

COSTA BLANCA *SAMARITANS*

ANNUAL REPORT & ACCOUNTS FOR 2010



## **COSTA BLANCA SAMARITANS**

### **ANNUAL REPORT OF THE OFFICE BEARERS**

#### **For the year ended 31<sup>st</sup> December 2010**

The Office Bearers have pleasure in submitting their Annual Report for the period ended 31<sup>st</sup> December, 2010.

#### **SECRETARY'S REPORT**

##### **The Organisation**

Costa Blanca Samaritans (CBS) was registered on 16<sup>th</sup> April, 2008, as a not-for-profit organisation with the Generalitat Valenciana. Its registration number is CV-01-042952-A. It is registered with the Spanish Tax Authorities under NIF No G54341466. Its registered office is located at The Mail Room Box 185, Calle Alhelies 1, Local 2-4, 03189 Orihuela Costa, Alicante, Spain.

##### **CBS governing document**

Costa Blanca Samaritans' governing document is the *estatutos* (Statutes) and the *junta* (Trustee Board) of Costa Blanca Samaritans has issued Internal Regulations for the management of CBS.

##### **Objective**

The objective of Costa Blanca Samaritans 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**

The service throughout 2010 operated from two branches; one in Benissa and one in Villamartin.

##### **Service**

During 2010 Costa Blanca Samaritans operated a confidential telephone-based service for four hours every evening from 8pm until midnight. It is planned to increase its operations as funding and Volunteer numbers grow.

##### **Financial review**

The operations for the financial period resulted in an excess of income over expenditure of €6,045.25 for the year ended 31<sup>st</sup> December 2010, as shown on Page 12.

##### **asociados (Members of CBS)**

On the registration of Costa Blanca Samaritans the following took up office as *asociados* (Members) of CBS:

Steve Ashley, President; Eve Lane, Secretary and Brian E. Scoullar, Treasurer.

Steve Ashley (President) and Eve Lane (Secretary) are both eligible for re-election and have each intimated their willingness to continue serving in those positions. Brian Scoullar is eligible for re-election but is not offering himself for re-appointment. Audrey Coleman (Treasurer) will be formally adopted as an *asociado* to replace Brian Scoullar at the Annual Meeting in February 2011.

### Trustee Board

The Trustee Board may consist of up to seven people - a President, Vice President, Secretary, Treasurer, and three other elected members.

Christine Sumter and Margaret Delbridge, both of whom were co-opted to the Trustee Board in May 2009, were proposed and accepted as full Trustees at the Annual Meeting in February 2010.

Brian Scoullar stood down as Treasurer at the Annual Meeting in February 2010, but continued as a Trustee. Alison Clark, who had previously held the role of Assistant Treasurer, was co-opted onto the Trustee Board in February 2010 and assumed the role of Treasurer following Brian's departure. Alison left Spain to return to the UK in July 2010, though she managed the role from a distance until such time as a new Treasurer could be appointed. Audrey Coleman was appointed to take over as Treasurer after Alison's departure and was co-opted as a Trustee in September 2010. Audrey will be proposed as a full Trustee at the Annual Meeting in February 2011.

### Members of the Council

The Trustee Board established the Council on 2<sup>nd</sup> May, 2008. At 1<sup>st</sup> January 2010 its members were:

The Secretary (Chair of the Council), Branch Directors, Deputy Branch Directors and Branch Representatives.

In April 2010 it was decided to restructure the internal management of CBS and the Council was disbanded. In its place a number of Executive sub-Groups were established. This restructuring aims to simplify and streamline the management of CBS; reduce the previous situation where there was a huge input from a limited number of people; and give Volunteers the opportunity to participate in the day-to-day running of the organisation. Each sub-Group will make recommendations to the Trustee Board with regard to strategy and budgetary requirements.

Those sub-Groups are: Finance & Audit; IT & Systems; Marketing & Fundraising; Operations; and People. The following areas of responsibility continue to be solely within the remit of the Trustee Board: Administration; Policies & Procedures; Nomination; Standards & Conduct; and Strategic Planning.

### Governance and Management

Costa Blanca Samaritans 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 CBS is vested in the Trustee Board.

CBS has no paid employees. No Trustee or Council member receives remuneration for acting as such. A contribution towards their travel expenses which are incurred wholly, exclusively and necessarily on behalf of CBS is made in accordance with the provisions of Spanish law and the CBS Travel Expenses Policy.

The *asociados* are elected annually at the Annual Meeting to hold office for the following accounting period and are eligible for re-election.

### Strategic Plan

The Trustee Board has identified the themes of Quality, Public Presence and Sustainability.

#### **Quality**

CBS will seek to:

- [a] adopt an ethos of continuous improvement;
- [b] retain the commitment of our Volunteers through good quality training, development, internal communications and support; and
- [c] ensure conformity with the policies and procedures of CBS.

**Public Presence**

CBS wishes to create:

- [a] an understanding in Spain of what CBS stands for and does;
- [b] an uptake of its service by those who need it;
- [c] an opportunity for the national government, the Communities, Provinces and towns to contribute towards the work of CBS; and
- [d] an opportunity for local and national institutions and organisations to contribute towards the work of CBS.

**Sustainability**

CBS will seek to:

- [a] ensure it has sufficient resources in terms of Volunteers to meet the demands on its service and for the efficient and professional management of CBS as an organisation;
- [b] ensure the long term viability and effectiveness of the organisation through appropriate structures; and
- [c] establish consistent and reliable sources of income sufficient for an efficient and effective organisation.

**Licence**

Samaritans in the U.K./Republic of Ireland (SUK) holds a Community Trade Mark in respect of the word Samaritans. Costa Blanca Samaritans uses that word in its name under licence. There is an identified need for CBS to extend its area of operations and we are currently in discussion with SUK to change the name to Samaritans in Spain.

**Accounting Policies**

The Accounts are prepared on a Receipts and Payments basis. The Accounts are externally audited at the end of each accounting period.

**Reserves Policy**

CBS' funds are used in the furtherance of its not-for-profit objectives. The Office Bearers are satisfied that the funds of CBS are sufficient to meet their purpose.

**Investment Policy**

The Investment Policy of CBS 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 CBS 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] the Trustee has taken all the steps that he/she ought to have taken as a Trustee 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**

La Caixa, Avenida las Brisas 9, 03189 Orihuela Costa, Alicante.

**Lawyers**

Ayela Abogados, Juan Batista Lafora 3, 03002 Alicante.

**Accountants**

Asesoría Miguel Piñeiro, S.L., C/Dr. Pérez Llorca 3, 03503 Benidorm.

**Correspondence**

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

**Website**

The CBS website is available at [www.costablancasamaritans.com](http://www.costablancasamaritans.com)

**On behalf of the Office Bearers**

**Eve Lane**

**Secretary**

**11 February, 2010**

## **PRESIDENTS REPORT**

For Costa Blanca Samaritans 2010 was a year of both consolidation and change, with the organisation continuing to mature as we passed the milestone of our second operational birthday in July.

Our desire to increase visibility to the community took a giant step forward in August with the arrival on the Costa Blanca of our Patron, Lynda Bellingham. As well as undertaking an arduous round of radio and press interviews, she gave two public performances of her one-woman show to raise funds for CBS.



*Lynda Bellingham – Patron of Costa Blanca Samaritans*

This work, together with our first ever fund-raising “Samaritan Ball”, the continued efforts of our Volunteers and of our friends in the media enabled us to get our 902 88 35 35 help-line number out to more people than ever. We know this because the call rate into our two Branches saw a significant and sustained rise. Volunteer participation in the 2010 Barcelona Marathon also contributed to awareness of CBS and produced a major contribution to funds. Volunteers also began a regular “car-boot” presence in the south of the Costa Blanca, raising funds and making a major contribution to paying our rent each month! All this work on raising awareness continues, as did our negotiations with Samaritans in the U.K. in regard of a change of name - to Samaritans in Spain - to reflect our aspirations and to ensure we appear accessible to English-speakers across the mainland and the islands as we spread the message through our growing network of agents.

The two-year anniversary saw the end of the tenure of the first Directors of our Branches in Benissa and Villamartin, with their successors appointed by a selection team using soundings taken from the Volunteers. We also said goodbye to Liz who as Training Manager (and in other roles too) introduced the majority of our current Volunteers to Samaritan listening.

During the year we achieved membership of Befrienders Worldwide, becoming the 41<sup>st</sup> national member of the International Samaritan body.

A new telephone system was commissioned with generous support from The Charity Shop of Calpe and from Calpe and Benissa Lions and this has brought great improvements in terms of resilience and customer service, and has significantly reduced operating costs.

2010 saw the completion of a restructuring of the organisation to give Volunteers more opportunity to participate in its management. This work to open up the organisation continues. Representatives from the Branches were once again elected by their fellow Volunteers to represent their interests through 2010/11. At Executive (Trustee) level we said goodbye to Alison as Treasurer who returned with her family to the U.K. She gave much in her short tenure, including a restructuring of the CBS accounting system. I want to thank Graham Simons for taking on the role of external auditor for the 2010 accounts of CBS.

2010 also saw the beginning of projects to develop new listening services to those experiencing emotional problems. As the year ends work is well advanced to introduce an e-mail service for those preferring to seek support in this way and, in conjunction with the Alicante Consulate, to launch a listening service within the two prisons in the Province. In 2011 we will also pilot a weekly drop-in service in Calpe for those wanting to meet with a Samaritan face-to-face.

In commending this report I must pay tribute to the CBS Volunteers who between them have already given more than 8000 unpaid hours to be there when the phone rings. As always much has been achieved but so much remains to be done. I thank our Callers and our Funders – without you and our Volunteers there would no Samaritan service in Spain.

Steve Ashley

President

23<sup>rd</sup> February 2011

## **TREASURER'S REPORT**

### **For the year ended 31st December, 2010**

#### **1. Trustee Board Summary**

The operations for the financial period resulted in an excess of income over expenditure of €6,045.25 for the period from 1<sup>st</sup> January 2010 until 31<sup>st</sup> December 2010, as set out in the Statement of Financial Activities.

	€	€
Opening balance January 1 <sup>st</sup> 2010		8,786.05
Income received 2010	23,276.69	
Total Expenditure 2010	17,231.44	
Net gain		6,045.25
<b>Closing balance December 31<sup>st</sup> 2010*</b>		<b>14,831.30</b>

\*Includes €190.00 of original capital, which must remain in account unspent – see Treasurer's Annual Report 2008

Although CBS is a not-for-profit organisation it is not able to reclaim IVA on its purchases and must therefore meet the whole cost. It is also liable to pay tax on its investment income. There is a particular legal status which may bring tax benefits to CBS and donors; however, the Trustee Board has been advised that CBS could only apply for this after it has been in operation for two years. The Trustees will keep this under review.

#### **2. Income**

	€
Donations and Fundraising	22,330.69
Interest	16.85
Bank Credits	454.14
Other (book sales etc)	475.01
<b>Total Income 2010</b>	<b>23,276.69</b>

#### **2.1 Fundraising & Donations**

CBS continues to benefit from fundraising and donations large and small from existing and new friends, supporters and volunteers; the continuing work of the Marketing & Fundraising Group; and from collection tins.

The Trustee Board has thought it appropriate to list fundraising and donations over €500.00 received in 2010, but this does not detract from the amounts received that are less than this amount. They are every bit as welcome and the Trustees fully appreciate the effort that has gone into raising all funds.

	€
Anonymous	5,000.00
Dinner & Dance at Eduardo's, Cabo Roig	2,590.00
Calpe Charity Shop	2,511.20
U3A Moraira-Teulada – Lynda Bellingham Evening (1)	1,790.00
Mary & Maeve's Car Boot Sales	1,525.67
Lynda Bellingham Evening (2)	1,366.65
Charities for Charities	1,000.00
Jalon Valley Help	1,000.00
Moraira-Teulada Lions	543.33

### **3. Expenditure**

The Trustees will continue to examine all areas of expenditure in order to restrict it as much as possible.

<b><u>Breakdown of expenditure:</u></b>	€
Villamartin on-going expenses	4,419.35
Benissa on-going expenses	3,886.32
Fundraising/Marketing/Advertising	2,148.72
Recruitment/Training	1,392.53
Central Office/Trustee Board/Council	2,833.41
Volunteer meetings	355.60
Volunteer Travel	1,322.04
Annual charges (mailbox ,website etc)	135.80
Bank charges/Income Tax	737.67
<b>Total expenditure 2010</b>	<b><u>17,231.44</u></b>

### **3.1 Branch Expenditure**

Ongoing expenditure for the two Branches for 2010 includes rent, electricity, telephones, stationary etc. [Note: Villamartin rent is 60% higher than that of Benissa.]

### **3.2 Trustee Board/Council Expenditure**

Total expenditure for the Trustee Board and Council for 2010 was €2,833.41. This included €201.60 on room hire, €646.95 on stationery and sundries items and €52.24 on telephone expenses.

No Trustee or member of the Council receives remuneration for services provided to CBS. Trustees and Council members are entitled to claim a contribution towards travel expenses, including motorway tolls, in accordance with Spanish law and the CBS Expenses Policy. During 2010 the sums paid to Trustees and Council members as a contribution towards their travel costs, excluding motorway tolls, in those capacities were:-

<b><u>Trustee Board</u></b>	<b>€</b>
Steve	530.00
Eve	190.00
Chris	490.00
Margaret	155.00
Alison	295.00
Audrey	50.00
<b><u>Council*</u></b>	
Ian	65.00

\* The Council was disbanded early in 2010 due to internal re-organisation.

### **3.3 Volunteer Travel Expenses**

All Volunteers are entitled to claim a contribution towards their expenses to attend a Branch to work a shift, or to attend meetings and training events. The total for 2010 of payments to Volunteers was €1,090.00. Motorway tolls (including a one off payment for parking) totalled €232.04.

### **3.4 Training & Recruitment**

A total of €1392.53 was spent during 2010. This included a sum of €188.65 to send a Volunteer to the UK to attend UK Samaritans "New Director" course. The balance was spent on room hire, training materials, sundries etc.

### **3.5 Marketing, Advertising & Fundraising**

To successfully promote the service offered by CBS, it is necessary to print advertising materials and use other methods of advertising. A total of €2148.72 was spent on marketing, fundraising and advertising during 2010.

### **3.6 Accounting**

Net Movement in Funds carried forward for not-for-profit purposes as at 31.12.2010 is €14,831.30.

## **INDEPENDENT EXTERNAL AUDIT - COSTA BLANCA SAMARITANS**

### ***Report of the Examiner to the Trustees of Costa Blanca Samaritans***

I report on the Accounts for the period ended 31<sup>st</sup> December, 2010 which has been compiled by Audrey Coleman, Treasurer, for the Costa Blanca Samaritans.

### **Basis of the Examiner's report**

I have reviewed the accounting records kept by Costa Blanca Samaritans. I have considered any unusual items or disclosures in these records and sought explanations from the Treasurer concerning any such matters.

### **Examiner's statement**

In the course of my examination, no matter has come to my attention which, in my opinion, attention should be drawn in order to enable a proper understanding of the financial records to be reached.

Signature: ..... Dated: 24<sup>th</sup> January 2011  
Graham Simons - Independent Examiner

### **Treasurer's Report 2010 compiled by:**

**Audrey Coleman**  
Treasurer  
January 2011

### Costa Blanca Samaritans - Income and Expenditure at 31st December 2010

2009	Income	2010	2009	Expenditure	2010
	1 Jan 2010 - 31st Dec 2010				
€		€	€	General Expenses	€
			2,441.32	Villamartin set-up	0.00
			3,615.07	Villamartin on-going expenses	4,419.35
27,209.21	Donations and fundraising	<b>22,330.69</b>	2,852.52	Benissa on-going expenses	<b>3,886.32</b>
28.24	Interest	<b>16.85</b>	3,557.94	Fundraising/Marketing/Advertising	<b>2,148.72</b>
92.85	Other (book sales etc)	<b>475.01</b>	1,721.68	Recruitment/Training	<b>1,392.53</b>
0.00	Bank Credits	<b>454.14</b>	3,371.24	Executive/Council	<b>2,833.41</b>
			1,837.38	Volunteer Meetings	<b>355.60</b>
			0.00	Volunteer Travel	<b>1,322.04</b>
			732.11	Annual charges(mail box,website etc)	<b>135.80</b>
			451.02	Bank charges, income tax	<b>737.67</b>
			321.60	Legal Fees	<b>0.00</b>
			5,373.95	Telephone system	<b>0.00</b>
			1,054.47	<b>Income over Expenditure</b>	<b>6,045.25</b>
27,330.30	<b>Total</b>	<b>23,276.69</b>	27,330.30	<b>Total</b>	<b>23,276.69</b>

### Balance Sheet at 31<sup>st</sup> December 2010

2009	General Fund	2010	2009	Represented by	2010
€		€	€		€
7,731.58	Fund Balance b/fwd from 2009	<b>8,786.05</b>	7,731.58	Cash	<b>70.05</b>
1,054.47	Excess of Income over Expenditure	<b>6,045.25</b>	1,054.47	Current Account	<b>5,761.25</b>
8,786.05	Balance c/fwd to 1st Jan. 2011	<b>14,831.30</b>		Savings Account	<b>9,000.00</b>
8,786.05	<b>Total</b>	<b>14,831.30</b>	8,786.05	<b>Total Funds at 31st Dec. 2010</b>	<b>14,831.30</b>