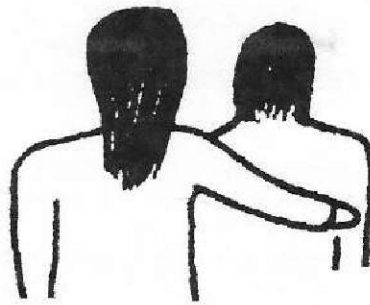




SupportLine Helpline

Annual Report

2021-2022

Telephone, Email and Postal Support

Registered Charity No. 1097419

**Providing vital services for those who are vulnerable, at risk, isolated
and victims of any form of abuse**

Member of the Helplines Partnership

Member of the Survivors Trust

SUPPORTLINE

VISION – That every person in the UK can find the help and information they need to support their emotional and physical wellbeing.

MISSION – SupportLine provides help by providing confidential emotional support and information and referral service working closely with other agencies and professionals.

OBJECTIVES – That those who are vulnerable, isolated, at risk, and victims of abuse will feel supported and cared for, will have increased self esteem, will be able to develop positive healthy coping strategies and an inner feeling of strength leading to happier, healthier and more emotionally balanced individuals in the community.

AIMS OF THE SERVICE

- To provide a telephone helpline offering confidential emotional support to any individual, children, young adults and adults, and in particular those who are socially isolated, vulnerable, at risk and victims of any form of abuse.
- To provide emotional support and information by email and post.
- To listen, support and respond to callers in need of emotional support.
- To support callers in a non-directive way and empower and encourage callers to take control of their own lives and come to their own decisions.
- To help callers to develop healthy positive coping strategies rather than negative destructive ones.
- To help callers to learn to value themselves in order that they may walk away from abusive situations.
- To provide accurate information on other support groups, agencies and counsellors throughout the United Kingdom.
- To provide a high quality and reliable service to all users.
- To provide continuous support, training and development for staff members/helpline workers.
- To continuously assess and review the service provided and to be committed to providing any improvement necessary in the service.
- To be committed to Equal Opportunities in all aspects of the service.
- To encourage feedback in order to evaluate the service provided to callers.

PATRON

Glen Murphy MBE

A very warm welcome to all readers of our latest Annual Report highlighting some of SupportLine's work carried out over the financial year 2021/2022.

Due to the Coronavirus pandemic, when many services were closed, there was never a more vital need for the existence of helplines and like many other services, SupportLine saw an increase in those wanting to use their services, and that demand continues to grow today. The impact of the pandemic has had a massive impact on many and especially those who are vulnerable in society.

It is down to the hard work of our dedicated small team of staff, trustees, volunteers, that the Charity has grown in recognition of its vital services to those who are vulnerable, isolated, at risk and victims of any form of abuse. I am pleased to see how the Charity is able to respond to need and adapt its services accordingly. I know that staff are working hard to try and secure funding which will allow the Charity to extend its services in certain areas and wish them every success with this over the coming year.

It is always helpful to the Charity to receive feedback from those the Charity supports, and to see the difference the Helpline can make in giving people time and space to explore their feelings, and support in healing and recovery.

As always my grateful thanks to all those who have supported the Charity's work, without which, we could not continue, and hope we can count on further support in years to come.

Glen Murphy MBE
Patron

SupportLine provides emotional support and information to children, young people and adults on a wide range of issues including child abuse, bullying, self harm, eating disorders, exam stress, rape and sexual assault, bereavement, domestic violence, mental health, depression, anxiety, family and relationships.

The Helpline specialises in providing support to adult survivors of childhood sexual abuse and victims of rape and sexual assault.

This help is provided by a telephone helpline, email and post and through our website.

The service is particularly aimed at those who are vulnerable, isolated, at risk and victims of any form of abuse.

The Charity is a member of the Survivors Trust and the Helplines Partnership

CHAIR

Peter Barrell BEM

I would like to start by thanking all of those who have shown support for the Charity, and who have believed in the work we do. Our supporters have seen from feedback the very real difference our service can make to those who are struggling with life, and have given SupportLine financial support which has been instrumental in being able to deliver our services.

We are forever grateful to all the Charitable Trusts and Foundations which have so kindly given funding to our Charity over the last financial year which has included The Barbara Ward Charitable Trust, The Annette Duvollet Charitable Trust, The Persula Foundation, The Jessica Mathers Trust, The Chapman Charitable Trust, The Edward Gostling Foundation, The Arnold Clark Community Fund, The JP Jacobs Charitable Trust, The Broughton Family Charitable Trust, Mrs. Margaret Rank Charitable Trust, The Masonic Charitable Foundation, Lyric Lodge L3016.

We were sad to learn in the New Year of the closure of The Annette Duvollet Charitable Trust who had supported the Charity many years ago and again over the last year. We were also most grateful to them for choosing SupportLine as one of the recipients who received the remaining funds they distributed as a result of the closure, and a very generous donation was made to the charity. This came at a very important time as the Charity was getting low on funds so very much appreciated.

Some of the Charitable Trusts and Foundations have supported the Charity over a number of years which is fantastic and a reason we are still here able to keep our services running and we are always pleased to see new Trusts and Foundations also offering support to us.

I would also like to thank all those who support the Charity through fundraising events, to those who use the Give As You Live website when doing online shopping which gives a percentage to the Charity, to those who have received support from us who kindly make donations.

One of our supporters chose to run a 10K run for SupportLine which was very successful and brought in just under £1,000 to the Charity. We are always very grateful when people give up their time to support us in any way they can.

My thanks as always to my fellow Trustees, Mike Knell and Jaiyesh Patel, Co-ordinator/Support Worker, Geri Burnikell, and all volunteers who have helped the charity throughout the last year, and my thanks also to Kirit Shah for the auditing of our accounts.

We look forward to what I am sure will be another challenging year ahead.

Peter Barrell BEM
Chair

FEEDBACK

SupportLine regularly receives feedback from the people who contact us for support, as well as agencies who give out our details.

The feedback we receive is very important to us, and can often help us to see what gaps in services there are, what we can do as a Charity to address those gaps, if we need to adapt the work we do, what we can add to our website, ideas for future projects, and whether we are keeping on the right track supporting those who are vulnerable and in need of help and support.

The feedback we have included in this report really does show the value of Helplines and the important place they have in supporting those in need and helping people to make real and positive changes to their lives.

When people are struggling and keeping those thoughts and feelings to themselves, that struggle can be so much harder. The importance of talking and sharing thoughts and feelings is so important when a person feels overwhelmed and not knowing which way to turn or even where to go to access help.

Having a helping hand along a journey to healing and recovery, can be paramount and make a huge difference especially when a person has lost all hope and giving up on life.

Dear SupportLine,

This email is to convey my appreciation to you and your great squad.

For over six months, I was suicidal. I was afraid and certain that I would kill myself. But, out of nowhere, I felt a spark of hope and decided to contact your wonderful team. You listened intently to what I had to say without making irrational judgments or bullying me. I've been able to converse freely without fear of being judged or being bullied for a long time.

You bolstered my self-assurance. Thank you from the bottom of my heart. Thank you so much for taking the time to listen to me, calm me, and instill pleasure and tranquility in me.

Talking was really important to me since it made me feel less alone. I wish your organization continued global expansion because somewhere on this bizarre world, someone is about to end his life due to the pain.

COVID-19 AND BEYOND

Requests for Practical Help

Throughout the pandemic many charities found themselves, through necessity, adapting their work and responding to urgent needs among some of the most vulnerable people in the community.

During Covid-19 SupportLine found itself diversifying from its main area of work providing emotional support and information, to responding to requests for practical help.

This was primarily calls for assistance from elderly and vulnerable people, who had been left with no food and the charity responded with engaging with local groups like the Mutual Aid groups, local Councils and local charitable organisations and community groups across the country to ensure that practical help in terms of getting food to people was carried out.

Help was also sought for people who were isolating or unable to get out due to mobility problems and this was in terms of getting help with shopping and collecting prescriptions and a lot of our time was spent in sorting these issues out for people who were vulnerable, living alone, and not knowing where to turn.

Befriending

In the course of talking to people who contacted us with requests for practical help, it became evident that some of these mainly elderly people, had little if any contact with others. Some had lost partners, had no family or families who they were estranged from or did not see very often, and they were living very lonely and solitary lives.

We noticed the positive effect our interactions had on the elderly who seemed to gain a lot from speaking to us and enjoyed the opportunity to be able just to talk about their lives and they were very appreciative of us checking with them to see how they were coping.

We were able to offer befriending calls to some, and they have been extremely well received and calls which they very much look forward to. We have been told in some cases we have been the only people they have spoken to in weeks. Having someone interested in their lives, how they are doing, checking to see if there is anything they need, has made a difference to them.

We are trying to secure funding to enable us to initiate a new befriending project where we can devote more time to offering this service to more people who are coping with crippling loneliness. We are also able to direct those who are lonely to other means of support, local activities and clubs, and respond to any other help which is needed.

Financial Struggles

During Covid-19 and its aftermath we also noticed an increase in people contacting the charity who were struggling financially, many in debt and unable to make essential payments to energy suppliers and more and more people struggling to find money to feed themselves and their families.

The Church of England Child Poverty Action Group highlighted in their report how families and individuals were struggling, some employees were made redundant or saw a reduction in their salaries, due to lockdowns people were spending more time at home and increased energy and food costs, and the majority of low income families reported a worsening of their financial situation due to the pandemic.

The charity has been able to help people who are struggling, with information relating to local food banks, and where they can obtain grants for essential items they cannot afford to replace such as ovens, fridges, freezers, washing machines, clothing, beds, mobility and medical equipment and help with energy costs etc.

In some cases, the charity has been successful in applying for grants on behalf of those who are vulnerable who had no local organisation who could help them with the application.

We also have spent time on trying to secure donations of laptops and tablets for people who are isolated, getting items of furniture donated and although time consuming the benefit it brings to others who are struggling, is worth the time put into these issues.

How the Charity is adapting its work beyond Covid-19

In the course of our work supporting people throughout the pandemic, those who were elderly and isolated and lonely, people struggling with mental health and learning difficulties, one parent and low income families, it became very clear that in addition to emotional support that there is a very real need for practical help for people, more information needed in local means of support where people can access practical help, and more information needed where people can access financial assistance if they are struggling with debts and to make ends meet and not able to feed their families or themselves.

We envisage that this is something the charity will be spending more time on in the future and including more information on our website where people can access the help they need and aim to secure funding to address some of the isolation and loneliness which people are feeling.

SUPPORTLINE'S WORK WITH CHILDREN & YOUNG PEOPLE

In 2019 The Mental Health Foundation published the results of a survey of British teenagers aged 13 to 19 which was commissioned as part of Mental Health Awareness Week, which had the theme of body image.

It found that almost **one-third** (31%) of teenagers felt ashamed in relation to their body image.

Four in ten teenagers (40%) said images on social media had caused them to worry about body image.

More than a third of British teenagers (35 per cent) had stopped eating at some point or restricted their diets due to worrying about their body image.

Four in ten teenagers (40 per cent) said that things their friends have said have made them worry about their body image.

Thirty-five per cent of teenagers worried about their body image often or every day, and 37 per cent of teenagers felt upset and ashamed about their body image.

Jane Caro, Programme Lead for Families, Children and Young People at the Mental Health Foundation, said: "Our survey has shown that millions of young people in Britain are worrying about their body image. Worries about body image can lead to mental health problems and, in some instances, are linked to self-harm and suicidal thoughts and feelings.

"It is also clear from our survey that teenagers identify images on social media as a key factor that makes them worry about their body image. Conversations with their friends also have a major role in causing young people to worry."

The results of the survey were no surprise to SupportLine, and I imagine other charities who work with young people. The results reflected very much what the charity is told frequently by young people who contact us for support, and the survey very much highlighted the great importance which young people place on the way they look and how others perceive them.

It is evident that often what can start as a throwaway remark by someone on a young person's appearance can for that young person trigger off a spiral of self doubt, self loathing, anxiety, depression and sadly, suicidal thoughts.

The survey also highlighted what young people tell us about the influence that social media can have on them. We often see instances where celebrities are ridiculed in the media for the way they look, if not living up to that 'perfect' image. Comments are made in the media about a celebrity's weight, and often shamed

for putting on weight. This can lead a young person to believe that if they do not look 'perfect' and the 'right size' they are not acceptable. Young people may not realise that images which are presented to the public are often touched up, altered, to make celebrities look less than the size they are in reality.

As the Mental Health Foundation survey reported, this can lead to young people restricting their eating which can cause all sorts of health problems for them, going into depression, constantly worrying about the way they look and comparing themselves to their friends and others and too often struggling with suicidal thoughts.

SupportLine works with young people to help them to see that what is most important is the kind of person someone is, their character, how they treat others, and encourages young people to pay less importance to looks and to accept themselves and not to compare themselves to others. We work on building up a young person's confidence and self esteem, and to recognise that everyone is different, that is what makes a person special and unique, nobody has to look like anyone else, but to be happy in their own body and to focus more on other issues in life.

We have mentioned before in our Annual Reports the prevalence of self harm among young people. It is used as a way they deal with their feelings and once a person gets into a routine of self harm, and it becomes a habit whenever feeling angry, or upset or distressed, and feelings become overwhelming, then it can be a very difficult cycle to break.

SupportLine works with young people who self harm on self confidence issues, gives practical ways of expressing their feelings without harming themselves or anyone else, giving them the tools they can use when feelings become too much to handle.

We can also give a wide range of resources to young people by directing them to online courses, one to one counselling, group support, and other practical coping strategies they can use.

SupportLine provides not only short term support but where needed ongoing support of a young person until they feel confident enough that they know how to deal with their feelings without self harming.

The Charity also supports parents who contact us concerned about their child who is self harming and many feel helpless about what to do and how to understand what is going on. We can give parents advice on the best way of supporting their child, and also other resources to help them.

The media really does have a part to play in supporting the mental health of young people and it would be good to see less emphasis on the part of the media focussing on how people look, their image, which can have such a detrimental effect on young people.

SUPPORTLINE'S WORK WITH ADULTS

Rape and Sexual Assault

In January 2022 it was reported that a record number of rapes and sexual offences had been reported to Police over the last year. Figures from the National Office of Statistics showed that 63,136 in the year to September 2021 had been reported to Police. This was the highest recorded annual figure to date, up 13 per cent from the previous year, and made up for 37 per cent of all sexual offences recorded by police.

The ONS said figures show "noticeable increases since April 2021" following the kidnap, rape and murder of Sarah Everard in March. The 33-year-old was attacked and killed by Metropolitan Police officer Wayne Couzens, prompting a national debate about sexual violence, the safety of women and the response from government, police and prosecutors.

Over the last year, SupportLine has had an increase in victims of rape and sexual assault contacting us for support. While the majority are women the charity also has supported male victims of rape and sexual assault. In addition to supporting victims with the initial shock and trauma, we have a comprehensive database of specialist organisations and can refer, when needed, victims to local means of support such as face to face counselling and specialist rape support units. We also have victims contact us regarding abuse within relationships, and issues around consent.

Damage caused to victims can have a knock on effect to partners, parents and other family members who are at a complete loss what to say or do to help their loved one and feel very helpless and angry. It is essential that those who are supporting a victim of crime, also get support for themselves and we are able to help with that by giving emotional support and advice on ways in which they can be there for their loved one.

Adult Survivors of Childhood Abuse

Much of our work with adults is supporting adult survivors of childhood abuse, many of whom also struggle with mental health difficulties. This often includes survivors who have never disclosed before but are reaching out due to the enormous damage this has caused to their adult lives.

Some need practical skills to deal with trauma, nightmares, flashbacks, reoccurring memories, some need advice and help on disclosing to partners and families, some contact us after high profile cases have been in the media which has triggered off memories of their own abuse, some have had repeated damaged relationships, some have turned to drugs, alcohol, self harm, some have been in and out of the mental health system. It can be heartbreaking to see the damage that child abuse causes to its victims and the ongoing effect into their adult lives, but extremely rewarding to help them with their journey towards recovery and see them begin to heal, to become stronger individuals and to let go of the blame and guilt they may have carried for years and able to work towards a better quality of life.

Domestic Abuse

SupportLine receives a lot of requests for support from young people with their relationships and what is evident is that in some cases young people struggle to understand what constitutes a healthy relationship, to feel valued, respected, for there to be trust between partners, for kindness and caring. It seems that some young people are in controlling and abusive relationships, but not always able to recognise that this is the case. There is also lack of knowledge about consent and the law, and little understanding of the law around controlling and coercive behaviour.

Work in this respect includes educating about what a healthy relationship is, and working on lack of confidence and self esteem and helping an individual to become a stronger person, more knowledgeable, and more confident in taking decisions and making choices which will benefit them and their relationships.

It is very evident also in the damage that long term abuse can cause to its victims and we very often are supporting women who have for some time escaped an abusive relationship, but still very much suffering as a result of it. Victims, for instance, who have been in controlling relationships, may often find that their partner was instrumental in them cutting all contact with their family and friends so when they do leave a relationship it can be those family and friend relationships have become so broken down and fragmented, that the victims are left very isolated and alone. Getting the help they need to help them to process what happened, to be given the strategies to cope with the trauma of what they went through, and support to move forward with their lives is essential, so that in the future they have more chance to have positive and healthy relationships with others.

Mental Health

The number of people in need of mental health services continues to rise, and covid-19 accelerated this trend. There are so many people suffering and struggling with poor mental health, which is often exacerbated by being unable to get GP appointments which leads to frustration, depression, anger, but shows the value of charities such as SupportLine and others which support people with their mental health.

There seems to be lack of funding in the mental health services, long waiting lists to be seen, people feeling under supported, which is why SupportLine and many other charities are becoming overwhelmed with people desperate for help with their depression, suicidal feelings and attempts, chronic anxiety, PTSD, and other mental health conditions.

Men in particular seem to struggle with reaching out and voicing their feelings and over the last few years new voluntary groups have emerged specifically aimed at men supporting men which is great to see. So often we receive desperate pleas for help from men who tell us they can no longer go on, see no future for themselves and are ready to give up on life.

SupportLine is able to provide short and long term support to anyone struggling with their mental health. We have also offered advocacy help to those most isolated with no other means of help and directed callers to agencies which can assist them with benefit applications and appeals and support groups for anxiety and depression.

ANTI SOCIAL BEHAVIOUR

"ASB is often downplayed as a petty, 'low-level' crime. But put yourself in their shoes – to suffer from ASB is an ordeal that causes misery, disturbs sleep, anxiety, work and relationships – leaving victims feeling unsafe and afraid in their own homes. It can feel like you are living a nightmare."

Former Victims Commissioner Baroness Newlove

Report: Anti-Social Behaviour: Living a Nightmare.

Before she left her post as Victims Commissioner, in 2019 Baroness Newlove released a report on anti-social behaviour in partnership with ASB Help and Nottingham University. The report has shown that anti-social behaviour is being ignored by the authorities in England and Wales.

From the increased number of people contacting charities such as SupportLine desperate for help with this issue, it seems that sadly little has changed since that report was published.

The Victims' Commissioner found examples of police and council staff failing to appreciate the cumulative impact of persistent anti-social behaviour on its victims with each incident being treated in isolation and the underlying causes being ignored. The report also found it was generally down played with no recognition or understanding on the enormous impact it had on its victim's mental health, ability to hold down employment, or the strain on relationships.

The report found that those responsible for helping victims such as local Councils, landlords, Police, in too many cases, were not doing so, and victims were being passed from one organisation to another.

The report also highlighted the importance of the Community Trigger which was set up to help Victims who had been through the usual reporting procedure but it was evident that many of those tasked to help victims and sort out anti-social behaviour were not publicising this to victims and some had never heard of it.

It is evident from what we are being told by victims, that although we are aware of pockets of the country where Police and Councils are doing outstanding work in this area, generally it seems nothing much has changed and that many of those who are involved in working in anti-social behaviour, are clearly not even aware of the report, let alone read it. This is such a shame as if the recommendations of the report were implemented victims would find that they did have the support they needed to stop this crime.

We ourselves have seen the massive impact that anti-social behaviour has taken on its victims and because so little help is being given, and the anti-social behaviour is not being sorted out, it is very common for victims to have their lives blighted for years and years. Damage to their mental health with increased anxiety, depression, suicidal thoughts, some people too scared to even leave their homes, children becoming

targets of anti-social neighbours as well as adults, and the damage caused cannot be overestimated. Everyone should have the right to live in their own homes peacefully without living in fear.

What we have also found is very often those who are targeted by anti-social behaviour are the most vulnerable people in their communities, and can include the elderly and people struggling with mental health difficulties, learning difficulties and physical disabilities.

This makes it all the more shameful that victims are being let down time and time again feeling nobody is listening or even cares. In many cases victims report that they feel like they are being treated as a criminal while the perpetrator is being protected.

SupportLine can support victims with advice on what they can do to try and help get their case looked at seriously, emotional support for their mental health and wellbeing. However, we often feel very helpless and frustrated ourselves when those who have the power and authority to sort these matters out, are not doing so, leaving vulnerable people often living a nightmare.

Just a few examples of comments from victims of anti-social behaviour

'I am at my wits end, I cannot live my life like this any longer, I am exhausted and worn out and feel like I am going round and round in circles with nobody doing anything. I shouldn't have to live this way and no longer able to work as came crashing down after years and years of anti-social behaviour. Nobody is stopping it; I cannot take it anymore'.

'The constant noise, the threats, the taunts, abuse, all on camera yet nobody does anything. This has gone on for years and years and nobody cares. I've had enough'.

'All the authorities do is pass you backwards and forwards between them hoping you will give up and go away. They know I've got mental health problems and that's why they are doing it but nobody is stopping them'.

'My husband is dying and worrying about how I will cope when he is gone. Nobody respects the elderly; he is worried for my safety. The neighbours are allowed to do what they like making our lives a misery day after day. Where do we go from here?'

We can but hope with more awareness and increasing publicity given to this issue that more will be done, that all the recommendations of Baroness Newlove's report will be implemented and that victims will be put first and anti-social behaviour will be dealt with appropriately. We hope that those areas of the country which are doing outstanding work in this field, will be replicated elsewhere so victims no longer have to live a nightmare.

FEEDBACK

Dear SupportLine, I had to write to thank your wonderful charity for your continued support to me when going through such a difficult time. As a typical man, not used to speaking about feelings, it took a while to open up, but so glad I did, To be able to talk without being judged or bullied was a refreshing change for me. You greatly increased my confidence and belief in myself.

I was so sure I was going to kill myself, so saying thank you does not seem enough. Thank you for your patience, for somehow managing to calm me down, goodness knows how you did it, but so grateful to you for being there at the right time when I needed someone.

I know there must be others out there like me, lost and alone, desperately trying to find someone just to be there, to listen and to care. Finding your number online was a godsend to me, you literally saved my life, and helped me to see a reason for living. I thought I would be doing my family a favour by ending it all, but thanks to you realise that was the last thing they would have wanted.

Thank you from the bottom of my heart for being there when I needed you. So patient with me and encouraging me not to give up and take things slowly. I had not been out for ages and now manage to get to local places. I know I have a long way to go but a massive achievement for me just doing that. Knowing I can ring or email when I am struggling makes a great difference and so thankful for your support.

Long may your Charity continue as you have helped me enormously in facing my fears and helped me with healing from my past. It has helped knowing practical ways to deal with the flashbacks and memories I was getting from my childhood and it helps me to manage that trauma. I would love one day to be able to do the work you do and help others as I know how much your helpline has helped me.

FEEDBACK

The advice you gave me helped motivate myself to get out of the dark place my mind was in. I wish I had reached out sooner and would always recommend to others to do so sooner rather than later. Your helpline has set me on the right path to getting well and hopefully back to work in the not-too-distant future.

Hi SupportLine, thank you so much for your help recently. I wanted you to know the bullying has been sorted out and telling my mum was the best thing I did, and you were right, she just wanted to support me. Wish I had contacted you guys sooner as maybe the self-harm would not have got so bad. I really appreciate all the information you gave me on that and the self help course, I have started is really good and helpful.

Just wanted to say you have brought a little sunshine into an old person's life. I look forward to your calls and having a chat as do not get to speak to many people now I am unable to get out very often. Having problems with my mobility and declining health make it very difficult to get out and about as I once did and it is hard to keep positive when loneliness sets in.

Thanks so much for the email and all the information. Thank you also for the details of the organisation which managed to sort out the benefits for me so that is a weight of my mind. The local mental health charity you put me in touch with have done an assessment and will be able to allocate me a support worker so am feeling in a much better place than I was. It is hard when you do not know where to turn for help and what help is out there so really glad I found your details. It's been a lifesaver.

You pulled me out of despair and helped me to have hope. Thanks to you have managed to deal with stress without harming myself, am also eating a lot better now and not missing meals. My parents and friends have noticed the change in me and working hard to keep on top of everything. Speaking to the Helpline has stopped me from getting overwhelmed with life and I am a much happier person so thank you with all my heart.

SOME OF THE ORGANISATIONS, PROFESSIONALS & PROJECTS WHICH SUPPORTLINE HAS SUPPORTED THROUGHOUT THE YEAR

Warwick District Nursing Team, information provided on SupportLine for signposting to service

Brent Occupational Therapy Early Intervention Service, Central & NW NHS foundation Trust – update on SupportLine services included in their database

HM Prison & Probation Service – information on SupportLine provided for signposting to service.

Community Mental Health Team Gainsborough, Gainsborough CMHT – information provided on local services for a client

Mental Health Integrated Response Hub Northamptonshire – details of SupportLine services provided for signposting patients to service

Kent Social Care Health and Wellbeing – information provided on local services for client with disability

NHS Social Prescribing Link Worker, Birmingham – information on SupportLine and services for one of their patients

NHS Medical Practice Lancashire, information on supporting clients in acute mental health emergency

Youth In Mind Oldham, Lancashire details on SupportLine for signposting to service

Adult Lead Worker Services Trident Reach Birmingham, information on SupportLine for signposting to service and information on befriending services

Healthwatch Essex – information on infertility groups provided

Wellbeing Team, Hand in Hand Winchester Hampshire, information on local services to assist elderly client

NHS Warwick, District Nursing Team, provided leaflets for patients

Production Company producing documentary for Channel 4 on self harm, information provided

Healthy Lifestyle Programme West Midlands, information on SupportLine provided for referrals to service

NHS Birmingham and Solihull CCG, Medical Centre, information on SupportLine provided for signposting to service

NHS Social Prescriber, Surgery in Ipswich, information provided on local services supporting client with mental health difficulties

Community Wellbeing Officer supporting young people in Runcorn, details on SupportLine for signposting to service

NHS Foundation Trust, South Warwickshire, Department of Clinical Psychology, leaflets provided for signposting to service

NHS Social Prescriber Redbridge GP surgery, information provided on befriending for patient

NHS Nottingham local mental health team information provided for client adult survivor of sexual abuse

Independent Sexual Violence Advisor Manchester, information provided on local services of support for client

NHS Royal Devon and Exeter Foundation Trust – information provided on local services for adult survivor of childhood sexual abuse

Housing Association Wallasey Birkenhead, information provided on local services to support client with alcohol addiction

Psychological Wellbeing Practitioner Liverpool Bootle, information provided on SupportLine signposting to service

Hammersmith Central Mental Health Integrated Network Team & GP surgeries, London, information given to support client

London Borough of Barking & Dagenham, information provided to support client with bereavement

Mental Health Practitioner South Fulham Mental Health Integrated Network Team & GP PCN, information on SupportLine provided for signposting to service

Child Social Worker Warrington, information provided on local services to support adult survivor of childhood sexual abuse

NHS Blackpool Teaching Hospitals Foundation Trust, information provided on SupportLine for signposting to service to support survivors of domestic abuse.

Therapy & Wellbeing Centre in Bishop Auckland, leaflets and posters provided on SupportLine for signposting patients from their clinics.

Aerospace Company in Havant, information provided on service for employees Reflection Room

Mental Health Sanctuary based in Swansea information on service for signposting visitors in need of additional support.

Wellbeing Café for elderly people experiencing loneliness, information provided on SupportLine for signposting visitors to the Café.

ACHIEVEMENTS THROUGHOUT THE LAST YEAR

SupportLine has provided help, emotional support, advice, information, advocacy, befriending to some 7,148 people. This has been an increase on the previous year's figures of 6,734.

This has included direct services to people who are vulnerable, at risk, isolated and victims of abuse who request help for themselves, family members or friends.

Information and support given to Professionals, Statutory services, other charities and voluntary agencies from our database in respect of local and/or specialist services in order that they could pass to their clients' local sources of face to face support.

Advice and a listening ear given to Professionals, other charities and voluntary agencies over issues of concern and the best way of handling cases.

SupportLine is frequently asked for advice on setting up local support groups and over the last year this has included starting groups for partners of individuals with aspergers, and individuals with depression. We were also contacted by a gentleman who, as a result of his own past feelings of suicide, wanted advice on starting up a group for those with suicidal feelings. We were able to help with advice on setting up such a group including funding opportunities.

Where possible SupportLine tries to assist students with information for their dissertations and research projects. Over the last year this has included issues such as how Covid 19 impacted on the work of domestic abuse services, how Covid 19 impacted on homelessness, effects of childhood trauma on criminality in adulthood.

The Charity continues to be used by the media including agony aunts such as Deidre Sanders who has an agony column in the Sun newspaper. Deidre regularly gives out our details to readers on issues which have in the last year included relationships and relationship breakdowns, domestic abuse, and depression.

SupportLine was also used as a source of referral by the Sun and other papers to support victims of domestic abuse in relation to the high profile assault on celebrity Katie Price.

Over the last year SupportLine was contacted by a representative of the ex professional footballer Gavin Holligan. Gavin had released a single entitled 'No Man Is An Island'. It is a song of hope, with a message of solidarity and unconditional love.

After researching SupportLine, an invitation was extended to the charity to be part of a project Gavin was running to raise awareness around the support that organisations such as SupportLine provided. SupportLine was one of the charities chosen to have its details featured in a video to accompany the release of his song so people could be directed to organisations who they could turn to in support if they were in need, alongside the powerful message of the song being that 'you are not alone'.

The Charity continues to respond to need in any way we can and very much take on feedback from those we help and work to expand and adapt our services accordingly.

FINANCIAL STATEMENT FOR YEAR ENDING 31 MARCH 2022

SupportLine raised £47,363 and incurred an expenditure of £30,446 for the year ending 31 March 2022.

SupportLine had a surplus of £15,211.50 from the previous financial year leading to a total surplus as at 31 March 2022 of £32,128

Accounts prepared by an independent Accountant.

Kirit Shah BSc. FCCA
CS Property & Consultancy Services

TRUSTEES

Peter Barrell
Mike Knell
Jaiyesh Patel

Co-ordinator Geri Burnikell

SupportLine

PO Box 2860, Romford, Essex RM7 1JA

Tel: Admin: 01708 765222 Tel.Helpline: 01708 765200

Email: info@supportline.org.uk

Website: www.supportline.org.uk

SUPPORT LINE

Charity Registration no. 1097419

FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2022

Support Line

LEGAL AND ADMINISTRATIVE INFORMATION

Chairman

Peter Barrell

Vice Chairman

Mike Knell

Treasurer

Jayesh Patel

Co-ordinator

Geri Burnikell

Bankers

Natwest
Wanstead Branch
51-53 High Street
Wanstead
London E11 2XX

Accountants

CS Property & Consultancy Services
Kirit Shah BSc FCCA

Support Line

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Profit and loss account	3
Balance sheet	4
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Support Line

Forward to the Financial Statements

These Financial Statements have been prepared in accordance with CC64 SORP 2000 as issued by the Charity Commission in October 2000.

Since Support Line's Income for the year has been less than £100,000, it is classed as "small" and hence is eligible to produce the accounts on a receipts and payments basis.

K. Shah, B Sc, FCCA

Independent Accountant

Support Line

Statement of Trustees' Responsibilities

The Trustees are responsible for:

- keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the funds held on trust and to enable them to ensure that the accounts comply with requirements in the Charities Act 1993 and those outlined in the directions issued by the Secretary of State;

- establishing and monitoring a system of internal control; and

- establishing arrangements for the prevention and detection of fraud and corruption.

The Trustees are required under the Charities Act 1993 and under the National Health Service Act 1977 to prepare accounts for each financial year. The Secretary of State, with the approval of the Treasury, directs that these accounts give a true and fair view of the financial position of the funds held on trust, in accordance with the Charities Act 1993. In preparing those accounts, the Trustees are required to:

- apply on a consistent basis accounting policies laid down by the Secretary of State with the approval of the Treasury;

- make judgements and estimates which are reasonable and prudent;

- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the accounts.

The Trustees confirm that they have met the responsibilities set out above and complied with the requirements for preparing the accounts.

By Order of the Trustees

Signed

Chairman

Trustee

Date

Date

25/11/22

21/11/22

Support Line

Consolidated Statement of Financial Activities for the year ended 31 March 2022

	Notes	Total Funds £
Incoming resources		
Fundraising		978
Donations, Legacies and similar resources		2,735
Grants - Restricted Funds (Please refer to the note below)		43,650
Other incoming resources		
Total incoming resources	2	47,363
Resources expended		
Costs of generating funds		3,695
Grants paid		419
Activities in furtherance of charity's objectives		26,332
Management and administration		
Total Resources expended	3	30,446
Net incoming/(outgoing) resources		16,917
Fund balances brought forward at 31 March 20		15,211
Fund balances carried forward at 31 March 21	4	32,128

Support Line

Consolidated Balance Sheet as at 31 March 2022

	Notes	£
Fixed Assets		
Intangible Assets		-
Tangible Assets		-
Current assets		
Stocks		-
Debtors		-
Cash at bank and in hand	4	32,128
Creditors/Overdraft: amounts falling due within one year		-
Net Current Assets		32,128
Total Net Assets		<u>32,128</u>
Funds of the Charity		
Unrestricted		-
Restricted		32,128
Total Funds		<u>32,128</u>

Signed:

P. Banea

Date:

25/11/22

M. K. K.

21/11/22

Support Line

NOTES TO THE FINANCIAL STATEMENTS

1 Accounting policies

1.1 Accounting convention

The financial statements are prepared under the historical cost convention and in accordance with the Financial Reporting Standard for Smaller Entities.

1.2 Compliance with accounting standards

The accounts have been prepared in accordance with applicable accounting standards

2 Total Incoming Resources

All incoming resources are included in full in the Statement of Financial Activities as soon as the following three factors can be met: Entitlement, Certainty and measurement.

This represents the total income received during the financial year ending 31st March 2022

3 Total Resources Expended

Cost of generating funds comprise those costs directly attributable to fund raising activities.

Grants payable are included in the Statement of Financial Activities when approved by the Trustees.

Management and administration comprises costs of running the charity.

Training/supervision is provided to the "Support Line" by a volunteer hence nil expenditure.

4 Cash

The financial year had started with a credit balance of £15,211. A surplus of £16,917 increased this credit balance to £32,128.

The current authorised overdraft limit with the bank is £6,000.

FINANCIAL STATEMENT FOR YEAR ENDING 31 MARCH 2022

SupportLine raised £47,363 and incurred an expenditure of £30446 for the year ending 31 March 2022.

SupportLine had a surplus of £15,212 from the previous financial year leading to a total surplus as at 31 March 2022 of £32,129

Accounts prepared by an independent accountant.

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