

# **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

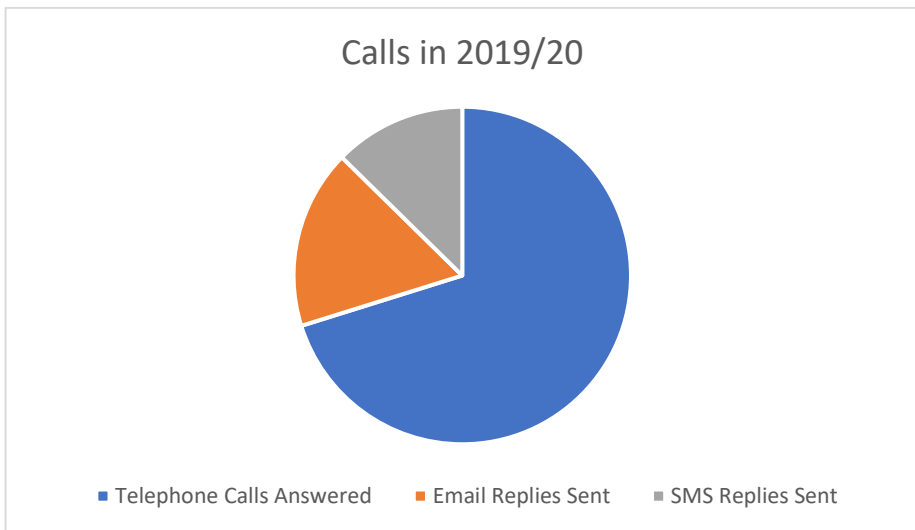
Our volunteers support people who are experiencing feelings of distress or despair, including those which may lead to thoughts of suicide, by offering emotional support via telephone, email or face-to-face contact.

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	£65,834	£53,084

#### Fixed Assets

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

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>£</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>£</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>£</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>£</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>



**CHARITY COMMISSION  
FOR ENGLAND AND WALES**

## Independent examiner's report on the accounts

### 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

**Charity no  
(if any)**

1167963

**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**

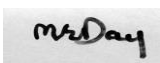
I have completed my examination. I confirm that no material matters have come to my attention (other than that disclosed below \*) in connection with the examination which gives me cause to believe that in, any material respect:

- 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)**

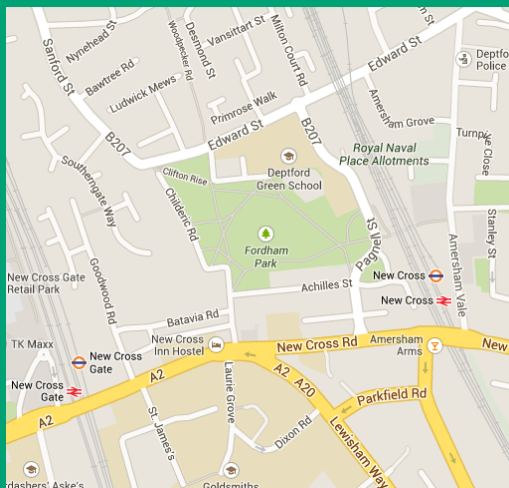
**Visit us – 1 Angus Street, London SE14 6LU**

**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)**



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