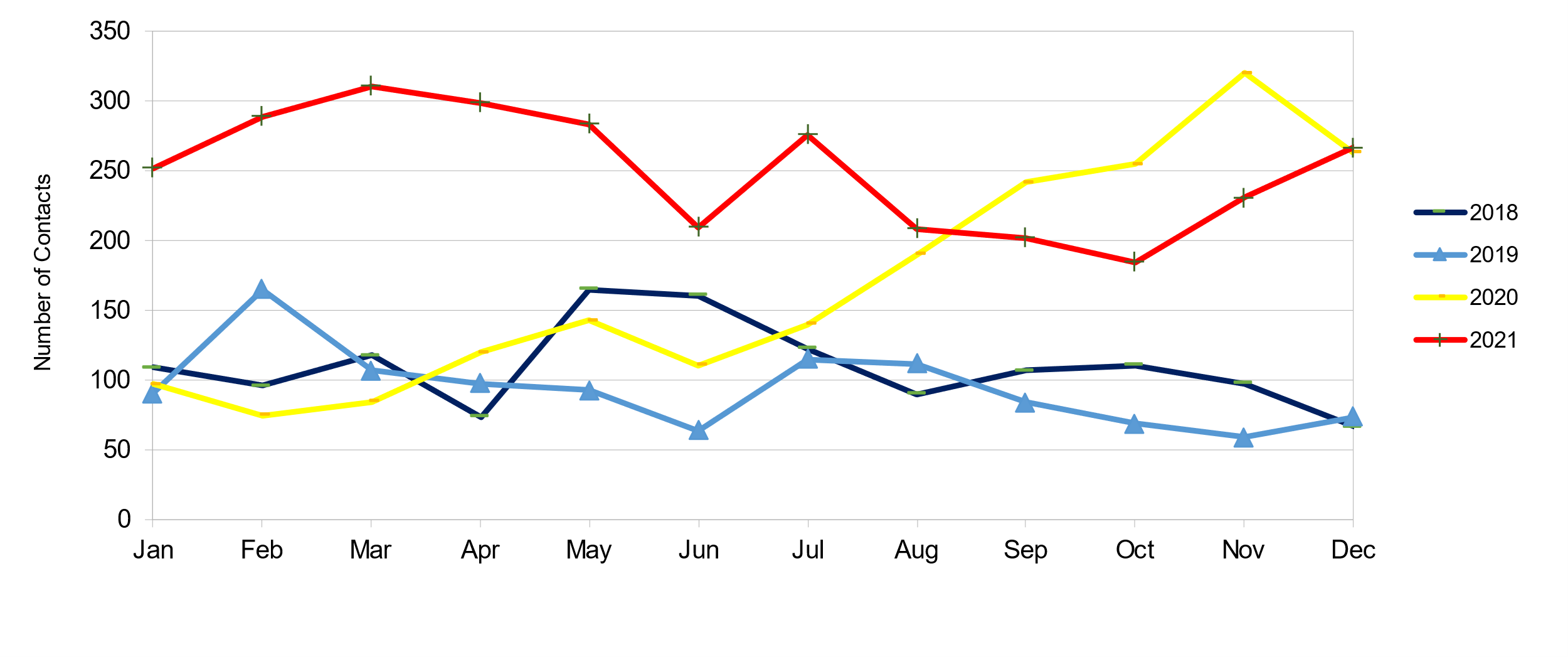
#### The following table shows the total number of contacts made over the last 6 years

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Total number of contacts by the month:** | | | | | |  |  |  |  |  | **Included in Total** |  |  |  |
|  |  |  |  |  |  |  | **Difference** | |  | |  |  | **Snap calls** | |
|  | 2016 | 2017 | 2018 | 2019 | 2020 | **2021** | **prev. year** | **% +/-** | **Tel.\*** | **Email** | **Sattel.:** |  | Numb. | % All tel. |
| Jan | 80 | 77 | 109 | 91 | **97** | **252** | **155** | *160* | 211 | 41 | 80 |  | 60 | 28.4 |
| Feb | 74 | 84 | 96 | 165 | **75** | **289** | **214** | *285* | 258 | 31 | 108 |  | 31 | 12.0 |
| Mar | 92 | 93 | 118 | 107 | **85** | **311** | **226** | *266* | 265 | 46 | 145 |  | 39 | 14.7 |
| Apr | 94 | 122 | 74 | 98 | **120** | **299** | **179** | *149* | 263 | 36 | 150 |  | 53 | 20.2 |
| May | 136 | 111 | 165 | 93 | **143** | **284** | **141** | *99* | 244 | 40 | 142 |  | 27 | 11.1 |
| Jun | 109 | 112 | 161 | 64 | **111** | **210** | **99** | *89* | 172 | 38 | 87 |  | 28 | 16.3 |
| Jul | 123 | 124 | 123 | 115 | **140** | **276** | **136** | *97* | 221 | 55 | 127 |  | 27 | 12.2 |
| Aug | 90 | 155 | 90 | 112 | **190** | **209** | **19** | *10* | 159 | 50 | 102 |  | 18 | 11.3 |
| Sep | 85 | 175 | 107 | 84 | **242** | **202** | **-40** | *-17* | 169 | 33 | 100 |  | 29 | 17.2 |
| Oct | 85 | 186 | 111 | 69 | **255** | **185** | **-70** | *-27* | 132 | 53 | 71 |  | 14 | 10.6 |
| Nov | 68 | 171 | 98 | 59 | **320** | **231** | **-89** | *-28* | 204 | 27 | 111 |  | 29 | 14.2 |
| Dec | 165 | 198 | 67 | 74 | **263** | **267** | **4** | *2* | 236 | 31 | 120 |  | 41 | 17.4 |
| **Total** | **1201** | **1608** | **1319** | **1131** | **2,041** | **3,015** | **974** | *48* | **2534** | **481** | **1343** |  | 396 | 15.6 |

Over the year there has been an 48% increase, with February showing an increase of 285%

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 2021 were:

*President:* Donna Williams took on the position July 2021 (elected as Trustee in 2018).

*Secretary:* Jan Knight was elected at the AGM in February 2021 (elected as Trustee in 2018)

*Treasurer:* Ade Webster was elected at the AGM in February 2021 (elected as Trustee in 2018).

*Other members of BoT are:*

Lynda Brettle resigned June 2021

Les Holloway (elected by BoT in January 2020) responsible for Income Generation retail Heather Crosby (responsible for Income Generation – events)

Joanna Urbanek (responsible for Listener Services Delivery)

#### 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 Les Holloway and David Upjohn.

The principal 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 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 Sabadel

l, 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 and we are about to contract with the company Safety Iuris, S.L 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](http://www.samaritansinspain.com/)

The Teaming web site to which all Trustees donate is:- [Samaritans in Spain - Teaming Group](https://www.teaming.net/samaritansinspain)

*Jan Knight*

Secretary, 1st February 2022