

# LEWISHAM, GREENWICH AND SOUTHWARK SAMARITANS

England & Wales · Charity number 1167963

## Details

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**Status** Registered

**Legal form** CIO

**Registered** 2016-06-30

**Register** [View on the Charity Commission register](#)

## Contact

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**Address** The Samaritans  
5 Angus Street  
London  
SE14 6LU

**Phone** 02086925228

**Email** [lewisham.director@samaritans.org](mailto:lewisham.director@samaritans.org)

**Website** [www.samaritans.org/branches/samaritans-lewisham-greenwich-and-southwark](http://www.samaritans.org/branches/samaritans-lewisham-greenwich-and-southwark)

## Activities

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**Objects:** THE OBJECTS OF THE CHARITY ARE:3.1 TO ENABLE PERSONS IN LEWISHAM, GREENWICH, SOUTHWARK AND THE SURROUNDING AREA AS WELL AS ELSEWHERE WHO ARE EXPERIENCING FEELINGS OF DISTRESS OR DESPAIR, INCLUDING THOSE WHO MAY BE AT RISK OF SUICIDE, TO RECEIVE CONFIDENTIAL EMOTIONAL SUPPORT AT ANY TIME OF THE DAY OR NIGHT IN ORDER TO IMPROVE THEIR EMOTIONAL HEALTH AND TO REDUCE THE INCIDENCE OF SUICIDE;3.2 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; AND3.3 TO COLLABORATE WITH AND SUPPORT SAMARITANS CENTRAL CHARITY AND ITS AFFILIATED BRANCHES IN FULFILLING THESE OBJECTS.

**Activities:** We provide emotional support to anyone in emotional distress, struggling to cope, or at risk of suicide throughout the United Kingdom and Ireland and beyond through the Samaritans telephone helpline, email and text services.

## Classification

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- **How:** Provides Services, Provides Advocacy/advice/information
- **What:** Education/training, The Advancement Of Health Or Saving Of Lives
- **Who:** The General Public/mankind

## Geography

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- Greenwich
- Lewisham
- Southwark

## Finances

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Period end	Income	Expenditure	Assets	Employees
2025-03-31	£64,828	£38,148	-	-
2024-03-31	£20,513	£48,535	-	-
2023-03-31	£34,801	£41,902	-	-
2022-03-31	£33,634	£39,969	-	-
2021-03-31	£47,460	£34,710	-	-

## Trustees

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Name	Role	Appointed
Chloe Mabel Vaughan		2025-06-08
David Kenneth Waugh		2023-09-16
David Robert Cope		2023-09-16
Deborah Dowdall		2022-06-01
Ian Buchan		2024-09-14
Isobel Malin		2026-05-16
Martine Leroy		2025-09-13
Rosalie Allen		2025-06-08

## Linked charities

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- THE SAMARITANS OF LEWISHAM, GREENWICH AND SOUTHWARK (1167963-1)

**LEWISHAM, GREENWICH AND SOUTHWARK SAMARITANS**

England & Wales - Charity number 1167963

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# Accounts

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## Our vision



Every life lost to suicide is a tragedy, and our vision is that fewer people die by suicide.

## Our mission



To be there for anyone who needs someone. To give people ways to cope and be there for others. And to campaign to make suicide prevention a priority.

## Our values



### Listening

Exploring feelings alleviates distress and helps people to reach a better understanding of their situation and the options open to them.

### Non-judgmental

We want people to be able to talk to us without fear of prejudice or rejection.

### Confidentiality

If people feel safe, they are more likely to be open about their feelings.

### People making their own decisions

We believe that people have the right to find their own solution and that telling people what to do takes responsibility away from them.

### Human contact

Giving people time, undivided attention and empathy meets a fundamental emotional need and reduces distress and despair.

## What we do

Lewisham, Greenwich and Southwark Samaritans are an independent charity, and we are part of the national network of Samaritan branches, available 24/7 for anyone who is experiencing pain in their lives.

We want to make sure that people know they can call us to talk about their feelings regardless of whether they are feeling suicidal.

## Director's report



I would like to thank everyone who supports our branch whether that be by volunteering directly, contributing financially or helping out in other ways, for example, the local businesses which donate services or goods to assist with the running of the branch.

I have only been in post a few months, so this is my first report as Director. It seems that the voluntary sector, in general, is facing a number of challenges, most notably in relation to fundraising. Our branch, an independent charity, is one of approximately 200 in the national Samaritans Charity which recently announced a

series of proposals aimed at securing the future of the organisation and underpinning its primary objective that less people will feel that they want to take their own lives as a result of the support we are able to offer.

Although funding is a significant challenge, in many respects Lewisham Samaritans is in a very strong position. We have a very dedicated group of fantastic volunteers whose joint efforts enabled us to provide support to almost 18,000 people during 2024/2025. Our phone lines are manned round the clock. We provide support via email and in face-to-face contacts within the branch and at various outreach activities such as our regular visits to St Mungo's which is an assessment centre for homeless adults in New Cross. We also visit Belmarsh prison several times most weeks where we train and support selected prisoners to become listeners so that they, in turn, can support fellow prisoners who are emotionally distressed or suicidal.

I am immensely proud of the services which our branch provides and of the remarkable efforts of its volunteers, but the sad fact is that the demand for those services very often outstrips our capacity. This can result in unacceptably long wait times for callers who want to speak to a volunteer.

The plan we have developed for the three-year term of my directorship is very clearly aimed at increasing our numbers by recruiting more new volunteers and making sure that we continue to care for and support our

existing volunteers. This will allow us to answer more calls and to support more callers. We are fortunate to have a fairly constant stream of contacts from people who are interested in becoming volunteers. The challenge we face is the effort needed to train and support these new volunteers especially given that we have to devote considerable efforts to raising funds so that the branch can operate.

Our running costs are not huge, mainly because we have no paid employees, and because the London Borough of Lewisham provides us with the building from which we operate but we do have to maintain the building, pay for heat and light, as well as many of the other costs any small charity or business would incur.

If you feel that you would like to support us please visit our website where you can make a donation or register an interest to become a volunteer.

David 490





Vineeta distributing Samaritan fans at Flackstock 2025 in Crystal Palace Bowl, where we joined volunteers from Central London, Bromley & Orpington and Croydon to raise awareness.

## Outreach report

Although sadly we had to lose our Community Outreach Manager position in September 2024, we have continued to develop links with our local community. Since January 2025 we have reinstated regular visits to the local St Mungo's Centre, and also invited callers to speak to us face to face in the Branch. We supported three national initiatives with Network Rail, at Waterloo, London Bridge and Lewisham stations, and also made six visits to local stations across the year, raising awareness of our service. Our volunteers also attended events to raise awareness at local colleges, universities, and at other community and commercial organisations. These included Crisis at Christmas, HMRC's Staff well-being and community day.

And Suicide Prevention Awareness workshops run in conjunction with the London Borough of Hackney and the Corporation of the City of London.

## Training Report

When someone mentions the word 'Training' at Lewisham I have simultaneous feelings of pride and anxiety – pride because over the last three years we have achieved our goal of streamlining the 'training journey' so that all the cogs in the training machine run smoothly and in a state of mutual awareness of one another. Recruitment feeds Core Training, Core links to Mentoring, Mentoring knows when Embedding rounds are planned – and then, newly fledged, and keen-as-mustard, our post-Probationer Volunteers are kept stimulated by Continuous Development sessions.

I can honestly say we are a training 'team' with some stalwart and wonderful leads for each of these strands. Peter 808, Chloe1411, Barbara 567, Helen1266 stand up and take a bow right now!

And there are some absolutely terrific co-facilitators, event organisers, 'step-in-at-the-last-minute-ers' who similarly deserve applause. So many I may cause slight by omission, but Louise, Susan, Roshan, Karen, Ian, Adam, Ben you can all bask in the glow of my thanks for stepping up to the plate to help with aspects of training this last year.

My own training was so good I'd have spent hard-earned money on it. It gave me feelings, instincts and skills, I didn't know I could develop. Listening with complete acceptance of the caller; and not judging, which came hard to me as a bossy SME Company Director. There hasn't been a week in 13 years of volunteering when I haven't learned something new about how to listen.

Our goals over the next year are to increase our intake of new volunteers and find entertaining ways to keep a high percentage of our current volunteers with us.



Rosie with David, Barbara, Helen, Adam and Karen

## Our work in Prisons

The healthy relationship of mutual trust and respect that our branch has enjoyed for many years with Belmarsh prison has continued strongly in 2024-

2025, and the Listener Scheme we run there – like the work of the Samaritans more generally – remains highly valued by prisoners and prison staff.

Our team of prison support volunteers numbers 22 at present, including 13 from our neighbouring branches Bexley and Dartford and Bromley and Orpington. Over the year we have trained 41 new Listeners, but as ever several of these have left, usually as the result of being transferred to another prison. We currently have 18 active Listeners in our team.

At the end of August 2025 our Branch Prison Support Officer, Debbie Wilkinson, stood down after an incredible 13 years of devoted service in the role, and we are hugely grateful for the wonderful work she has done over that unusually long period, supporting Belmarsh prisoners and staff and leading the Listener and prison volunteer teams.

We thank David Cope for agreeing to take over from her as BPSO Belmarsh from the beginning of September 2025. We are also grateful for the support of our new Regional Prison Support Officer for the London region, Lesley Hart. With her encouragement we plan to do everything we can to maintain and improve our well-established Listener Scheme at HMP Belmarsh and continue to offer high-quality training and support.

# Finance Report and Accounts 2024-25

## Introduction

2023-24 was a challenging year from a financial point of view which saw a significant reduction in our reserves due to decreased income from fund-raising and grants. In 2024-25, the Trustees took significant steps to reduce expenditure while the fund-raising team have redoubled their efforts to very good effect. As a result, the Trustees are pleased to report that our financial position has improved very significantly and that the branch is now on a stable financial footing.

We have reviewed and updated our Financial Policies to ensure they reflect best practice. We have also made significant improvements to the financial reporting which the Trustees scrutinise on a monthly basis to monitor our income and expenditure.

We are very grateful to Mrs Carolyn Holbrook who has agreed to continue as our Independent Financial Examiner.

## Income

	Notes	2024-25	2023-24
Bank interest		633	776
Donations		21,947	12,122
Funds raised		20,209	7,615
Grants	1	22,039	0
<b>Total</b>		<b>64,828</b>	<b>20,513</b>

## Expenditure

	Notes	2024-25	2023-24
Premises overheads	2	18,517	19,434
Direct charitable expenditure	3	6,891	4,860
Management & administration	4	3,835	6,030
Community outreach activity	5	8,859	17,936
<b>Total</b>		<b>38,148</b>	<b>48,535</b>

Surplus/Deficit

**2024-25**    **2023-24**

**£26,680**    **-£28,022**

## Statement of Assets and Liabilities as at 31 March

Cash balance brought forward from previous year	24,377	52,399
Surplus/Deficit for the year	26,680	(28,022)
Carried forward to next year	51,057	24,377

## Fixed Assets

Leasehold improvements brought forward	79,383
Depreciation charge for the year	5,670
Carried forward	73,713

In 2009, the Branch acquired a 30-year lease for 1-5 Angus Street London SE1 6LU from the London Borough of Lewisham for a peppercorn rent. Refurbishment work started in November 2008 and the Branch moved in and started operating there in April 2009. Funds spent on the refurbishment of the building have been shown as a capitalised asset. The depreciation for the refurbishment is deducted annually on a straight line basis.

## Notes to the Accounts

<b>Note 1 Grants</b>	<b>22,039</b>
National Lottery Grant (£5,000 of which is restricted for refurbishment of the branch)	20,000
Listener scheme branch grant payment	2,039

<b>Note 2 Premises Overheads Total</b>	<b>18,517</b>
Insurance and bank charges	920
Housekeeping	1,177
Premises Overheads	2,520
Rates	1,421
Repairs and maintenance	6,176
Utilities	6,303
<b>Note 3 Direct Charitable Expenditure</b>	<b>6,936</b>
Branch contribution to Central Charity	1,983
Telephone and internet	1,680
Prison expenses	1,156
Volunteers' travel expenses	2,117
<b>Note 4 Management and administration</b>	<b>3,835</b>
Administrative Support	3,345
IT software and stationery	490
<b>Note 5 Community Outreach Activity</b>	<b>8,859</b>
Community Outreach Manager pension	626
Community Outreach Manager Salary, PAYE & NI	8,233

### **Note 6: Payment to Trustees**

No payments have been made to Trustees except to reimburse purchases made for the Charity or expenses in the usual course of volunteering.

### **Note 7: Reserves**

The Charity seeks to maintain its reserves at the equivalent of no less than six months' normal running costs.

### **Approval of Financial Statements and Accounts**

Approved David Waugh – Director 1 September 2025

Approved Chloe Vaughan – Treasurer 1 September 2025

### **Independent Examiner's Report**

Independent Examiner's Report on the Accounts Report to the Trustees/Members of Lewisham, Greenwich and Southwark Samaritans on accounts for the year ended 31 March 2025 set out on pages 9-13.

I report to the Trustees on my examination of the accounts of the above charity (The Trust) for the year ended 31 March 2023. As the charity trustees of The Trust, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act of 2011 (The Act). I report in respect of my examination carried out under section 145 of the 2011 Act and in carrying out my examination I have followed the applicable Directions given by The Charity Commission under section 145 (5)(b) of The Act.

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination which gives me cause to believe that, in any material respect:

- Accounting records were not kept in accordance with section 130 of the Act or
  - The accounts do not accord with the accounting records.
- I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in order to enable a proper understanding of the accounts to be reached.

**Signed** Mrs Carolyn Holbrook, Independent Examiner

11 September 2025

5 Croftside, Bures St Mary, CO8 9LL

### **Trustees 2024-25**

Jean Gilardi – Director (to June 2025)

David Waugh – Secretary (to June 2025) Director (from June 2025)

Eleftherios Italos – Secretary (from June 2025)

Sandra Snelgrove – Treasurer (to June 2025)

Chloe Vaughan - Treasurer (from June 2025)

Rosalie Allen

Ian Buchan

David Cope

Deborah Dowdall

John Sabine (to June 2025)

### **Thank you**

We owe a huge thank you to our 120 volunteers for giving so much of their time to deliver our service – listening to callers, responding to emails, reaching out

to our local community including the local prisons. Also training and mentoring new volunteers and keeping the branch running as an effective and well managed charity.

We could not do this without our generous supporters either –

The National Lottery Awards for All Fund

London Borough of Lewisham

Maggie Tetlow and the Dulwich Golf Club members

Louise Eldridge for running the London Marathon, and her sponsors

Blackheath Choral Society

Citibank Ireland

The late Caroline Adie, and all who made donations in her memory.

Diamond Digital Print

And many donors who prefer to remain anonymous

## **Fundraising report**

For the financial year 2024-25 the Branch raised £61,741 in donations, grants and fundraising – including a generous donation from the National Lottery Awards for All Fund, and massive efforts from volunteers undertaking sponsored triathlon and marathon events, Carol singing with Blackheath Choir at Canary Wharf, and great generosity from individuals.

Costs continue to rise, and we cannot be complacent. If we want to expand our outreach, and secure our branch for the future, we need to keep raising awareness of our service, and raising funds to keep the Branch running.

## Ways to support our Branch

- **Donate** directly via our website [www.samaritans.org/branches/lewisham](http://www.samaritans.org/branches/lewisham) and click on the donate button on our web-page. You can make this a one-off gift or set up a regular donation.
- **Select us as your charity** if you are undertaking a sponsored challenge or fundraising event.
- **Support us through Give as You Live** – a free and easy way to raise money when you shop online, with more than 6000 stores and services signed up: [www.giveasyoulive.org](http://www.giveasyoulive.org)
- **Hire our meeting rooms** for a meeting, small conference or course – all proceeds go back into supporting our work. You can find a link and full details of the rooms available and the costs on our website: [www.samaritans.org/lewisham](http://www.samaritans.org/lewisham)

You can also scan the QR code below which will take you



our donation portal. **If you would like to find out more about supporting us, please contact [lewisham.director@samaritans.org](mailto:lewisham.director@samaritans.org) or [lewisham.fundraising@samaritans.org](mailto:lewisham.fundraising@samaritans.org)**

**LEWISHAM, GREENWICH AND SOUTHWARK SAMARITANS**

England & Wales - Charity number 1167963

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# Accounts

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**SAMARITANS**

Lewisham, Greenwich  
& Southwark

**Whatever  
you're facing**  
**We're here to listen**

**Annual Report 2023–24**

## Our vision



Every life lost to suicide is a tragedy, and our vision is that fewer people die by suicide.

## Our mission



To be there for anyone who needs someone. To give people ways to cope and be there for others. And to campaign to make suicide prevention a priority.

## Our values



### Listening

Exploring feelings alleviates distress and helps people to reach a better understanding of their situation and the options open to them.

### Non-judgmental

We want people to be able to talk to us without fear of prejudice or rejection.

### Confidentiality

If people feel safe, they are more likely to be open about their feelings.

### People making their own decisions

We believe that people have the right to find their own solution and that telling people what to do takes responsibility away from them.

### Human contact

Giving people time, undivided attention and empathy meets a fundamental emotional need and reduces distress and despair.

Lewisham, Greenwich and Southwark Samaritans are an independent charity, and we are part of the national network of Samaritan Branches

## Director's report



Hello Everyone - Volunteers and Supporters

Welcome to our 2023-24 Annual Report.

I am now into my final year as Director and have never known two years go by so quickly. It has been tough at times, but we have some incredible volunteers, who put in so many hours to ensure we can be there for our callers, who are often at their most desperate. And I would never have been able to do even half of what I do without the support of the Leadership Team and all volunteers who have supported other roles within the branch, including our support volunteers.

At the time of writing this in July 2024, we have 109 Listening volunteers, including 14 new volunteers who are still being mentored, plus 7 Support volunteers. And we are now interviewing potential new volunteers for our next round of training, which will start again in October.

Outreach has really taken off in this last year. We have attended Freshers Fairs at local universities; we have visited 5 local train stations during the morning rush hour, handing out contact cards and speaking in more detail to others passing through and on Marathon Sunday we were at Waterloo Station to greet members of the public coming and going to cheer on the runners.

We continue with our work in HMP Belmarsh, with a dedicated team of volunteers, training and supporting Listeners to be there for their fellow prisoners.

After heavy rain earlier in the year, and a survey of our roof, we have had to have temporary repairs done, guaranteed for a minimum for 2 years, and will now have to start raising funds for a complete new roof for our building. And we still need to improve our fundraising, including using opportunities to rent our downstairs rooms to local organisations, when not in use for training or social activities, which had to stop completely during Covid.

We are deeply grateful to Maggie Tetlow – Ladies' Captain at Dulwich Golf Club, who chose us as her Charity of the Year. The fundraising events and appeals she organised among club members and friend has raised over £7,500 for our Branch.

Many thanks also to Blackheath Choir: their beautiful and joyful carol singing at Canary Wharf, just before

Christmas, helped us with our largest fundraising collection of the year.

And I would like to say a very special thank you to all our supporters who generously donate to our branch, especially in these difficult times. Without you we would not be able to keep the branch running.

Jean 996



Choir supporting Samaritans at Waterloo station.



Collecting at Canary Wharf Station in December helped raise much needed funds. Our thanks to Blackheath Choir and TfL whose support made this possible.

## Outreach report

We are hugely indebted to Nathan Lewis who has been our Community Outreach Manager since 2020. Sadly we have had to make his post redundant until we are in a better financial situation, but his work has created many brilliant local links for the Branch.

Over the year we attended Freshers Fairs at local universities in the early autumn, where we were there to raise awareness of Samaritans to new students, many leaving their family homes, cities, or even countries, for the first time.

As part of the national charity's Network Rail initiative, we attended five local train stations during the morning

rush hour, handing out contact cards and speaking in more detail to passengers and staff. We also supported 3 shows at Greenwich Theatre, WAWWO by Matt McGuiness. The shows covered his journey to the Edinburgh Fringe, and his struggle with depression. We were able to talk to the audience during the interval and after the show.

# Finance Report and Accounts

## 2023-24

### Introduction

During the financial year 2023/ 24 the branch used £27,845.02 from its cash reserves to support day to day spending and the redecoration of the front of the building, which has reduced the cash in the bank at the start of April 2024 to £24,377.31.

Therefore, the Trustee Group agreed take a number of cost-cutting measures, to bring the budget back in line. These sadly included making the post of Outreach Manager redundant, as well as cutting other administrative costs and transferring the responsibility for cleaning to branch volunteers. Further measures are required to ensure the branch finances are put on a sustainable basis going forward.

## Income

	Notes	2023-24	2022-23
Donations		12,122	16,151
Funds raised		5,475	8,332
Grants		0	7,825
Bank interest		776	372
Prison Grant	1	2,140	2,121
<b>Total</b>		<b>20,513</b>	<b>34,801</b>

## Expenditure

	Notes	2023-24	2022-23
Premises overheads	2	19,434	11,476
Direct charitable expenditure	3	4,860	6,750
Fundraising and publicity		276	216
Management & administration	4	6,030	7,700
Community Outreach Activity	5	17,936	15,760
<b>Total</b>		<b>48,535</b>	<b>41,902</b>

**Surplus/Deficit****2023-24 2022-23**

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**-£28,022 -£7,101**

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**Statement of Assets and Liabilities as at 31 March 2024**

Cash balance brought forward from prior year	52,399	59,500
Surplus/(deficit for year)	(28,022)	(7,101)
Carried forward to next year	24,377	52,399

**Fixed Assets**

Leasehold improvements brought forward £85,053

Depreciation charge for the year £5,670Carried forward £79,383

In 2009, the Branch acquired a 30-year lease for 1, Angus Street London SE1 6LU from the London Borough of Lewisham for a peppercorn rent. Refurbishment work started in November 2008 and the Branch moved in and started operating there in April 2009. Funds spent on the refurbishment of the building have been shown as a capitalised asset. The depreciation for the refurbishment is deducted annually on a straight-line basis.

## Notes to the Accounts

### Note 1 - Prison Grant / Expenditure

Prison Expenses (recorded within 'Note 3 - Direct Charitable Expenditure') have been reimbursed through a grant from Her Majesty's Prison and Probation Service (HMPPS) which includes a contribution to general branch costs.

<b>Note 2 Premises overheads</b>	
Insurance and Bank charges	66
Utilities	6,023
Repairs and maintenance	5,642
Housekeeping	7,703
<b>Total</b>	<b>19,434</b>
<b>Note 3 Direct Charitable Expenditure</b>	
Telephone and internet	2,904
Volunteers travel	1,818
Prison expenses (see note 1 above)	138
Branch contribution to Central Charity	0
<b>Total</b>	<b>4,860</b>

<b>Note 4 Management and Administration</b>	
Administrative Support	4,506
IT software and stationery	1,524
<b>Total</b>	<b>6,030</b>
<b>Note 5 Community Outreach Activity</b>	
Community Outreach Manager salary	14,366
Community Outreach Manager pension	1,059
Community Outreach Manager PAYE	2,511
<b>Total</b>	<b>17,936</b>

#### **Note 6 - Payment to Trustees**

No payments have been made to Trustees except to reimburse purchases made for the Charity or expenses in the usual course of volunteering.

#### **Note 7 – Reserves**

The Charity seeks to maintain its reserves at the equivalent of 6 months normal running costs.

#### **Approval of Financial Statements and Accounts**

Approved: Jean Gilardi, Director                      1 December 2024

Approved: Sandra Snelgrove, Treasurer   1 December 2024

## **Independent examiner's report**

Independent Examiner's Report on the Accounts Report to the Trustees/Members of Lewisham, Greenwich and Southwark Samaritans on accounts for the year ended 31 March 2023 set out on pages 6-10.

I report to the Trustees on my examination of the accounts of the above charity (The Trust) for the year ended 31 March 2023. As the charity trustees of The Trust, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act of 2011 (The Act). I report in respect of my examination carried out under section 145 of the 2011 Act and in carrying out my examination I have followed the applicable Directions given by The Charity Commission under section 145 (5)(b) of The Act.

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination which gives me cause to believe that, in any material respect:

- Accounting records were not kept in accordance with section 130 of the Act or
- The accounts do not accord with the accounting records.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in order to enable a proper understanding of the accounts to be reached.

**Signed** *Carolyn Holbrook*

*22 January 2025*

**Mrs Carolyn Holbrook 5 Croftside, Bures St Mary, CO8 9LL**

## Trustees 2023-24

Jean Gilardi – Branch Director

Sandra Snelgrove – Treasurer

Will Skinner – Secretary (to Jan 2024)

David Waugh Co-opted Secretary from Jan 2024

Caroline Adie (resigned April 2024)

Ian Buchan (co-opted Jan 2024) David Cope

Deb Dowdall

Ruth Driscoll (To Dec 2023)

John Sabine

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## Marathon achievement



Lewisham Volunteer Stephen 1498 ran 2024 London Marathon, raising funds for the Samaritans Central Charity. He describes his experience:

“When I ran a half marathon in 2021, I swore blind at the finishing line that I would never run that far again. In summer 2023 a colleague

described how it had taken her ten attempts to get a place in the London, but she eventually succeeded and enjoyed the experience. Then I found out that Samaritans had been chosen as the official race charity of 2024. That meant that they had 500 places in the marathon, compared with 50 in a normal year, I offered to run for them, never really expecting to be selected.

“When I heard that I had a place, a certain element of panic set in. How was I going to find time to train three times a week all winter, sometimes running for three hours? And how was I going to raise the £4000 I had rashly promised them I would raise.

“The training was a blessing. I am normally reasonably good at getting up early on a Sunday morning to go running, but having the marathon to work for gave me a sense of purpose throughout the winter and helped me maintain my mental and physical health. I built up the distances gradually, so remained injury-free. The nasty bout of man-flu about three weeks before the race fortunately went away in time.

I was overwhelmed by how generous people were. I had donations from people I didn't know, people I hadn't seen for 20 years; from people I suspected were going through a hard time themselves and people I would never have asked for sponsorship. I feel that many could relate to Samaritans and recognised the seriousness of the situations we deal with.

The race day itself was definitely memorable, with amazing support from the crowd throughout. Thank you everyone who supported me, especially those who made financial contributions and gave me fundraising tips. I'm incredibly grateful to the Samaritans who cheered us on and organised an excellent reception for all the runners after the race.

**Our volunteer Louise Eldridge will be running in the 2025 London Marathon for Lewisham Branch – you can sponsor her here:**

<https://2025tcs londonmarathon.enthuse.com/pf/louise-eldridge-samaritans>

## **Thank you**

We owe a huge thank you not only to our volunteers for giving their time to keeping the phone lines open, the branch running and our Outreach continuing in local prisons, colleges, community and other organisations.

We also owe a lot to the generous organisations and individuals who give us financial support. We depend on their support to keep the service running and the lights and computers on. So thank you:

Blackheath Choral Society ★ Maggie Tetlow and Dulwich Golf Club members ★ Diamond Digital Print ★ London Borough of Lewisham ★ Matt McGuinness ★ Sarah Millican ★ Susan Yau and Richard Wait ★ The other generous individuals and organisations who provide free supplies and services, regular monthly donations, and who prefer to remain anonymous.

## Fundraising and ways to support our branch

We are extremely grateful to everyone who has raised funds for us, or given their own funds or influenced other grant givers to support Lewisham Greenwich and Southwark Samaritans over the past year.

We are a registered charity and rely on donations to keep our branch open, our phone lines available for callers and our volunteers warm, fed and supported while they are on shift. We are affiliated to the National Samaritans Charity, but we are not funded by them.

There are many ways you can support our Branch.

- **Donate** directly via our website [www.samaritans.org/branches/lewisham](http://www.samaritans.org/branches/lewisham) and click on the donate button on our web-page. You can make this a one-off gift or set up a regular donation.
- **Select us as your charity** if you are undertaking a sponsored challenge or fundraising event.
- **Support us through Give as You Live** – a free and easy way to raise money when you shop online, with more than 6000 stores and services signed up. [www.giveasyoulive.org](http://www.giveasyoulive.org)
- **Hire our meeting rooms** for a meeting, small conference or course – all proceeds go back into supporting our

work. You can find a link and full details of the rooms available and the costs on our website.

**You can also scan the QR code below which will take you our donation portal.**



**If you would like to find out more about supporting us, please contact [lewisham.director@samaritans.org](mailto:lewisham.director@samaritans.org)**

**Lewisham Greenwich and Southwark Samaritans is a Charitable Incorporated Organisation registered in England and Wales no: 1167963**

# We're here to listen

Call free day  
or night on

**116 123**

Email

[jo@samaritans.org](mailto:jo@samaritans.org)

Web

[samaritans.org/lgs](http://samaritans.org/lgs)

Visit us

1-5 Angus Street

New Cross

SE14 6LU

**SAMARITANS**

Lewisham, Greenwich and Southwark Samaritans is a Charitable Incorporated Organisation registered in England and Wales (1167963). Our registered office is located at 1-5 Angus Street, New Cross, London SE14 6LU.

**LEWISHAM, GREENWICH AND SOUTHWARK SAMARITANS**

England & Wales - Charity number 1167963

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# Accounts

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## Our vision, mission and values

### Samaritans' vision is that fewer people die by suicide

We do this by:

#### **Making sure there's someone there for anyone who needs someone**

24 hours a day to anyone who calls for help via our unique 24-hour listening service, email, letter, face-to-face, online-chat and our Welsh language service.

#### **Giving people ways to cope and the skills to be there for others**

We encourage, promote and celebrate those moments of connection between people, that can protect and even save lives.

To do this we work in schools, prisons, workplaces and communities, and in partnership with organisations like Network Rail.

#### **We campaign to make suicide prevention a national and local priority**

We campaign locally and in partnership with other Samaritan branches to raise awareness and influence decision-makers.

### Our Values:

We are committed to the following values:

- 1) **Listening**, because exploring feelings alleviates distress and helps people reach a better understanding of their situation and the options open to them.
- 2) **Confidentiality**, because if people feel safe they are more likely to be open about their feelings.
- 3) **People making their own decisions**, wherever possible, because we believe that people have the right to find their own solution; and telling people what to do takes responsibility away from them.
- 4) **Being non-judgemental**, because we want people to feel able to talk to us without fear of prejudice or rejection.
- 5) **Human contact**, because giving people time, undivided attention and empathy meets a fundamental emotional need and reduces distress and despair.

*Cover photo – Sandra, from Phillip Job's exhibition of photos: First Duty*

# Lewisham, Greenwich & Southwark Branch

Annual Report 2022-23

**SAMARITANS**

A registered charity

## What we do

Our volunteers support people who are experiencing feelings of distress or despair, including those which may lead to thoughts of suicide, by offering emotional support via telephone, email or face to face contact.

Our branch has over 80 dedicated listening volunteers from diverse and varied backgrounds who all share the same common values: they are non-judgemental, caring and genuinely want to support whoever calls, emails or visits the branch. We also have a team of 12 support volunteers who share these values but prefer to give time to support the smooth-running of the branch.

## Director's Report



Hello Everyone, Volunteers, Supporters and friends of our Branch.

Welcome to our 2022-23 Annual Report.

I can't believe it is now 15 months since I took on the role of Director. It has been an exciting year, but I would never have been able to have achieved anything without the support of the whole Leadership Team and all the volunteers who have filled shifts or taken on extra roles during this time. Thank you all.

Our Quality Review (formerly Visit) over a weekend in May this year, went well and was very positive. We looked at our progress over the last year and our plans to strengthen the branch over the next year. All Core and Embedding training is now held in branch, after several years on Zoom due to Covid, and we have re-introduced our annual Co-Partnering shifts for all volunteers to support and learn from each other. We are also looking to improve the number and diversity of our volunteers to better fit the local demography. Slowly we are covering more Outreach shifts and hope to re-introduce Face to Face visits for our callers in the near future. And we continue with our work in HMP Belmarsh, with a dedicated team of volunteers, training and supporting Listeners to be there for their fellow prisoners.

This year we are redecorating the branch to ensure we remain a warm and comfortable branch for our volunteers and others who use our downstairs space. We still need to improve our fundraising, including using opportunities to rent our space to local organisations, when not in use for training or social activities, which had to stop completely during Covid. And thank you to Peter and John for keeping our wonderful garden a peaceful and delightful place for our volunteers to relax and unwind after a difficult shift.

And a very special thank you to all our supporters who generously donate to our branch, especially in these difficult times. Without you we would not be able to keep the branch running.

**Jean 996**



*In 2019, our volunteer Phillip Job created First Duty - a photo, audio and video exhibition of our work, which was highly acclaimed. We are delighted that he has allowed us to display some of this in our Training room. The image on the cover of Sandra, and that above of Nina are just two of these.*

## Summary Statistics

We started the financial year with 64 active listening volunteers in the branch and ended it with 81 which is brilliant news.

Over the year from April 2022 to March 2023, our volunteers answered **12,301** calls and **1,674** emails.

Between April and June 2023 we spoke to a further **3419** callers and answered **412** emails.

We trained 33 new volunteers during four eight-week training sessions and were delighted to welcome back two returning volunteers.

## Outreach report

For more than ten years we have employed a part-time Outreach Manager to develop links with local organisations and ensure our work is known in relevant health, education and community sectors in Lewisham, Greenwich and Southwark. Since 2020 Nathan Lewis has held this position, and last year Angelina has taken on the role of Deputy Director for Outreach.

Their priorities are:

- To improve communication within the branch about Outreach opportunities and increase the involvement and engagement of volunteers from the branch in Outreach activities
- To introduce volunteers to Outreach initially through one-off activities
- To strengthen relationships with key community groups and organisations and institutions to generate outreach opportunities
- To develop connections with neighbouring branches engaged in/interested in outreach to provide additional capacity
- To link with and support the work of those in the branch responsible for EDI and fundraising
- To continue to have an active presence in Lewisham, Greenwich and Southwark' voluntary and community sector.

Since the relaxation of lockdown, Nathan has spent time researching guiding principles that underpin the direction of outreach. One of them has been the concept of 'Systems Change'. Under this framework, Outreach has focused on developing relationships and connections, practices and mental models. The mental models section has been important both internally and externally due to external stakeholders understanding and belief of what the Samaritans do and internal perceptions on the relevance, importance and role of outreach for the branch.

### Highlights

- *Collaboration with Samaritans and London Bridge City* - We collaborated with the organisation that owns/monitors the area around London Bridge/ Tower Hill to strategically place SAMS posters around the area to help reduce suicide attempts.
- *Women of the World* -We provided volunteers to this yearly event that promotes gender equality and celebrates the achievements of women globally.
- *Black Men's Mental Health* -A collaboration with NAZ Project London to provide a space for Black Queer men to discuss mental health and provide information about LGS SAMS.



# Lewisham, Greenwich & Southwark Branch

Annual Report 2022-23

SAMARITANS

A registered charity

- *Bella - Greenwich's Black Community, mental health and the Samaritans* A collaboration between SAMS branches in South London, Bella Rose (A Black mental health activist) and Greenwich Council
- *Kings College Freshers Day* – working with Central London Samaritans, we attended this Freshers' day to provide awareness raising of the Samaritans to local students. Nearly 200 students were connected with/supported during the event.
- *Involvement in local Suicide Prevention Strategy Groups* – we have had increased involvement in the tri-borough groups, alongside Samaritans Head Office. Samaritans has been recognised as an important partner, particularly on media reporting.

## Partnerships:

*999 Club* - The main focus has been having an established regular outreach session with *the 999 Club/Bridge Cafe*. Sessions started promisingly and we have been fortunate to have a small number of committed volunteers. Ideally, the Bridge Cafe would like 2-3 consecutive weekly sessions at a time to support the short-term service users they support. After a break, this will now restart in September 2023, with the aim of doing the middle two Thursdays in a month for consistency. We are aware we need to create a larger team of volunteers to focus on this and other regular outreach activity.

*St Mungo's* - In February/March 2023, LGS re-engaged with the Pagnell Street branch of *St Mungo's* with an offer to revisit the partnership. The branch is open to the idea and welcomes any potential support. Once again, they revisited the area of consistency and reliable visits, so that service users are fully supported. LGS has drafted a memorandum of understanding with *St Mungo's* to start the partnership process and is awaiting confirmation from them on next steps.

**Education outreach** - Traditionally, Samaritans schools outreach has focused on primary and secondary schools. There is an emerging focus on working with colleges. LGS has been in dialogue with Lewisham College about how best we can support the students. Previously, LGS has supported them at health and wellbeing fairs and freshers fair events. Since March/April, LGS has been liaising with them, to explore support we can offer them and the students. We are currently waiting for confirmation from Lewisham College on next steps. NL to follow up before term ends.

The Sept-Nov period is usually busy with student freshers' fairs. The outreach goal is to provide outreach awareness in at least four different universities across the boroughs. This represents an opportunity to make 1,000s of contacts and develop closer links with the sector education. At present, we are confirmed for Kings College London, Ravensbourne College and hope to confirm University of Greenwich in the coming weeks. We have had to rebuild relationships with these colleges since lock-down, but it is clear that there is now a strong interest in connecting with us which should be a good opportunity for the branch.

Of course every Samaritan Branch firmly believes that they are the friendliest and the best. This year Lewisham Greenwich and Southwark Samaritans feel they have proof positive of this, as we celebrate two amazing volunteers who have been with the Branch for 50 and 45 years respectively.



### Chris 192 reflects on being a volunteer with Lewisham Samaritans since 1973

I have been a volunteer at the branch for over 50 years, which is more than 2/3rds of my life. In that time, as you would expect, there have been many changes in the branch as well as nationally with the Samaritan organisation. Here are a few that stand out for me:

We are now based in our 3<sup>rd</sup> centre, probably the most spacious, with the relaxing environment of Fordham Park on our doorstep. From the opening of Lewisham, Greenwich and Southwark branch and during the 50 years I have been a volunteer, the branch has been generously supported by Lewisham council which has enabled us to rent a building at a peppercorn rent. The various premises

we have been based in have all been in and around New Cross.

There have been 21 different people acting as Director over the time I have been at the branch, with two “brave” individuals taking on being our Director twice. The role of director is not an easy one and takes a lot of time to be effective in the role.

For many years, one volunteer on many shifts was the norm, but the branch stayed open 24 hours a day every day of the year, even when there were only 50 active volunteers available. If the rota secretaries’ job is a challenge these days, imagine how it was then! Only occasionally, when there was no volunteer available, would either the shift-leader have to come in to the centre to be on duty, or on rare occasions calls were diverted to the leader’s home phone for a duty. This would never happen nowadays. We now must have at least two volunteers on every duty.

Duty patterns have basically remained the same over 50 years, although when I started, night duties were from 10.30 pm to 7.30 am – yes 9 hours! After the night duty when there was little opportunity to sleep, I would go straight on to my job, teaching a class of 39 reception-age children in a school in the Old Kent Road, crashing out that evening exhausted!

When I started callers were called clients. Several initiatives to support callers were tried. One of them, the Brenda line, to support callers who wanted to be sexually explicit came and went. As did

# Lewisham, Greenwich & Southwark Branch

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the flying Squad, where we would go out to callers across our area who were in distress and either spend time with them at the location where they were or bring them back to the centre to provide emotional support. There was also 1-2-1 befriending of callers for up to 6 months, seeing the caller in their homes, or local bars and cafes ... Think of the safeguarding implications that could raise!! This support was monitored by a leader who checked all was going well.

We now support callers via E- mails as well as over the phone, and are soon to have instant messaging but, in my view thank goodness, texts came and went.

There was no IT support until the last 15 years or so. What a difference '3rings' management system has made to our organisation within the branch, particularly communication and the volunteer rota. Now there is a national phone system, which has its moments, but does mean we are busy all the time. This has been made possible by significant donations to the Samaritans, which has also meant that callers can call the Samaritans on a national free phone number 116 123. However, our branch has to raise its own income to meet its costs of about £60k a year. Volunteers engage in a wide range of fund-raising activities, and we rely on donations and bequests and support from other organisations and firms to pay our bills!

The selection of new volunteers and their training has changed significantly over the 50 years. Now there is a national programme which all potential volunteers must work through. Once a volunteer starts as a listening volunteer, for several weeks, they are supported by an experienced Samaritan as their mentor. When I started, we had either a "mother or father" to support us, which was not particularly well organised. On my first duty, my "father" didn't turn up as they had a family emergency to deal with, so for a couple of hours I was on my own until another Samaritan came to provide me support, a "baptism by fire"!

In recent years there has been a significant focus on safeguarding callers, particularly vulnerable people, and children. We also now use a softer approach to asking the suicide question. This is still a key part of our conversations with callers and as far as possible, we should always check out how s/he is feeling about their life going forward.

When I started as a volunteer, I believed that the Samaritans was a national organisation organised locally. We had a local telephone number which we promoted in the 3 London boroughs our branch covered. This meant we were able to support our local community. Now I think it is a national organisation organised regionally and nationally. The branch no longer directly serves the needs of callers locally, but all callers nationally and in some cases internationally. However, the outreach work offered by branch volunteers, still supports vulnerable people in our local area.

Overall, there have been many changes over my 50 years, BUT despite these, both locally and nationally, I strongly believe in the simplicity of what the Samaritans still offers. This is one person giving time to another, who needs to talk about how they are feeling and what is happening in their life. We are non-judgemental, allowing the caller to be in control of what happens, we don't give advice and usually have a confidential discussion (if safeguarding is an issue, we will need to

share the information with the safeguarding team), we offer people support by really listening to what they have to say. This can make a real difference to the life of another person.

And finally, I have met some amazing people who are Samaritans, people who genuinely care about others, who go the extra mile to make a difference to people's lives and who I have, and still, enjoy knowing. **This is why I have stayed.**

### Marita 306 a volunteer for 45 years, says:

I've been volunteering with LGS Samaritans since 1978. I'm nearly 76 now. After living at seven different addresses I moved to Ladywell with my then 4-year old daughter in 1977. This was Silver Jubilee year, which presented new opportunities to meet people at community events. I joined Lewisham's branch of the National Housewives Register. Meetings were hosted by members and when in 1978 it was my turn to host an evening meeting, the speakers were two women volunteers from LGS Samaritans.

I liked what I heard and applied to train as a volunteer. The training was called Prep then and on 5 November 1978 I did my first volunteer shift, alone in the Centre and including a face-to-face contact with a couple and their very young child.

As a kid my favourite way to spend times when I was not required to be in school or doing household chores was looking at books. At an early age I learned to try not to be seen doing it, repeatedly hearing exasperated adults saying: "*not again – she's always got her nose stuck in a book!*" Reading material I enjoyed included the children's and young people's periodicals **Eagle** and **Girl**. The latter included weekly serials of illustrated scripted life stories of memorable historical women including Florence Nightingale, Elizabeth Fry and Marie Curie – which were authored by Chad Varah. I didn't know then that he was an Anglican priest who founded the Samaritans. At home we had a small basic black and white television where we could watch just BBC, never ITV. The presenter Eamon Andrews hosted the weekly **This is your life** programme, where he surprised a well-known person, led them into the studio and presented a show consisting of various people in that person's life talking about incidents and occasions in that life. In 1961, 13-year old me knew Chad Varah as the author of interesting stories for children. His appearance on **This is your life** was when I first learned about Samaritans.

I believe that joining Lewisham Samaritans when I had quite a few life experiences under my belt was the right thing to do. When I make mistakes there is nearly always a wise someone to talk with about it here, and the learning goes on. I wish I could change one thing – we aren't always able to fill all the rota shifts and that is a difference from my first 30 years with the branch when we somehow managed to cover all shifts. I hope we get back to that state while I'm still a volunteer.

## Finance report and Accounts

### Income

	notes	Restricted funds		Unrestricted funds		Total	
		2022/23	2021/22	2022/23	2021/22	2022/23	2021/22
Donations		-	-	16,151	8,594	16,151	8,594
Funds raised		-	-	8,332	2,394	8,332	2,394
Grants		-	-	7,825	22,165	7,825	22,165
Bank deposit interest		-	-	372	10	372	10
Prison Grants	1	-	-	2,121	470	2,121	470
<b>Total</b>		<b>0</b>	<b>0</b>	<b>£34,801</b>	<b>£33,634</b>	<b>£34,801</b>	<b>£33,634</b>

### Expenditure

	notes	Restricted funds		Unrestricted funds		Total	
		2022/23	2021/22	2022/23	2021/22	2022/23	2021/22
Premises overheads	2	0	-	11,476	11,778	11,476	11,778
Direct charitable expenditure	3	0	-	6,750	5,866	6,750	5,866
Fundraising & publicity		0	-	216	216	216	216
Management & administration	4	0	-	7,700	6,812	7,700	6,812
Community Outreach Activity	5	0	-	15,760	9,542	15,760	9,542
<b>Total</b>				<b>£41,902</b>	<b>£39,968</b>	<b>£41,902</b>	<b>£39,968</b>
<b>Surplus/Deficit</b>				<b>-£7,101</b>	<b>-£6,334</b>	<b>-£7,101</b>	<b>-£6,334</b>

#### Note 1 - Prison Grant / Expenditure

Prison Expenses (recorded within 'Note 3 - Direct Charitable Expenditure') have been reimbursed through a grant from Her Majesty's Prison and Probation Service (HMPPS).

Note 2		Note 3	
<b>Premises overheads</b>		<b>Direct Charitable Expenditure</b>	
Insurance and Bank charges	£1,976	Telephone and internet	£3,275
Utilities	£3,785	Volunteer travel	£1,089
Repairs and maintenance	£1,607	Prison expenses (see note 1 above)	£1,281
Housekeeping	£4,108	Branch contribution to Central Charity	£1,105
<b>Total</b>	<b>£11,476</b>	<b>Total</b>	<b>£6,750</b>

### Statement of Assets and Liabilities at the end of the period

	<u>2022/23</u>	<u>2021/22</u>
Cash balance brought forward from prior year	59,500	65,834
Surplus/(Deficit) for the year	-7,101	-6,334
Carried forward to next year	6, 7 <u>£52,399</u>	<u>£59,500</u>
<b>Fixed Assets</b>		
Leasehold improvements brought forward	8	90,723
Depreciation charge for the year	9	5,670
Carried forward		<u>£85,053</u>

<b>Note 4 Management &amp; administration</b>		<b>Note 5 Community outreach activity</b>	
Administrative support	3,336	Community outreach - salary	13,538
IT software and stationery	2,774	Community outreach - pension	1,250
Petty cash	1,105	Community outreach – PAYE	972
<b>Total</b>	<b>£6,750</b>	<b>Total</b>	<b>£15,750</b>

#### **Note 6 - Payment to Trustees**

No payments have been made to Trustees except to reimburse purchases made for the Charity or expenses in the usual course of volunteering.

#### **Note 7 - Reserves**

The Charity seeks to maintain its reserves at the equivalent of 9 months normal running costs. Building Leasehold Improvements

#### **Note 8 – Building Leasehold Improvements**

The Branch acquired a 30-year lease for 1, Angus Street London SE1 6LU from the London Borough of Lewisham for a peppercorn rent. Refurbishment work started in November 2008 and the Branch moved in and started operating there in April 2009. Funds spent on the refurbishment of the building have been shown as a capitalised asset. The depreciation for the refurbishment is deducted annually on a straight-line basis.

<b>Note 9 – Depreciation Charge</b>	
B/f Leasehold value	£90,723
Depreciation	£5,670
<b>Total</b>	<b>£83,053</b>

Approved:  
Jean Gilardi, Director 15 May 2023

Approved:  
Rachel Aistrop, Treasurer 15 May 2023

## Independent Examiner's Report on the Accounts

Report to the Trustees/Members of Lewisham, Greenwich and Southwark Samaritans on accounts for the year ended 31 March 2023 set out on pages 9 and 10.

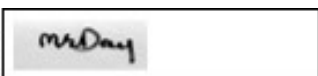
I report to the Trustees on my examination of the accounts of the above charity (The Trust) for the year ended 31 March 2023. As the charity trustees of The Trust, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act of 2011 (The Act).

I report in respect of my examination carried out under section 145 of the 2011 Act and in carrying out my examination I have followed the applicable Directions given by The Charity Commission under section 145 (5)(b) of The Act.

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination which gives me cause to believe that, in any material respect:

- Accounting records were not kept in accordance with section 130 of the Act or
- The accounts do not accord with the accounting records.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Signed:  Date: 09/09/2023  
Name: Mrs Maureen Day

18 Ferney Road East Barnet Herts EN4 8LF

## Our Donors

We very much want to thank the London Borough of Lewisham, for our building in New Cross.

We also want to thank our supporters including:

Blackheath Choral Society  
Family of Anne Walker RIP  
Ricky Wen and A[VIP]

Catapella Choir  
Lilian Hughes RIP

The Hospitality Degree students at the University of Greenwich and #TBH

And those generous individuals who support our branch, but who prefer to remain anonymous.

We could not do what we do without you.

# Lewisham, Greenwich & Southwark Branch

Annual Report 2022-23

SAMARITANS

A registered charity

## Our Trustees

### 2022-23

Caroline Adie

Rachel Aistrop (*until Apr 2023*)

Deb Dowdall

Ruth Driscoll

*Co-opted in 2023*

Sandra Snelgrove – Treasurer

Jean Gilardi

John Sabine

Will Skinner - Secretary

Jean and Deb were delighted to welcome Julie (*left*) - Chief Executive of Samaritans Central Charity, and show off our garden, so beautifully maintained by Pete, John and other volunteers. Several volunteers met and talked with Julie and were intrigued to learn that when she was commuting past our old branch in New Cross Road and she always noticed our Centre, and thought "one day I'll join Samaritans."



## Fundraising

We are hugely grateful to those supporters who regularly give to Lewisham Greenwich and Southwark Samaritans. We are particularly grateful to those who organise events to raise funds for us – the Catapella Choir collected donations for us at two of their events in Lewisham at Christmas. Blackheath Choral Society who again sang a beautiful repertoire of carols at Canary Wharf station in December and the many members of the public whom they inspired to give. This is an incredibly valuable opportunity for us and we are grateful for their support and four-part harmony over many years. Their singing, and the willingness of so many

volunteers, friends and family to collect on the day makes this our most successful fundraising event.



This year we were also very grateful to the students doing their degree in Tourism and Hospitality at the University of Greenwich. They chose to run #TBH - a fundraising and awareness event in aid of Lewisham Greenwich and Southwark Samaritans as one of their assignments. We were very impressed by their thorough professionalism and thank them for their support.

Once again our huge thanks to everyone who has run marathons and half marathons and everyone who does donate when they can, or donates regularly, and everyone who has selected us for match-funding via their employer's scheme.

For the coming year we are looking forward to a partnership from September with Dulwich and Sydenham Golf Club. We are very grateful to incoming Captain Maggie Tetlow who has chosen our branch as the Lady Captain's charity.

## How you can support Lewisham Greenwich and Southwark Samaritans

LGS Samaritans is a registered charity, affiliated to, but not funded by the Samaritans National Charity. This means we have to raise all our funds, every year.

There are many ways you can support our Branch.

- **Donate** directly via our website [www.samaritans.org/branches/lewisham](http://www.samaritans.org/branches/lewisham) and click on the donate button on our web-page.
- **Text** Lewisham to 70085 to donate £5
- **Visit our JustGiving page** – [www.justgiving.com/samaritanslgs](http://www.justgiving.com/samaritanslgs)
- **Set up a regular donation** via the donate button on our webpage, or via your Bank – our bank details are CAF Bank - Account Name: Lewisham Greenwich & Southwark Samaritans, Sort Code 40-52-40, Account Number: 00013640
- **Select us as your charity** if you are undertaking a sponsored challenge or fundraising event.
- **Support us through Give as You Live** – a free and easy way to raise money when you shop online, with more than 6000 stores and services signed up. [www.giveasyoulive.org](http://www.giveasyoulive.org)
- **Hire our meeting rooms** for a meeting, small conference or course – all proceeds go back into supporting our work. You can find a link and full details of the rooms available and the costs on our website.
- **You can also scan the QR code below to connect to our donation account:**



**LEWISHAM, GREENWICH AND SOUTHWARK SAMARITANS**

England & Wales - Charity number 1167963

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# Accounts

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## Our vision, mission and values

### Samaritans' vision is that fewer people die by suicide

We do this by:

#### **Making sure there's someone there for anyone who needs someone**

24 hours a day to anyone who calls for help via our unique 24-hour listening service, email, letter, face-to-face, online-chat and our Welsh language service.

#### **Giving people ways to cope and the skills to be there for others**

We encourage, promote and celebrate those moments of connection between people, that can protect and even save lives.

To do this we work in schools, prisons, workplaces and communities, and in partnership with organisations like Network Rail.

#### **We campaign to make suicide prevention a national and local priority**

We campaign locally and in partnership with other Samaritan branches to raise awareness and influence decision-makers.

### Our Values:

We are committed to the following values:

- 1) **Listening**, because exploring feelings alleviates distress and helps people reach a better understanding of their situation and the options open to them.
- 2) **Confidentiality**, because if people feel safe they are more likely to be open about their feelings.
- 3) **People making their own decisions**, wherever possible, because we believe that people have the right to find their own solution; and telling people what to do takes responsibility away from them.
- 4) **Being non-judgemental**, because we want people to feel able to talk to us without fear of prejudice or rejection.
- 5) **Human contact**, because giving people time, undivided attention and empathy meets a fundamental emotional need and reduces distress and despair.

## Director's Report



Hello Everyone, Volunteers, Supporters and friends of our Branch.

Welcome to our 2021-22 Annual Report.

I became Director at the end of June this year, less than 3 months ago, and hope to continue for the full 3-year term. Thank you to all volunteers who suggested me for this post. I feel honoured by your confidence in me and look forward to your support going forward. Thank you to those who have agreed to take on senior roles in the branch and to all our support volunteers, I know we can't do it without you. And a big thank you to Adam, our previous Director, who kept us all going throughout Covid.

After more than 3 years we are very excited to be able to offer this report at our AGM in branch, after all meetings being on Zoom for so long.

Our volunteers did continue to come to the branch to offer emotional support via telephone and email throughout the pandemic, albeit with increased distancing and cleaning of workstations. And we continued our support to prisons throughout the lockdown.

Now we are once again training new volunteers inside the branch, in our training room, so much easier and more helpful for trainees and trainers, alongside on-line training modules which trainees complete at home between sessions.

And we have restarted our Outreach work, initially with Network Rail awareness sessions at local stations and now attending events across the boroughs.

But we still have a lot more to do. We lost many volunteers, who had been shielding throughout Covid and have not yet returned. We need to grow our pool of volunteers, through increased selection and training,

to ensure all shifts are covered. And we need volunteers to support branch maintenance, fundraising and our IT and telephony service.

I must give a special farewell to two brilliant volunteers we sadly lost during the last year. Andy 988, who joined our branch in 2008 and we sadly lost on 23 September last year. Andy was instrumental in keeping our branch in good repair, a long-time listening volunteer and previous chair of trustees.

Anne 1123 died suddenly on 2 July this year. Anne joined the branch in 2013 and was tireless as our administrator, listening volunteer, leader, and trainer. We miss you both.

Finally, a very special thank you to all our supporters who generously donate to our branch, especially in these difficult times. Without you we would not be able to keep the branch running.

### Jean 996

Jean, and Maxwell 1403 on the Samaritans stall at People's Day Lewisham



### What we do

Our volunteers support people who are experiencing feelings of distress or despair, including those which may lead to thoughts of suicide, by offering emotional support via telephone, email or face to face contact.

Our branch has over 80 dedicated listening volunteers from diverse and varied backgrounds who all sharing the same common values: they are non-judgemental, caring and genuinely want to support whoever calls, emails or visits the branch. We

also have a team of 12 support volunteers who share these values but prefer to give time to support the smooth-running of the branch.

In the year from April 2021 to March 2022 we had an average of 76 volunteers answering telephone calls and emails each month. Over the year, they answered 13,236 calls and 3,253 emails.

Between April and June 2022 our average number of active volunteers dropped to 70, and we spoke to a further 2880 callers and answered 420 emails.

Since May we have welcomed eight new volunteers, and in September we hope to start training nine more, which should greatly increase our capacity to support callers.

## Outreach – Nathan 1417

Over the past 15 months, managing outreach has been complicated by Covid-19 restrictions, particularly face to face meetings with organisations and members of the public. From September 2021, opportunities for face-to-face outreach have expanded. Now with lockdown restrictions removed, LGS Samaritans is now in the position of being able to plan the next year of outreach activities without worry.

### Highlights

Despite changes to lockdown across the year, we have managed to have a significant presence across the three boroughs. Some of the highlights include:

HSBC World Mental Health Day Workshops  
Lewisham College Freshers' Fair Events  
The Moonshot Centre Community Day  
St Mungo's Community Day Event

Lewisham Police Station  
Lewisham People's Day Festival  
Women of the World Festival  
Always and Forever Covid Memorial Service

In February, we carried out our first in-house training session on Emotional Support Outside the Branch (ESOB) since the Covid lock-down. 14 people attended, in person or via video link. Further sessions will be planned to increase outreach capacity within the branch.

### Referrals and Partnerships

A significant amount of community engagement has taken place to explore how we create new partnerships and reinvigorate old ones. Previous work connecting with IAPT (Improving Access to Psychological Therapies) services in Southwark, Lewisham and Greenwich haven't reaped the benefits we've hoped for; we will be re-evaluating our effects there and exploring other opportunities to support people within the mental health pathway.

Our Outreach is now focussing on education and homelessness and investigating opportunities to work with foodbanks. The Lewisham Greenwich Southwark Branch has been collaborating with Central London Samaritans around education; working collaboratively on University Outreach, (e.g., where an institution may have multiple campuses) and providing LGS volunteers the experience of being an Education volunteer in secondary schools. We also plan to return to the 999 Club, a local charity that provides advocacy, shelter and activities for people who are homeless in Lewisham, offering regular outreach shifts there.

### Campaigning

Over the past year, our branch has increased its efforts around campaigning and influencing. We are a member of the Lewisham, Greenwich and Southwark Suicide Prevention Boards and the Community

Southwark and the Community Southwark Safeguarding Network. Internally, the branch is a member of the National Charity's Influencing and Campaigning Group.

## Network Rail Partnership – Marita 306 reports

We have delivered outreach sessions at railway stations in our area, as part of our partnership with Network Rail for more than ten years now. This was paused during the Covid lockdowns, but since January 2022, we have been able to be there in person, and have gradually restored our monthly sessions at stations. These sessions are crucial in raising our profile with the public, and spreading the word about the Samaritan service, the fact that we are available locally, and the importance of listening to friends, family and colleagues for everyone.

We attend a station during the morning rush-hour, wearing high-viz Samaritan tabards, and handing out contact cards, and information about listening techniques. Sometimes travellers want to take bundles of cards for their workplace, and sometimes they want to talk about their own feelings and experiences. We are there to support them too.

So far this year we have visited and delivered our early morning outreach sessions at:

**Hither Green**  
**Peckham Rye**

**Denmark Hill** twice  
**New Cross** twice

New Cross is the station closest to our Centre, but although we went there once in 2016 in response to a fatal incident, we haven't managed to attend for a while, mainly due to extensive building work there. This year we have developed stronger links there, particularly with station staff and managers, which should help with ongoing planning. We also joined two of **Govia Thameslink Railway's Day of Action** outreach events. Their Rail Enforcement Officers have a high profile on these days, and the sessions included joining them as they interact with passengers on trains. The first of these, in February, was based at Bellingham station. It was a new experience, and we were pleased to be invited to join in GTR's next planned Day of Action at Denmark Hill in May. This too was a success. In a London-wide event on Monday 17 January, LGS Samaritans took part in the high-profile **Brew Monday** outreach day at Waterloo station, co-ordinated by the team at Central London Samaritans, linked with the "Blue Monday" idea, which sees the third Monday of January as being a date for high levels of sadness and depression.

## Finance report and Accounts

Income	Restricted funds		Unrestricted funds		Total	
	2021/22	2020/21	2021/22	2020/21	2021/22	2020/21
Donations	-	-	8,594	10,206	8,594	10,206
Funds raised	-	-	2,494	23,237	2,494	23,237
Grants	-	-	22,165	13,575	22,165	13,575
Room-hire	-	-	-	0	-	0
Bank deposit interest	-	-	10	25	10	25
Misc Income	-	-	470	417	470	417
<b>Total</b>	<b>0</b>	<b>0</b>	<b>33,634</b>	<b>47,460</b>	<b>33,634</b>	<b>47,460</b>

## Expenditure

	notes	Restricted funds		Unrestricted funds		Total	
		2021/22	2020/21	2021/22	2020/21	2021/22	2020/21
Premises overheads	1	-	-	11,778	10,657	11,778	10,657
Direct charitable expenditure	2,5	-	1,795	5,866	5,688	5,866	7,483
Fundraising & publicity		-	-	216	216	216	216
Management & administration	3	-	-	6,869	6,812	6,869	6,812
Community Outreach Activity	4	-	-	15,240	9,542	15,240	9,542
<b>Total</b>		<b>0</b>	<b>£1,795</b>	<b>(£6,334)</b>	<b>£32,915</b>	<b>(£6,334)</b>	<b>£34,710</b>

	Restricted Funds		Unrestricted Funds		Total	
	2021-22	2020-21	2021-22	2020-21	2021-22	2020-21
(Deficit)/Surplus	0	(£1,795)	(£6,334)	£14,546	(£6,334)	£12,750

### Statement of Assets and Liabilities at the end of the period

	<b>2021/22</b>	<b>2020/21</b>
Cash balance brought forward from prior year	£65,834	£53,084
Surplus/(Deficit) for the year	(£6,334)	£12,750
Carried forward to next year	<u>£59,500</u>	<u>£65,834</u>

#### Fixed Assets

Leasehold improvements brought forward	6	£96,393	£102,063
Depreciation charge for the year	7	£5,670	£5,670
Carried forward		<u>£90,723</u>	<u>£96,393</u>

Note 1	£
<b>Premises overheads</b>	
Insurance and Bank charges	1,355
Utilities	7,356
Housekeeping	3,067
<b>Total</b>	<u>£11,778</u>

Note 2	£
<b>Direct Charitable Expenditure</b>	
Telephone and internet	2,606
Volunteer travel	2,413
Prison expenses (see note 5 below)	847
<b>Total</b>	<u>£5,866</u>

<b>Note 3 Management &amp; administration</b>	<b>£</b>
Administrative support	3,144
IT software and stationery	2,285
Petty cash	1,440
<b>Total</b>	<b>6,869</b>

<b>Note 4 Community outreach activity</b>	<b>£</b>
Community outreach - salary	13,249
Community outreach - pension	850
Community outreach – PAYE	1,141
<b>Total</b>	<b>15,240</b>

#### Note 5 Prison expenditure

Prison expenses, recorded within Note 2 – Direct Charitable Expenditure above, have been reimbursed through a grant from Her Majesty’s Prison and Probation Service (HMPPS) which is captured within Miscellaneous Income.

#### Note 6 – Building Leasehold Improvements

The Branch acquired a 30-year lease for 1, Angus Street London SE1 6LU from the London Borough of Lewisham for a peppercorn rent. Refurbishment work started in November 2008 and the Branch moved in and started operating there in April 2009. Funds spent on the refurbishment of the building have been shown as a capitalised asset. The depreciation for the refurbishment is deducted annually on a straight-line basis.

#### Note 7 – Depreciation Charge

B/f Leasehold value	£96,393
Depreciation	(£5,670)
<b>Total</b>	<b>£90,723</b>

#### Note 8 – Payments to Trustees

No payments have been made to Trustees except to reimburse purchases made for the Charity or expenses in the usual course of volunteering

#### Note 9 – Reserves

The Charity seeks to maintain its reserves at the equivalent of nine months’ normal running costs.

Approved:  Jean Gilardi, Director, 12 September 2022

Approved:  Rachel Aistrop, Treasurer, 12 September 2022

## Independent Examiner's report



CHARITY COMMISSION  
FOR ENGLAND AND WALES

Section A

Independent Examiner's Report

Report to the Trustees/Members of Lewisham, Greenwich and Southwark Samaritans

Registered Charity Number 1167963 on Accounts for the year ended 31 March 2022 as set out on pages seven to nine of this report.

As the charity trustees of the Trust, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination which gives me cause to believe that in, any material respect:

- accounting records were not kept in accordance with section 130 of the Act or
- the accounts do not accord with the accounting records

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in order to enable a proper understanding of the accounts to be reached.

*\* Please delete the words in the brackets if they do not apply.*

Signed:

13 September 2022

Maureen Day, 18 Ferney Road, East Barnet, EN4 8LF

## Thank you

We very much want to thank the London Borough of Lewisham, for our building in New Cross.

We also want to thank our donors:

Co-Op Local Community Fund

London Borough of Lewisham

Metropolitan Police Lewisham

And those generous individuals who support our branch, but who prefer to remain anonymous.

We could not do what we do without you.

## Our Trustees

### Our Trustees

#### 2021-22

Rachel Aistrop

Michael O’Kane (*until Jan 2022*)

Adam Campbell (*until Jun 2022*)

John Sabine

Ruth Driscoll

Paul Spencer

Jean Gilardi

Hazel Wright

#### *Co-opted in 2022*

Deb Dowdall

John Shipp

Will Skinner - Secretary

## Our work in Prisons

It has been a challenging time in prisons, post Covid. But we are back supporting Listeners again, on a weekly basis in Belmarsh and fortnightly in Thameside. Due to ongoing Covid safety considerations our training groups have been restricted in numbers meaning we have had to run more sessions than normal to keep Listener numbers up. So far this calendar year we have run four training groups in Belmarsh with a total of 20 new Listeners and one training group at Thameside with nine new Listeners.

We also were able to support our first Listener Family Day since before Covid. It was a very enjoyable relaxed day with Listeners, their families and our volunteers having a very enjoyable day.

The team of volunteers from the three branches, Lewisham, Greenwich and Southwark, Bexley and Dartford and Bromley and Orpington, has remained relatively static with a strong core of volunteers supporting our Listeners.

The work we do in prisons is immensely rewarding and we are always on the lookout for volunteers who might like to think about joining the team. We also offer the opportunity to visit one of our prisons to give an insight into the reality of prison life rather than the sensationalist portrayal by some of the media.

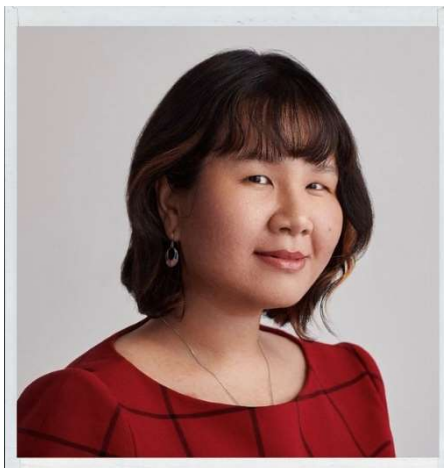
If nothing else a visit to a prison can help when taking calls in branch from people in prison.

Our relationship with prison staff in Belmarsh continues to be very positive and we enjoy an exceptional level of support. The situation at Thameside continues to be very challenging, despite the best efforts of the BPSO, a volunteer from Bexley and Dartford.

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Our volunteers come from all walks of life. Without their time, enthusiasm and dedication, we would have no Samaritan Branch. Susan, Teresa and Ed are just three of around 90 volunteers who make Lewisham Greenwich and Southwark Samaritans work.

## Why I volunteer...



### Susan

My name is Susan Yau, by day I am a Senior Manager in Internal Audit in Banking and by night (and at weekends) I am a Samaritans volunteer. I have been volunteering with the Lewisham Branch for 4 years and I wouldn't change it for the World.

I volunteer because it is simultaneously the most heart-breaking and the most rewarding role that I know of. My best moment is when my Samaritans experience helped change the Banking Industry for the better, leading to the publication of my story to The Female Lead Women in Finance series.

I started volunteering to give a little back and be closer to the community. I stayed because the community needs the Samaritans, whether it's someone facing their darkest hour, or someone feeling so trapped they can't remember the last time they were themselves, I listen because they deserve to be heard.

## Teresa

I was very happy to be asked to write a few words about how it feels to be a Samaritan. I do not exactly go back to when Chad was with us, but I do remember a lot of procedures, callers and volunteers come and go over my 30 years.

The decision to become a Samaritan and give something back to the Community came to me when I first lived in London after seeking a new life. I did not really know what to expect. After training, I discovered it was not what you say rather what you do not say. I found it was so hard to listen rather than talk.

After a short while I wanted to become more involved and volunteered for extra tasks. I may go down in the Branch's history as the person who physically destroyed the "Pink Cards"! For those who joined us after we were computerised the cards were how we used to briefly identify our regular callers. Then we had no national phone number. Most of our calls were from local callers and we got to know them quite well. Destruction of the Pink Cards did not go down too well with many volunteers and for a while I was the dragon lady. Computerisation changed our way of doing things in many ways, for me the main change would be the way we book our shifts – no longer a Rota on a large piece of paper pinned to the phone room's wall, with each volunteer writing their name on a vacant shift.

Arriving at the present, I have met so many interesting people namely the volunteers who all have a wealth of different interests and vocations. Many I consider great friends; all have my utmost respect.

In conclusion, being a Samaritan has become a way of life for me and I wouldn't even consider not volunteering. Sometimes I wonder what the true reason is I volunteer? Is it because the callers need me or do I need the Samaritans? I know 'enjoy' is the wrong word for volunteering, but I do get a vastly satisfying feeling when I close the front door of the Branch after a shift.



## Ed

I joined Samaritans in 2018 when I was looking for a way to get involved in my community and knew I wanted this to focus on wellbeing. I had just gone through my own experience of coping with a period of poor mental health and the Samaritans' values really spoke to me.

I found meeting the listening volunteers pretty inspiring and felt that there is something really valuable in knowing there are people out there just willing to listen and be there with us when we feel desperate. I would always say that the Samaritan's induction was one of the most comprehensive I've been through, but during the training, I was still almost sceptical of what impact I would actually have.



Since taking calls, I've come to recognise the privilege I have in picking up the phone and being with another person while they need it. Speaking with someone at 2 in the morning, when they've felt like there is little

else to turn to and then thanking them for being able to reach out, is really genuine. It still surprises me how personal every call will feel, and I think that's what has kept me volunteering. Each time I take a call I learn something new about how to be there for a caller. These skills and a broader understanding of different life experiences, continue to enrich my personal life outside of being a volunteer.

## Fundraising

We are hugely grateful to those supporters who regularly give to Lewisham Greenwich and Southwark Samaritans. We are particularly grateful to anyone who takes on a sponsored challenge to raise funds for us, most recently in The Big Half, (*Ben Kirby and Jon King, pictured right*) and the London Marathon.

LGS Samaritans is a registered charity, affiliated to, but not funded by the Samaritans national charity. This means we have to raise all our funds each year.

### How you can support us:

- You can **donate** to our branch via our website: ([www.samaritans.org/branches/lewisham](http://www.samaritans.org/branches/lewisham)) or text LEWISHAM to 70085 to donate £5 or visit our [Just Giving](http://www.justgiving.com/samaritanslgs) page ([www.justgiving.com/samaritanslgs](http://www.justgiving.com/samaritanslgs))
- You can also [Give as you Live](http://www.giveasyoulive.org) ([www.giveasyoulive.org](http://www.giveasyoulive.org)) which is the free and easy way to raise money when you shop online, with 6,000+ stores signed up.
- **Hire our rooms** for a meeting, conference or course - all proceeds go back into supporting our work. There is a link for room booking on our website.

Thank you again to all our supporters and grant givers.



**LEWISHAM, GREENWICH AND SOUTHWARK SAMARITANS**

England & Wales - Charity number 1167963

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# Accounts

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# Lewisham, Greenwich and Southwark Samaritans

## Annual Report 2020-21

**SAMARITANS**

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## Our Vision, Mission and Values

### Samaritans' vision is that fewer people die by suicide

We do this by:

#### **Making sure there's someone there for anyone who needs someone**

24 hours a day to answer calls for help via our unique 24-hour listening service, email, letter, face to face and through our Welsh language service.

#### **Giving people ways to cope and the skills to be there for others**

We encourage, promote and celebrate those moments of connection between people that can protect and even save lives.

To do this, we work in schools, prisons, workplaces and communities, and in partnership with organisations like National Rail

#### **We campaign to make suicide prevention a national and local priority**

We campaign locally and in partnership with other Samaritans branches to raise awareness and influence decision-makers

## Our Values

We are committed to the following values:

1. **Listening**, because exploring feelings alleviates distress and helps people to reach a better understanding of their situation and the options open to them.
2. **Confidentiality**, because if people feel safe, they are more likely to be open about their feelings.
3. **People making their own decisions** wherever possible, because we believe that people have the right to find their own solution; and telling people what to do takes responsibility away from them.
4. **Being non-judgemental**, because we want people to be able to talk to us without fear of prejudice or rejection.
5. **Human contact**, because giving people time, undivided attention and empathy meets a fundamental emotional need and reduces distress and despair.

## What we do

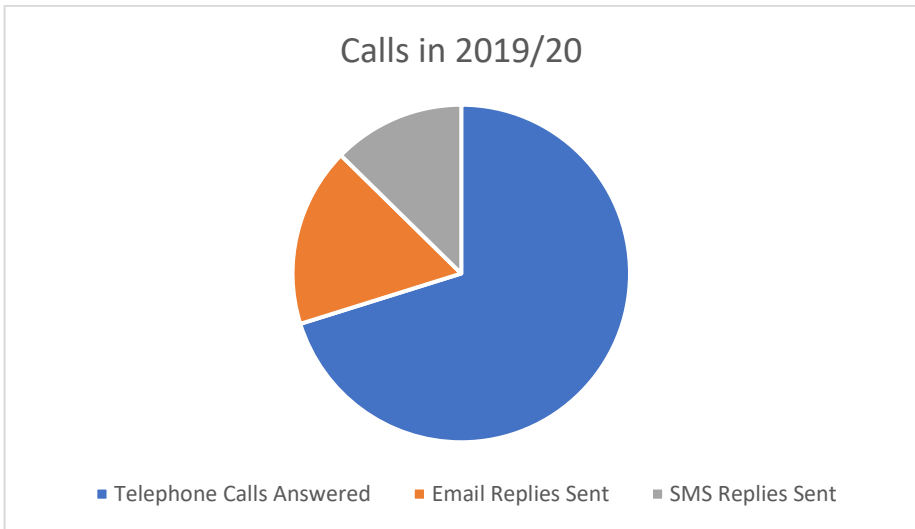
Our volunteers support people who are experiencing feelings of distress or despair, including those which may lead to thoughts of suicide, by offering emotional support via telephone, email or face-to-face contact.

Our branch has over 130 dedicated listening volunteers from diverse and varied backgrounds but all sharing the same common values: they are non-judgemental, caring and genuinely wanting to support whoever calls, emails, texts or visits the branch. We also have a team of nine non-listening support volunteers, sharing the values but preferring to support the running of the branch.

## Being available

From May 2020 to May 2021, Lewisham, Greenwich and Southwark Samaritans:

- Spent **5,252 hours on the phone (5,271 in 2019/20)**;
- Answered **16,104 calls (18,765 in 2019/20)**;
- Replied to **7,080 emails (4,593 in 2019/20)**



## Director's Report



Hello friends,

It gives me great pleasure to introduce this year's annual report for Lewisham, Greenwich & Southwark Samaritans, which marks my second year as Director.

I'm not sure what else needs to be said about the unprecedented times that this report covers. I am proud that we remained open and there for our callers during this time, while getting used to some slight changes to the way we operate (who knew there was so much to learn about anti-bacterial wipes?). We have also seen changes to our service including the retirement of our SMS service and the introduction of Link, and while these haven't been the easiest of transitions, they have led to overall improvements to our service – I would highlight the annual statistics over the page which suggest that while we have answered fewer calls this year compared to last, we have spent more time on the phone to our callers.

As we enter the third year of the pandemic there is still work for us to do as a branch – for our volunteers and our callers. I will use the remainder of my time as Director to address some of these challenges and I hope you will join me.

I'm sorry not to be able to deliver this report to you in person, please know that you have my thanks.

I would also like to give a specific thank you to our supporters, who generously donate to our branch – either directly through financial support, or through benefit in kind support.

**Adam 1156**

## Our Trustees

Adam Campbell  
Michael O’Kane  
Ruth Driscoll  
Rachel Aistrop

Jean Gilardi  
John Sabine  
Hazel Wright  
Paul Spencer

## Thank You

Mrs Smith and Mount Trust  
Vinters Foundation  
The National Lottery Community Fund  
Co-Op Local Community Fund  
Pears Foundation, DCMS Fund  
Maudsley Charity

Maureen Day, for examining the accounts

## Samaritans Service Outside the branch

Our annual Network Rail outreach work is part of our Emotional Support Outside the Branch (ESOB) support. It takes the form of:

1. Ten planned Samaritans awareness sessions per year (COVID pending) ~ once a month between February and November at local train stations. Volunteers attend from 7 to 8.30 am or 8.30 to 10 am. We bring Samaritans high-viz tabards for us to wear, contact cards and other resources for us to offer to passengers (and sometimes staff) as we greet them, coming through the station.
2. As a response when a suicide takes place on a station, track or maybe railway bridge in our region, being prepared to respond to requests to go there to offer emotional support, for example 24 hours or seven days later to those who may have witnessed the event.
3. We also take part in larger scale Samaritans outreach events. Such as the (hopefully) forthcoming Brew Monday day, on Monday 17 January 2022 in which we join with volunteers from Central London Samaritans, at Waterloo station.

The Covid pandemic led to most Samaritans' planned outreach support being suspended. We were able to make a visit to Abbey Wood station on 27 August 2021, not for one of the planned monthly awareness sessions, but sadly in response to a tragic incident in which a 37-year-old man carried out a plan to end his life there. I visited the station in advance to plan and organise an incident response outreach session, and met with the platform guard who had witnessed the death. On the day I joined a Bexley/Dartford and Bromley/Orpington volunteer, to greet and offer emotional support to staff and passengers coming through at around the time the man ended his life the previous week. Those who spoke to us included a substantial number of police officers. Before lockdown we received a request from Dan, newly appointed lead British Transport Police (BTP) Officer for our area. We worked together on setting up a Samaritans and BTP outreach event at Ladywell station, and have plans to develop this relationship further

On 30 November 2021, our Network Rail Partnership team provided our first planned outreach session at a train station since February 2020. The event was held at New Cross Gate station, near our branch. Five of us took part, using the format outlined above. After each event we compile a summary of our interactions with staff and passengers, with stats on quantities of Samaritans' contact cards and other resources handed out e.g. logo'd pens (much appreciated by young children) and our travel card wallets. Our Outreach Manager, Nathan and I have set five dates for monthly sessions from February to June 2021. Those dates are on 3Rings now. We will have just 2 to 3 weeks notice of the individual locations ~ I will email updates and details.

In the present climate it may be that there are changes to Brew Monday plans. I last heard from Samaritans' Regional Development Lead on 23 December that Brew Monday will go ahead unless government guidelines prohibit public events taking place, and actually re-introduce lock-down measures. If it does then Lewisham, Greenwich & Southwark Samaritans will be invited to sign up to take part during the afternoon of 17 January. To be confirmed.

If you're interested in taking part in our National Rail work, please do get in touch.

Marita 306



## Managing Covid-19

Over the past 12 months, managing outreach has been complicated by Covid-19 restrictions, particularly face to face meetings with organisations and members of the public. Between January-April 2021, Outreach transferred online with monthly online information sessions. These provided an opportunity to find out more about the Samaritans, the work this branch does and how to connect with us during the lockdown.

## Events

Despite these changes, we have managed to have a significant presence across the three boroughs. Some of the highlights include:

- The HSBC World Mental Health Day Workshops
- The Lewisham College Freshers' Fair Events
- The Moonshot Centre Community Day
- The St Mungo's Community Day Event

## Referrals and Partnerships

By virtue of the increase in community engagement, the demand for direct support from the Samaritans support has increased. The branch is

currently in discussion with IAPT services in Southwark and Greenwich, Lewisham social prescribing services, Foodbanks and homelessness services. It is envisioned that they will come to fruition in 2022, pending capacity and agreed Memorandums of Understanding.

### **Increasing Capacity**

The increase in potential partnerships and referral pathways requires an increase in the number of outreach volunteers. The branch has been developing ESOS/ESOB training sessions for the branch, which will be taking place periodically from January 2022. It is hoped that they will take place in a hybrid format; both online and in-person.

### **Campaigning**

Alongside attending community events, the branch has continued to expand on/ reconnect with stakeholders, particularly within local councils. A major part of this is the Suicide Prevention Boards. Both the Lewisham and Greenwich Boards restarted in 2021 and allow the Samaritans to have an active role in influencing local policy. Internally, the branch is now a member of the National Charity's Influencing and Campaigning Group.

### **Plans for 2022**

At present, the Samaritans strategy is shaping with a greater focus on supporting those experiencing suicidal thoughts. This focus will mean an adjustment will be made regarding future partnerships, where organisations may be familiar with the former wider reaching remit. Additionally, Nathan will be taking a greater role in raising funds for Outreach, developing strategy and applying for funds. This will potentially allow greater opportunities for outreach across the three boroughs.

After a National Rail event last year, we welcome a return of ESOB activities to the branch, with monthly visits planned throughout the year. Potential relaxation of Covid-19 restrictions should increase the number of public facing events and therefore, demand for Samaritan participation. Increasing the number of outreach volunteers and overall capacity is a firm goal for 2022 and necessary to deliver partnerships and consistent physical presence across the three boroughs

## Our Balances



Lewisham Greenwich and Southwark Samaritans			1167963	CC16a
Receipts and payments accounts				
For the period from	1st April 2020	To	31st March 2021	

### Section A: Receipts and Payments

	Notes	Restricted Funds		Unrestricted Funds		Total	
		2020/21	2019/20	2020/21	2019/20	2020/21	2019/20
<b>Receipts</b>							
Donations		£ -	£ -	£ 10,206	£ 10,755	£ 10,206	£ 10,755
Funds Raised		£ -	£ -	£ 23,237	£ 23,085	£ 23,237	£ 23,085
Grants		£ -	£ -	£ 13,575	£ 4,121	£ 13,575	£ 4,121
Room Hire		£ -	£ -	£ -	£ 2,380	£ -	£ 2,380
Bank Deposit Interest		£ -	£ -	£ 25	£ 77	£ 25	£ 77
50th Anniversary Fundraising		£ -	£ -	£ -	£ 6,940	£ -	£ 6,940
Misc. Income		£ -	£ -	£ 417	£ 596	£ 417	£ 596
<b>Total</b>		£ -	£ -	£ 47,460	£ 47,955	£ 47,460	£ 47,955
<b>Payments</b>							
Premises Overheads	1	£ -	£ -	£ 10,657	£ 11,020	£ 10,657	£ 11,020
Direct Charitable Expenditure	2, 5	£ -	£ 1,795	£ 5,688	£ 11,052	£ 7,483	£ 11,052
Fundraising and Publicity		£ -	£ -	£ 216	£ 778	£ 216	£ 778
Management and Administration	3	£ -	£ -	£ 6,812	£ 7,487	£ 6,812	£ 7,487
Community Outreach Activity	4	£ -	£ -	£ 9,542	£ 17,618	£ 9,542	£ 17,618
<b>Total</b>		£ -	£ 1,795	£ 32,915	£ 47,956	£ 34,710	£ 47,956
<b>Deficit/Surplus</b>		£ -	£ -	£ 12,750	£ 1	£ 12,750	£ 1



### Section B Statement of assets and liabilities at the end of the period

#### Cash Funds

	2020/21	2019/20
Cash balance brought forward from prior year	£53,084	£53,085
(Deficit)/surplus for the year	£12,750	-£1
Carried forward to next year	<b>£65,834</b>	<b>£53,084</b>

#### Fixed Assets

Leasehold Improvements B/F	6	£102,063	£107,733
Depreciation Charge for the Year	7	£5,670	£5,670
Carried Forward		<b>£96,393</b>	<b>£102,063</b>

Print Name	Role	Signature	Date of Approval
Adam Campbell	Branch Director		26/07/2021
Rachel Aistrop	Branch Treasurer		26/07/2021

<b>Note 1 - Premises Overheads</b>	
Insurance and Bank	£ 573
Utilities	£ 5,209
Repairs & Maintenance	£ 291
Housekeeping	£ 2,244
New Boiler	£ 2,340
<b>Total</b>	<b>£ 10,657</b>

<b>Note 2 - Direct Charitable Expenditure</b>	
Telephone & Internet	£ 2,567
Travel	£ 3,121
Prison Expenses	£ 1,795
<b>Total</b>	<b>£ 7,483</b>

<b>Note 3 - Management and Administration</b>	
Administrative Support	£ 4,284
IT Software and Stationary	£ 1,886
Regulatory Fees	£ 50
Petty Cash	£ 592
<b>Total</b>	<b>£ 6,812</b>

<b>Note 4 - Community Outreach Activity</b>	
Community Outreach - Salary	£ 8,547
Community Outreach - Pension	£ 600
Community Outreach - PAYE	£ 394
<b>Total</b>	<b>£ 9,542</b>

**Note 5 -Prison Expenditure**

Prison Expenses (recorded within 'Note 2 - Direct Charitable Expenditure') have been reimbursed through a grant from Her Majesty's Prison and Probation Service (HMPPS)

**Note 6 - Building Leasehold Improvements**

The branch acquired a 30-year lease for 1, Angus Street, London SE14 6LU from the London Borough of Lewisham for a peppercorn rent. Refurbishment work started in November 2008 and the branch moved in and started operating there in April 2009. Funds spent on the refurbishment of the building have been shown as a capitalised asset. The depreciation for the refurbishment is deducted annually on a straight line basis.

**Note 7 - Depreciation Charge**

B/F Leashold Value	£ 102,063
Depreciation Charge	£ 5,670
<b>Total</b>	<b>£ 96,393</b>



**Section A Independent Examiner's Report**

**Report to the trustees/  
members of**

Charity Name  
Lewisham, Greenwich and Southwark Samaritans

**On accounts for the year  
ended**

31 March 2021	<b>Charity no (if any)</b>	1167963
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**Set out on pages**

(remember to include the page numbers of additional sheets)

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended **DD / MM / YYYY**.

**Responsibilities and  
basis of report**

As the charity trustees of the Trust, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

**Independent  
examiner's statement**

I have completed my examination. I confirm that no material matters have come to my attention (other than that disclosed below \*) in connection with the examination which gives me cause to believe that in, any material respect:

- accounting records were not kept in accordance with section 130 of the Act or
- the accounts do not accord with the accounting records

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in order to enable a proper understanding of the accounts to be reached.

*\* Please delete the words in the brackets if they do not apply.*

**Signed:**

**Date:**

09/07/2021

**Name:**

Mrs Maureen Day

**Relevant professional  
qualification(s) or body  
(if any):**

N/a

**Address:**

18 Ferney Road  
East Barnet  
Herts EN4 8LF

**Section B**

**Disclosure**

Only complete if the examiner needs to highlight matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).

**Give here brief details of any items that the examiner wishes to disclose.**

N/A

# Standing Order Form

Send a regular gift and help us help those experiencing feelings of distress or despair including those which may lead to suicide

## Your Name and Address

Title:  First Name:  Surname:

Address:

Postcode:  Telephone:  Email:

I wish to pay Lewisham, Greenwich & Southwark Samaritans the sum of:

£  monthly    £  quarterly    £  annually

£  a one-off donation

## Standing Order

Please complete this section if you wish to pay by Standing Order

To the Manager of:  (Name of Bank)

at:  (Bank address)

(Postcode)

Account no. to be debited:  Sort Code:

Please pay Lewisham, Greenwich & Southwark Samaritans the sum stated at the frequency stated above starting on \_\_/\_\_/\_\_\_\_ and thereafter until further notice.

Payable to CAFBank Ltd, 25 Kings Hill Avenue, Kings Hill, West Malling, Kent ME19 4JQ for the account of Lewisham, Greenwich & Southwark Samaritans, account no. 00013640 sort code 40-52-40.

Signature:

**THANK YOU!**

## Gift Aid Declaration

Yes, I want Lewisham, Greenwich & Southwark Samaritans to treat all donations I have made for the six years prior to this year, and all donations I make from the date of this declaration until I notify you otherwise, as gift aid donations. I confirm that I pay an amount of income tax and/or capital gains tax at least equal to the tax that the charity will reclaim on my donations in the tax year.



Please tick  and date \_\_/\_\_/\_\_\_\_

Please post your completed form to:

The Treasurer, Lewisham, Greenwich & Southwark Samaritans, 1 Angus Street, London SE14 6LU

Freecall 116 123 (free to call from any phone)

Email [jo@samaritans.org](mailto:jo@samaritans.org)

[www.samaritans.org/branches/lewisham-greenwich-and-southwark-samaritans](http://www.samaritans.org/branches/lewisham-greenwich-and-southwark-samaritans)

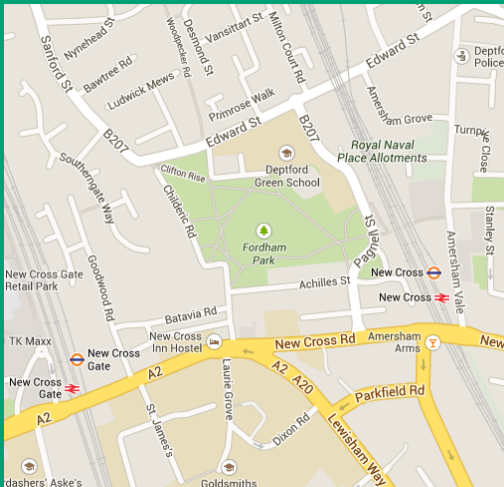
Visit us – 1 Angus Street, London SE14 6LU

Our branch contact details:

Outreach support: [lgsoutreach@gmail.com](mailto:lgsoutreach@gmail.com)

Administration line: 020 8692 3600

Administration email: [lewisham@samaritans.org](mailto:lewisham@samaritans.org)



**SAMARITANS**