

SAMARITANS OF SOUTH CHESHIRE

England & Wales · Charity number 1170339

Details

Status Registered

Legal form CIO

Company number [CE009127](#)

Registered 2016-11-23

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

Contact

Address The Samaritans
2 Hall O'shaw Street
Crewe
CW1 4AE

Phone 116123

Email crewesamaritans@btconnect.com

Website www.samaritans.org

Activities

Objects: TO ENABLE PERSONS IN SOUTH CHESHIRE 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; 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; AND TO COLLABORATE WITH AND SUPPORT SAMARITANS CENTRAL CHARITY AND ITS AFFILIATED BRANCHES IN FULFILLING THESE OBJECTS.

Activities: Samaritans' vision is that fewer people die by suicide. We work to alleviate emotional distress and reduce the incidence of suicidal feelings and suicidal behaviour, and promote good emotional health. Samaritans is available to everybody all the time. Call free on 116 123 or email jo@samaritans.org

Classification

- **How:** Provides Services, Provides Advocacy/advice/information
- **What:** Education/training, The Advancement Of Health Or Saving Of Lives
- **Who:** Children/young People, Elderly/old People, People With Disabilities, Other Charities Or Voluntary Bodies, Other Defined Groups, The General Public/mankind

Geography

- Ireland
- Isle Of Man
- Cheshire East

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£16,793	£19,171	-	-
2024-03-31	£33,239	£12,656	-	-
2023-03-31	£8,149	£15,565	-	-
2022-03-31	£5,488	£18,291	-	-
2021-03-31	£27,907	£17,797	-	-

Trustees

Name	Role	Appointed
Neil Edmunds	Chair	2025-06-26
Carol Anne Layton		2020-04-20
Danilo Oliynik		2024-04-12
John Dixon Durrad		2020-04-20
Julia Anne Lunn		2022-07-01
Sue Briscall		2024-04-12

Linked charities

- THE SAMARITANS OF SOUTH CHESHIRE (1170339-1)

Accounts

Samaritans of South Cheshire in Crewe Annual Report

1st April 2024 to 31st March 2025

FOR HELP 24 HOURS A DAY

116 123 (FREE CALL)

Email: jo@samaritans.org

How Samaritans started nationally and locally

Samaritans was founded just over 70 years ago by Dr Chad Varah, a priest, who became concerned about suicide after conducting a funeral service for a 14-year-old girl, who had taken her own life after she started menstruating and thought she was gravely ill. When he learned there were 3 suicides a day in London, he decided to launch a confidential, emergency service for people in despair and contemplating suicide, which at the time was illegal. The first call to the service was made on 2 November 1953, using the crypt of Chad Varah's parish church, St Stephen Walbrook, London. Chad died in 2008 and a fund was established in his memory to finance a new caller telephone and information system (Connect) for the entire Samaritans organisation. In the UK and Republic of Ireland, there are now over 200 Samaritan branches.

In February 1964, the first steering committee met to plan a local Samaritans branch here in South Cheshire, and in May 1964 Chad Varah addressed an open meeting held in the Council Chamber, Crewe. From this, the first base of Crewe Samaritans was established at Christ Church, Crewe, with volunteer recruitment and training taking place, fund raising activities and the registration of our charity. In 1970, permanent premises were purchased in Edleston Road, Crewe, followed some 24 years ago by the purchase of our current base at 2 Hall O'Shaw Street, Crewe.

We are one of the town's largest and oldest charities and answer around 800 calls every month via the telephone and OnLine Chat (OLC) and we are involved locally via our Outreach program with schools, colleges, businesses and charities. We hope to continue offering support to people locally and nationally for as long as this service is needed, and we are proud to be in our 61st year of service here in Crewe.

Samaritans at a glance

Statistics for the UK & Republic of Ireland 2024:

- We have over 200 branches
- There are more than 23,000 volunteers
- It is free to call us on 116123
- We are open 24 hours a day, 365 days a year
- The average emotional support call lasts around 24 minutes
- Sams main website had over 1.8 million views to its contact pages
- We responded to over 3.3 million calls for help
- We respond to a contact every 10 seconds
- Someone dies by suicide every 90 minutes

Some facts about suicide

Suicide is complex and multi-faceted. Suicidal feelings and behaviours are usually the result of the interaction of multiple psychological, social, economic and demographic factors.

Here are some important facts about some of the groups at increased risk of suicide:

- 1 in 15 adults in England have attempted suicide
- 3/4 of deaths by suicide are male
- Suicide is the biggest killer of men under 50
- Suicide is the biggest killer of women aged 20-34
- Suicide is the leading cause of death for people under 35
- People with a diagnosed mental health disorder are 5 times more likely to die by suicide
- It is estimated that for every suicide, 135 people are exposed, and knew the person who died
- 1 in 3 people who die by suicide have been in contact with mental health services in the year before their death

(For sources and full references, email: research@samaritans.org)

Director's Report, on behalf of the trustees

This marks the end of my third and final year as Branch director and I thank all our wonderful volunteers for the support our callers and I have received during those 3 years. Our overall friendly and supportive branch atmosphere continues, and I would like to offer my special thanks to the BLT, who do so much to keep our branch operating as best it can, and who are so supportive and professional. We have reached our 61st year in Crewe and will celebrate the occasion at our AGM, when we hope to welcome many supporters and volunteers.

The Branch Leadership Team* (BLT) has successfully maintained its commitment to the overall branch objectives in 2024-2025:

- To ensure an optimal and consistent service is provided for all our callers.
- To reflect the needs and wishes of our volunteers and to maintain a friendly and cooperative working environment within the branch.
- To generate greater awareness of Samaritans and our services across South Cheshire.
- To build closer relations with West Midlands Region and Samaritans Central Office.
- To continue as an affiliate branch of Samaritans, governed by a national Operating Agreement with Samaritans national charity.

Following further successful recruitment and training programmes (see separate reports), there are currently 70 x volunteers in the branch (55 x active listening; 5 x temporarily off rota; 7 x support volunteers, 4 x Honorary). This shows that despite, sadly, losing several volunteers, our branch is maintaining listening volunteer numbers. Also, around 63% of listening volunteers undertake duties within the branch in addition to their listening duties (e.g. training, recruitment, Leading duties, mentoring, outreach) indicating the strong commitment of our volunteers, for which we are continually and profoundly grateful.

We had one accident this year when a vehicle hit the apex of our building. Happily nobody was injured in branch and structurally this caused minimal damage and repairs were carried out to remedy matters.

OnLine Chat continues in our branch and although it was hoped that a further shift could be set up this has proved to be a slow burner as Samaritans Central Office (SCO) continue to work on extending the hours OLC is available to callers, though we do occasionally do chats if call demand is low but chat demand is high.

New Leaders who support volunteers during duties have been successfully recruited and trained, though we are always looking to recruit more. Ongoing mentoring took place and was a well organised and informative exercise – thanks to our Volunteer Care team.

Our method of taking calls has been updated this year, involving new equipment, new software, and new phone access via Voice Over Internet Protocol (VOIP). VOIP seems to have improved the sound quality of our calls, and it's to our volunteers' credit that all have taken to these changes so well, despite some initial concerns.

Fund-raising activities within the local community and the opportunities for the involvement of our Support Volunteers continue but we are very aware that many folk are struggling in the current economic climate. Our Outreach team have been active in the community (see separate report) and have also taken part in the Suicide Prevention Forum Panel initiated by Cheshire East, which helped put together a local overall suicide prevention strategy and gave us some interesting insights and contacts for the future.

Efforts have continued in 24-25 to maintain closer ties with both the West Midlands Region and Samaritans Central Office with national forums and regional meetings being attended and regional training being supported. Our Regional Director, Pam Rutter, and her many Regional Officers, are very conspicuous with their offers of help and consequently we hope to continue to collaborate with other branches where appropriate.

The national Samaritans strategy for the period 2022 to 2027 governing our organisation's access, reach, impact, capacity and sustainability is currently being rolled out within the Tackling Suicide Together umbrella and has now been extended to enable more time to be spent on this important initiative – in particular future proofing the organisation.

I would also like to welcome our new incoming Branch Director, Neil¹ who will take over the role from 12.7.25. Many thanks to Neil for stepping forward, and who brings a wealth of experience, energy and enthusiasm to our branch that I feel sure will serve us well for the future.

Finally on behalf of the Branch Leadership Team* I would like to thank all our fantastic volunteers for their support to our callers and to one another throughout the last year. I would also like to thank both our Leaders and the Branch Leadership team for all the work they do, often unseen, in keeping our branch going and very much up to standard. Thanks to everyone's cooperative spirit it has been yet another successful year for Samaritans of South Cheshire!

Our Annual General Meeting will take place at 2 Hall O'Shaw Street, Crewe, on June 25th at 7pm followed by light refreshments.

Carol²

Chair of Trustees and Branch Director

*Branch Leadership team consists of 12 members, 9 of whom are trustees and act in accordance with the Charities Commission recommendations and guidelines. This means also that they resign each year end and must be re-elected by branch members for the following year if appropriate.

Treasurer's Report (Unaudited accounts)

Income	2022/2023	2023/24
Donations	£ 5375.70	£ 4052.94
Gift Aid	£	£
Fundraising	£ 2772.87	£ 4772.08
Grants	£ -	£ -
Memoriam	£ -	£ 24512.81
Bank Interest	£	£ 241.68
Other	£ -	£
	£ 8148.57	£ 32979.51
Expenditure	2022/2023	2023/24
Utilities -Gas and electricity	£ 2027.82	£ 2551.30
Water	£ 158.13	£ 192.30
Phones /internet	£ 2157.87	£ 2370.84
Cleaning	£ 1745.10	£ 1773.79
Repairs	£ 307.24	£ -
Postage	£ -	£ -
Stationery/Leaflets	£ 443.15	£
Expenses	£ 98.65	£ 1220.22
Equipment	£ 977.64	£ 22.80
Household maintenance	£ 2270.19	£ 690.00
Household goods/refreshments	£ 146.59	£ 219.09
Fundraising	£ 726.00	£ 926.83
Insurance	£ 892.09	£ 930.21
Professional charges	£ 2191.00	£ 1188.40
Miscellaneous	£ 1423.20	£ 619.57
	£ 15564.67	£ 12665.35

Bank balances	Opening 2022/2023	Closing 2023/2024
Current A/C	£ 7810.06	£ 28155.15
Gift Aid	£ 1131.31	£ 1,131.31
Deposit A/C	£ 18598.00	£ 19040.71
TOTAL BALANCES	£ 27539.37	£ 48327.17

Outgoings

Branch expenditure reduced by 19% compared to the 2022/23 accounting period, with fortunately relatively little in the way of capital expenditure on our rather old building compared to previous years. Our biggest areas of expenditure were telephone and internet services and utilities, both up on the previous year reflecting general price increases in these sectors. The biggest single items of expenditure were our Annual insurance Premium (£930) and catering for our annual quiz (£881).

Income

Our income is up fourfold from 2022/23, an exceptional increase which is unprecedented for the branch for many years. Our income comes from donations, fundraising, bank interest and bequests. Some highlights were:

- 1) An extremely generous bequest of over £24,000 from the Estate of Barbara Beech
- 2) Our annual quiz which made a profit of around £900
- 3) An anonymous donation of £2,000 from the Rausing Trust
- 4) £980 Profit share from an event organised by Rotary Club of Wyche Malbank
- 5) £502 cash collection from a Sarah Millican concert at the Crewe Lyceum.

After successive operating losses, the net position is that thanks to that fantastic bequest we made an exceptional surplus of £20,314. We don't expect this to be repeated for many years so we are still monitoring our position with a view to maximising our income streams. The Branch will continue to need plenty of money spending on repairs as well as the monthly overheads outlined above. Total cash in Current, Gift Aid and Savings accounts was £48,327 compared to £27, 539 previously.

I'm pleased to Confirm that Danilo Oliynik (Danilo 1) has kindly agreed to take over the Treasurer role and I would like to wish him good luck and thanks to BLT and the Wider Branch for their support as I was covering this role for the last year.

Simon 1 - Outgoing Branch Treasurer

Fundraising Report

Branch fundraising activity continues to be a challenge, given the competition from so many other charities all seeking funds. Our service offer is universal, as Samaritans has a truly national reach to all people regardless of socio-economic background, demographic status or location. Perhaps this makes applications harder compared to other charities with a smaller and more defined or localised user population

Despite these challenges we have had some notable successes this year in our fundraising efforts. Our branch has established links with a range of local agencies, individuals and organisations who are keen to support and promote our work. As ever we are grateful to these, and fellow volunteers who have made some of these donations possible through their professional or social networks and by signposting and promoting our service offer.

Some highlights for 2024/25 include:

- £250 from Nantwich Rotary Club for the Christmas Santa collection when myself, Neil, John 2 and Janet helped with their street collection
- £3000 from the Rausing Trust to help cover our operating overheads between December and February
- £730 from Eaton Golf Club Ladies Team -the Team have chosen Samaritans of South Cheshire as one of their 2 Charities for 2025 so more funds are coming our way -including around £5000 from a pro-am charity golf club tournament that recently took place.
- £1000 from Nantwich Town Council, who reached out after our sixtieth birthday celebration last year at Crewe Vagrants
- £847 from Miles Consultancy (a local Business in the Crewe area). Their staff chose Samaritans of South Cheshire for fundraising and they raised this from car valeting and a cake sale
- £6000 from the National Lottery Fund following a successful grant application
- £2500 from Attendus -an anonymous, annual donation that our branch has benefitted from for a number of years

Finally, I will be stepping down from the fundraising role and BLT when our new director takes up duty next month. After 6 years Its time to give someone else a chance, but I am always happy to speak to fellow branch volunteers who may be interested in this important work

Simon 1

Outgoing Deputy Director, Fundraising

Training Report

Training Report 2024/2025

Training Team

We are currently a team of 5 trainers plus a training/class mentor – huge thanks as ever to the team for all the sessions that have been delivered this year.

Thanks also go to the volunteers who help support skills practice during core development training – this makes the sessions much easier for us to manage and ensures our potential volunteers get the best training possible.

We continue to work closely with the recruitment, rota and volunteer support teams to ensure a smooth volunteer journey for our new recruits. We hope to re-look at roles and processes in the near future to ensure we continue to provide the best level of support we can to our New Samaritans.

Core Development and Embedding Training

Six potential volunteers started core development training in September 2023 – five of them are due to complete their embedding training very soon. We then welcomed six more potential volunteers in our March 2023 intake – they are all due to start embedding training at the end of June.

Ongoing Training (OGT)

This year's mandatory training is a digital module on the topic of equity, diversity and inclusion – all volunteers must complete this by the end of June.

As a branch we plan to offer some safeguarding refresher trainings during October/November.

Future plans

We will continue to facilitate training for the outreach team, mentors and leaders as required.

If you have any requests for training topics please do let me know.

We also look forward to welcoming new potential volunteers in September and March and supporting them through their core and embedding trainings.

Julia 1 – Deputy Director - Training

Outreach Report

We have continued to expand our Outreach into the community and made progress against our objectives which are to:

- Support National activities and Partnerships e.g. Brew Monday, 24th July (24/7), Network Rail
- Help to provide emotional support in other settings (ESOS) to people that need it.
- Provide support, tools and tips to help and support others providing emotional support.
- Build awareness of Samaritans Locally
- Inform others about the role of a volunteer and encourage people to volunteer.
- Work jointly with fundraising where the opportunity arises.

We have continued our partnership with Network Rail and continued to support key activities including 24/7 last year when we had presence at the station available for people in distress and providing information and raising the profile of Samaritans. In addition to supporting key activities and key dates at the station we have provided some post-vention support to staff and commuters after a tragic incident earlier this year. We helped create awareness and spoke to members of staff who had been working and we have contacted their employees to see if we would be able to provide a more structured programme of support.

Three of our volunteers completed the **new school training**, and this has been used to good effect at a recent assembly at Shavington Academy to an entire year group.

We have provided training to The Miles Consultancy and delivered talks and support to several other local organisations including Nantwich Alms Houses, Buckingham University and Haslington Surgery. We have continued to support Reaseheath College and their students, many who are away from home for the first time and under the age of 18.

2024 will provide more opportunities and with more volunteers we will be able to extend our reach, so if any other volunteers want to join the Outreach team they would be more than welcome. In addition to our existing links and commitments I have listed some contacts we are planning to build in the next twelve months:

- Crewcial Crisis Café – an organisation who work with vulnerable member of society
- YMCA
- Crewe Alexandra FC
- Nantwich and Rural Care Community

If anyone has any other initiatives they would like to support then please reach out and we can agree the best way to do it.

John2 - Deputy Director – Outreach

Building, Health & Safety Report

During the last year, we had water ingress in the Ops Room and remedial action was taken.

Poor pointing and blocked gutters were the likely cause of this.

We also had a car drive into our outside wall causing a crack in the wall in the ops room. Again this was fixed.

We had change of telephony and broadband and full training was offered to the branch.

There have been no reported Health & Safety incidents or accidents this year, and all Health and Safety/ statutory checks have been carried out.

Maxine 61

Deputy Director, Facilities

Recruitment and Selection Report

The recruitment team consisted of Kate, John and Sharon and all three have assisted with the process throughout the year. We conducted face to face interviews at the branch. This ensured that I could get a real feel for the core values of the potential Samaritans and also go through the required commitments.

The main commitment being the ability to conduct anti-social shifts within the monthly pattern. This has been slightly problematic as most of those potential volunteers were very keen to complete either evenings or weekend shifts. It would be beneficial to provide more options at weekends.

I wanted to adopt the two-tier strategy, but this was not possible due to the number of applicants. We put through 11 PV's to the training phase. There are currently 27 potential candidates that have applied to be listening volunteers. I have recently e-mailed them via the Branch Management Tool and confirmed they are still interested.

John1 - Deputy Director - Recruitment

Our callers

- When people contact Samaritans for emotional support, they often mention several concerns. In 2024, some of the primary concerns raised related to mental health or illness, family, isolation and loneliness, physical health or illness, and relationship problems.
- Self-harm was discussed in almost 1 in 16 calls for help that involved emotional support. Where callers currently self-harm, in 1 in 4 of these contacts, the caller said they were talking to Samaritans to avoid self-harm.
- Suicidal feelings were expressed during 1 in 5 calls for help that involved emotional support.
- In telephone calls where support is given, callers are more likely to express suicidal feelings in the early hours of the morning (one in three calls mention suicidal feelings). During the hours of 9am-5pm, suicidal feelings are expressed in one in five support calls.
- Each month, around 10% of the people who call Samaritans for help are first time callers.
- In 2024, 49% of calls for help that involved emotional support were from women, 46% from men, 0.4% from transgender callers, in 5% the caller's gender was unknown.
- In 2024, 93% of calls for help that involved emotional support were from adults, 2% from children under the age of 18, in 5% of calls the caller's age was unknown.

How our service helps

People who've used our service say that simply having someone to talk to can be of great help. While you may be in distress, you don't have to be suicidal.

Talking can begin to sort out confused feelings, relieve the pressure, and encourage callers to believe that there is a way forward.

We know that life today can be unbelievably tough, particularly in relation to relationships, health concerns, employment and money issues. Whilst we don't have a magic wand to make people's problems disappear, given the chance, many people are able to find a way through their problems themselves, if there is someone there giving them time and space to talk.

We can help people to explore their options and come to their own decisions about what's best for them. Our support may help people to find their own way forward.

We're always here

We never know when you might want to talk to us. That's why we're always open, round the clock, every single day of the year.

Confidentiality

We want you to feel safe while talking to us, so you can tell us how you're really feeling. You only need to tell us as much information as you want to.

You can be yourself

Whoever you are, however you feel, whatever life's done to you, you can be yourself with us.

We're trained to listen

As volunteers, not paid professionals, we're trained to listen to you, not to 'fix' or 'cure' you.

**SAMARITANS OF SOUTH CHESHIRE IN CREWE
BRANCH OFFICERS DURING 2023/24**

Patron

Richard Roundell of Dorfold Hall, Nantwich

President

The Mayor of Cheshire East Councillor David Edwards

Chair & Director

Carol Layton

Treasurer

Danilo Oliynik

Legal Consultant

Jane Wilson

Thanks to:

Dains Ltd. Chartered Accountants, of Stoke on Trent, for auditing Samaritans of South Cheshire accounts 2024-25

**SAMARITANS OF SOUTH CHESHIRE IN CREWE
2 HALL O'SHAW STREET CREWE CW1 4AE**

REGISTERED CHARITY NO: 1170339

Talk to us any time you like, in your own way, and off the record, about whatever's getting to you. You don't have to be suicidal.

We have different ways for you to get in touch:

- Call us on 116 123 (free call)
- Email us jo@samaritans.org
- Write us a letter at: FREEPOST SAMARITANS LETTERS

The Samaritans of South Cheshire
Statement for the period ending 31.03.2025

Bank Current Account

Balance at 01.04.2024	28,155.15
Receipts for the year	35,834.75
Transfer from Deposit Account	19,155.06
	63,989.90
Payments for the year	-19,171.45
Balance at 31.03.2025	<u>44,818.45</u>

Deposit Account

Balance at 01.04.2024	19,040.71
Interest received	114.35
	19,155.06
Transfer To Bank Current Account To Close	-19,155.06
Balance at 31.03.2025	<u>0.00</u>

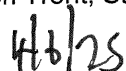
Gift Aid Account

Balance at 01.04.2024	1,131.31
Movements	0.00
Balance at 31.03.2025	<u>1,131.31</u>

In our opinion, the statement above is in agreement with the accounting records kept by the Friends of the Samaritans of South Cheshire.



Dains Accountants Limited Chartered Accountants
Suite 2 Albion House, Etruria Office Village, 2 Forge Lane
Stoke on Trent, Staffordshire, ST1 5RQ

Date : 

Accounts

Samaritans of South Cheshire in Crewe

Annual Report

1st April 2023 to 31st March 2024

FOR HELP 24 HOURS A DAY

116 123 (FREE CALL)

Email: jo@samaritans.org

How Samaritans started nationally and locally

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- Suicide is the leading cause of death for people under 35
- People with a diagnosed mental health disorder are 5-15 times more likely to die by suicide
- It is estimated that for every suicide, 135 people are exposed, and knew the person who died
- 1 in 3 people who die by suicide have been in contact with mental health services in the year before their death

(For sources and full references, email: research@samaritans.org)

Director's Report, on behalf of the trustees

This marks the end of my second year as Branch director and I thank all our wonderful volunteers for the support I have received during what has been a personally challenging year. Our overall friendly and supportive branch atmosphere continues, as borne out by our branch survey results (see below). I would like to also offer my thanks to the BLT, who do so much to keep our branch operating as best it can, and who are so supportive and professional. We have reached our 60th year in Crewe and will celebrate the occasion initially at our AGM, when we hope to welcome many supporters and volunteers.

The Branch Leadership Team* (BLT) has successfully maintained its commitment to the overall branch objectives in 2023-2024:

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Following further successful recruitment and training programmes (see separate reports), there are currently 77 x volunteers in the branch (55 x active listening; 7 x temporarily off rota; 13 x support volunteers, 2 x Honorary). This shows that despite, sadly, losing several volunteers, our branch is maintaining numbers. Also, around 63% of listening volunteers undertake duties within the branch in addition to their listening duties (e.g. training, recruitment, Leading duties, mentoring, outreach) indicating the strong commitment of our volunteers, for which we are continually and profoundly grateful.

Our branch annual survey took place last year and, overall, a positive response was received and we will build on those suggestions – some of which have already been implemented. For example, our Volunteer Care team have arranged talks with socialising to follow, which have been very well attended and received. We still have to complete our Hours of Need push, but this will be looked at over the next 12 months in league with our Rota team. Our building's future is under continuous discussion, and we hope to start some continuing maintenance works over the next year. Our hopes for face to face clinics are still being worked on via Outreach, and we are considering the return of email to our branch possibly early next year.

The survey results were as follows: (Answers to Qs 10-16 show only those responses with the highest numbers of replies):

Crewe Branch Volunteer Survey (Listeners)

Results based on survey completed by 31.2.24

Question	Average score (out of 5)
Q1 – How happy are you as a listening volunteer with Crewe Sams?	4.7
Q2 – How happy are you with the shifts you currently fulfil?	4.4
Q3 – How do you rate our operating facilities?	4.2
Q4 – How do you rate the BLT's accessibility to volunteers?	4.5
Q5 – How do you rate the BLT's communication with volunteers?	4.2
Q6 – How do you rate any training you have received in the last 12 months?	4.7
Q7 – How important do you see Hours of Need (HON) cover being (2am-6am)?	4.6
Q8 – How do you feel, personally, about seeing face to face callers in branch?	3.5
Q9 – How much do you feel supported by the branch as a volunteer?	4.8

Question	Response	Number of comments
Q10 – Is there anything you would like to be improved about our building?	Nothing	20
	Car parking	16
Q11 – What would you change about our branch and the way it works for you?	All ok	28
	Rota (flexibility and swaps)	8
Q12 – If you don't do a regular hours of need shift currently (2am-6am) what is your barrier to doing this?	Work	15
	Health/sleep issues	17
	Already do one	6
Q13 – Would you be able to do an HON shift once or twice a year?	Yes	28
	No	12
	Maybe	3
Q14 – If yes to above what night would best suit you? What night would least suit you?	Any night	8
	Tues and Thurs = best suited	
	Sat, Sun and Mon = least suited	
Q15 – Would you be interested in taking part in an organised pre-arranged 'clinic' in branch, or at a community venue, to allow local face to face interaction (probably daytime)?	Yes	28
	No	18
	Maybe	5
Q16 – What social events would you like to see in the future?	Happy with current events	23
	Daytime drop in/coffee mornings	9
	Talk and social afterwards	6

There have been no serious incidents or accidents this year.

OnLine Chat continues in our branch and it is hoped that a further shift can be started in the next year as Samaritans Central Office (SCO) roll out more evenings available to our online callers. We hope to build on our OLC team over the next year in preparation for this opportunity.

New Leaders who support volunteers during duties have been successfully recruited and trained, though we are always looking to recruit more. Ongoing mentoring took place and was a well organised and informative exercise – thanks to our Volunteer Care team.

Fund-raising activities within the local community and the opportunities for the involvement of our Support Volunteers continue to slowly increase but we are very aware that many folk are struggling in the current economic climate. Our Outreach team have been active in the community (see separate report) and have also taken part in the Suicide Prevention Forum Panel initiated by Cheshire East, which helped put together a local overall suicide prevention strategy and gave us some interesting insights and contacts for the future.

Efforts have continued in 23-24 to maintain closer ties with both the West Midlands Region and Samaritans Central Office with national forums and regional meetings being attended and regional training being supported. Our Regional Director, Pam Rutter, and her many Regional Officers, are very conspicuous with their offers of help and consequently we hope to continue to collaborate with other branches where appropriate.

The national Samaritans strategy for the period 2022 to 2027 governing our organisation's access, reach, impact, capacity and sustainability is currently being rolled out within the Tackling Suicide Together umbrella and has been extended to enable more time to be spent on this important initiative.

Finally on behalf of the Branch Leadership Team* I would like to thank all our fantastic volunteers for their support to our callers and to one another throughout what has been a slightly calmer period. I would also like to thank both our Leaders and the Branch Leadership team for all the work they do, often unseen, in keeping our branch going and very much up to standard. Thanks to everyone's cooperative spirit it has been yet another successful year for Samaritans of South Cheshire!

Our Annual General Meeting will take place at Crewe Vagrants, June 1st at 12.30pm together with our 60th anniversary celebration.

Carol2

Chair of Trustees and Branch Director

*Branch Leadership team consists of 12 members, 7 of whom are trustees and act in accordance with the Charities Commission recommendations and guidelines. This means also that they resign each year end and must be re-elected by branch members for the following year if appropriate.

Treasurer's Report (Unaudited accounts)

Income	2022/2023	2023/24
Donations	£ 5375.70	£ 4052.94
Gift Aid	£	£
Fundraising	£ 2772.87	£ 4772.08
Grants	£ -	£ -
Memoriam	£ -	£ 24512.81
Bank Interest	£	£ 241.68
Other	£ -	£
	£ 8148.57	£ 32979.51
Expenditure	2022/2023	2023/24
Utilities -Gas and electricity	£ 2027.82	£ 2551.30
Water	£ 158.13	£ 192.30
Phones /internet	£ 2157.87	£ 2370.84
Cleaning	£ 1745.10	£ 1773.79
Repairs	£ 307.24	£ -
Postage	£ -	£ -
Stationery/Leaflets	£ 443.15	£
Expenses	£ 98.65	£ 1220.22
Equipment	£ 977.64	£ 22.80
Household maintenance	£ 2270.19	£ 690.00
Household goods/refreshments	£ 146.59	£ 219.09
Fundraising	£ 726.00	£ 926.83
Insurance	£ 892.09	£ 930.21
Professional charges	£ 2191.00	£ 1188.40
Miscellaneous	£ 1423.20	£ 619.57
	£ 15564.67	£ 12665.35

Bank balances	Opening 2022/2023	Closing 2023/2024
Current A/C	£ 7810.06	£ 28155.15
Gift Aid	£ 1131.31	£ 1,131.31
Deposit A/C	£ 18598.00	£ 19040.71
TOTAL BALANCES	£ 27539.37	£ 48327.17

Outgoings

Branch expenditure reduced by 19% compared to the 2022/23 accounting period, with fortunately relatively little in the way of capital expenditure on our rather old building compared to previous years. Our biggest areas of expenditure were telephone and internet services and utilities, both up on the previous year reflecting general price increases in these sectors. The biggest single items of expenditure were our Annual insurance Premium (£930) and catering for our annual quiz (£881).

Income

Our income is up fourfold from 2022/23, an exceptional increase which is unprecedented for the branch for many years. Our income comes from donations, fundraising, bank interest and bequests. Some highlights were:

- 1) An extremely generous bequest of over £24,000 from the Estate of Barbara Beech
- 2) Our annual quiz which made a profit of around £900
- 3) An anonymous donation of £2,000 from the Rausing Trust
- 4) £980 Profit share from an event organised by Rotary Club of Wyche Malbank
- 5) £502 cash collection from a Sarah Millican concert at the Crewe Lyceum.

After successive operating losses, the net position is that thanks to that fantastic bequest we made an exceptional surplus of £20,314. We don't expect this to be repeated for many years so we are still monitoring our position with a view to maximising our income streams. The Branch will continue to need plenty of money spending on repairs as well as the monthly overheads outlined above. Total cash in Current, Gift Aid and Savings accounts was £48,327 compared to £27, 539 previously.

I'm pleased to Confirm that Danilo Oliynik (Danilo 1) has kindly agreed to take over the Treasurer role and I would like to wish him good luck and thanks to BLT and the Wider Branch for their support as I was covering this role for the last year.

Simon 1 - Outgoing Branch Treasurer

Fundraising Report

Fundraising activity continues to be a challenge which is not surprising given the cost-of-living crisis. As you'd expect, when finances and household budgets are tight charitable donations aren't high priority for many people. Our grant applications were unsuccessful, there is a lot of competition out there for limited funding. Our service offer as Samaritans has a truly national reach to all people regardless of socio-economic background, demographic status or location. Perhaps this makes applications harder compared to other charities with a smaller and more defined or localised user population.

However, there have been some highlights which I wanted to share:

- The quiz, held at Crewe Vagrants Sports Club in November for the second year, where over 100 people (including volunteers and their families /friends) had a great time testing their knowledge over drinks and a fish and chip supper. Including a raffle on the night we raised over £800 for the Branch, and I'd like to thank John² and Hazel¹ especially who helped with the organisation and sourcing raffle prizes.
- Nick Hilton (Nick ¹) who enabled a £500 donation for us.
- After his Iron Man heroics last year John¹s running club kindly contributed £574 from their raffle.
- We had £250 from the annual Rotary Club Santa collection around Nantwich.
- Wyche Malbank Rotary Club, generously donated half the profits (£980) from a musical extravaganza event showcasing local talent at the Nantwich Civic Hall in June.

If you have any ideas for fundraising please speak to Simon ¹ in the first instance.

Simon ¹ - Deputy Director - Fundraising

Training Report

Huge thanks to the training team for all their ongoing hard work and support. This year we have welcomed Chris 2 and Yvette 1 to the training team. We now have a team of seven trainers who provide core development, embedding training and ongoing training for our branch.

Thanks also go to the volunteers who help support skills practice during core development training – this makes the sessions much easier for us to manage and ensures our potential volunteers get the best training possible.

We continue to work closely with the recruitment, rota and volunteer support teams to ensure a smooth volunteer journey for our new recruits.

Seven potential volunteers started core development training in September 2023 – five of them have recently completed their embedding training. We then welcomed seven more potential volunteers in our January 2023 intake – five of them are just about to start their embedding training.

We have run ‘not giving advice’ training this year which was attended by sixteen volunteers.

Volunteers who do the online chat shifts have had to complete an updated digital module - ‘best practice for online chat’.

Five volunteers have completed mentor training via the regional training team and two volunteers have completed the training for becoming a leader.

There is no mandatory training in 2024 but we plan to run some refresher sessions in branch in the autumn. Look out for details and please do sign up – they will be a good opportunity to ensure your skills stay up-to-date and refreshed and are also a nice opportunity to get together with other volunteers.

We will continue to facilitate training for the outreach team, mentors and leaders.

If you have any requests for training topics please do let me know.

We also look forward to welcoming new potential volunteers in September and March and supporting them through their core and embedding trainings.

Julia 1 – Deputy Director – Training

Outreach Report

We have continued to expand our Outreach into the community and made progress against our objectives which are to:

- Support National activities and Partnerships e.g. Brew Monday, 24th July (24/7), Network Rail
- Help to provide emotional support in other settings (ESOS) to people that need it.
- Provide support, tools and tips to help and support others providing emotional support.
- Build awareness of Samaritans Locally
- Inform others about the role of a volunteer and encourage people to volunteer.
- Work jointly with fundraising where the opportunity arises.

We have continued our partnership with Network Rail and continued to support key activities including 24/7 last year when we had presence at the station available for people in distress and providing information and raising the profile of Samaritans. In addition to supporting key activities and key dates at the station we have provided some post-vention support to staff and commuters after a tragic incident earlier this year. We helped create awareness and spoke to members of staff who had been working and we have contacted their employees to see if we would be able to provide a more structured programme of support.

Three of our volunteers completed the **new school training**, and this has been used to good effect at a recent assembly at Shavington Academy to an entire year group.

We have provided training to The Miles Consultancy and delivered talks and support to several other local organisations including Nantwich Alms Houses, Buckingham University and Haslington Surgery. We have continued to support Reaseheath College and their students, many who are away from home for the first time and under the age of 18.

2024 will provide more opportunities and with more volunteers we will be able to extend our reach, so if any other volunteers want to join the Outreach team they would be more than welcome. In addition to our existing links and commitments I have listed some contacts we are planning to build in the next twelve months:

- Crewcial Crisis Café – an organisation who work with vulnerable member of society
- YMCA
- Crewe Alexandra FC
- Nantwich and Rural Care Community

If anyone has any other initiatives they would like to support then please reach out and we can agree the best way to do it.

John2 - Deputy Director – Outreach

Building, Health & Safety Report

During the last year, we have had water ingress in the Ops Room and in the hall. Remedial action was taken to fix both and they had been caused by poor pointing and gutters not working properly. We have since had pointing work done on the building and the gutters have been cleaned.

We have also had a new electrical consumer unit installed.

A move of premises was discussed last year and a decision taken by the BLT not to move. This decision has not changed and whilst we are not actively seeking alternative premises the BLT does keep abreast of property in the area and keeps an open mind on our current premises. In the meantime we continue with maintenance.

There have been no reported Health & Safety incidents or accidents this year, and all Health and Safety/ statutory checks have been carried out e.g boiler service and PAT testing.

Maxine 61 - Vice Director & Deputy Director - Facilities

Recruitment and Selection Report

The recruitment team consists of Kate, Janet and Sharon and all three have assisted with the process throughout the year. We conducted face to face interviews at the branch. This ensured that I could get a real feel for the core values of the potential Samaritans and also go through the required commitments.

The main commitment being the ability to conduct anti-social shifts within the monthly pattern. This has been slightly problematic as most of those potential volunteers were very keen to complete either evenings or weekend shifts. It would be beneficial to provide more options at weekends.

I wanted to adopt the two-tier strategy, but this was not possible due to the number of applicants. We put through 11 PV's to the training phase. There are currently 27 potential candidates that have applied to be listening volunteers. I have recently e-mailed them via the Branch Management Tool and confirmed they are still interested.

John1 - Deputy Director - Recruitment

Our callers

- When people contact Samaritans for emotional support, they often mention several concerns. In 2023, some of the primary concerns raised related to mental health or illness, family, isolation and loneliness, physical health or illness, and relationship problems.
- Self-harm was discussed in almost 1 in 15 calls for help that involved emotional support. Where callers currently self-harm, in 1 in 4 of these contacts, the caller said they were talking to Samaritans to avoid self-harm.
- Suicidal feelings were expressed during 1 in 4 calls for help that involved emotional support.
- In telephone calls where support is given, callers are more likely to express suicidal feelings in the early hours of the morning (one in three calls mention suicidal feelings). During the hours of 9am-5pm, suicidal feelings are expressed in one in five support calls.
- Each month, around 40% of the people who call Samaritans for help are first time callers.
- Almost 40% of calls to Samaritans are from a mobile phone.
- In 2023, 49% of calls for help that involved emotional support were from women, 46% from men, 0.4% from transgender callers, in 5% the caller's gender was unknown.
- In 2023, 93% of calls for help that involved emotional support were from adults, 2% from children under the age of 18, in 5% of calls the caller's age was unknown.

How our service helps

People who've used our service say that simply having someone to talk to can be of great help. While you may be in distress, you don't have to be suicidal.

Talking can begin to sort out confused feelings, relieve the pressure, and encourage callers to believe that there is a way forward.

We know that life today can be unbelievably tough, particularly in relation to relationships, health concerns, employment and money issues. Whilst we don't have a magic wand to make people's problems disappear, given the chance, many people are able to find a way through their problems themselves, if there is someone there giving them time and space to talk.

We can help people to explore their options and come to their own decisions about what's best for them. Our support may help people to find their own way forward.

We're always here

We never know when you might want to talk to us. That's why we're always open, round the clock, every single day of the year.

Confidentiality

We want you to feel safe while talking to us, so you can tell us how you're really feeling. You only need to tell us as much information as you want to.

You can be yourself

Whoever you are, however you feel, whatever life's done to you, you can be yourself with us.

We're trained to listen

As volunteers, not paid professionals, we're trained to listen to you, not to 'fix' or 'cure' you.

**SAMARITANS OF SOUTH CHESHIRE IN CREWE
BRANCH OFFICERS DURING 2023/24**

Patron

Richard Roundell of Dorfold Hall, Nantwich

President

The Mayor of Cheshire East Councillor Marilyn Houston

Chair & Director

Carol Layton

Treasurer

Simon Koefman

Legal Consultant

Jane Wilson

Thanks to:

Barringtons Ltd. Chartered Accountants of Nantwich, for auditing Samaritans of South
Cheshire accounts 2023-24

**SAMARITANS OF SOUTH CHESHIRE IN CREWE
2 HALL O'SHAW STREET CREWE CW1 4AE**

REGISTERED CHARITY NO: 1170339

Talk to us any time you like, in your own way, and off the record, about whatever's getting
to you. You don't have to be suicidal.

We have different ways for you to get in touch:

- Call us on 116 123 (free call)
- Email us jo@samaritans.org
- Write us a letter at: FREEPOST SAMARITANS LETTERS

The Samaritans of South Cheshire
Income and Expenditure Account - Period ending 31st March 2024

Mar-23	Income	Mar-24	Mar-23	Expenditure	Mar-24
5,375.70	Donations & Covenants	4,074.03		Cost of Reaching Callers	
-	In Memory	24,512.81	-	Publicity	-
			2,157.87	Telephone	2,370.84
2,772.87	Fund Raising Events	4,172.08	2,157.87		2,370.84
-	Grants	-	2,027.82	Cost of Premises	
-	Refunds Including	-	892.09	Electricity & Gas	2,551.30
	HMRC Charities in Gift Aid Account		4,395.14	Insurance	930.21
-	Other Income including Prison Expenses	-	1,497.18	House Keeping	2,642.88
-	Bank Interest	480.22	158.13	Repairs & Maintenance	655.07
			977.64	Water Rates	192.39
			9,948.00	Technical Equipment	22.80
					6,994.65
			98.65	Central Operating Costs	
			443.53	Volunteer Expenses	1,220.22
			1,235.00	Admin, room hire, Postage & Stationery	-
			956.00	Professional Fees	595.40
			2,733.18	Levy to Samaritan HQ	593.00
					2,408.62
			726.00	Sundry Costs	
			726.00	Fund raising Costs	881.40
					881.40
7,416.48	Excess of Expenditure over Income	-	15,565.05		12,655.51
15,565.05		33,239.14	-	Excess of Income over Expenditure	20,583.63
			15,565.05		33,239.14

Balance Sheet at 31st March 2024

Capital Reserve	19,974.74	Property at Valuation	92,000.00
Revaluation Reserve	28,313.89	Bank Current Account	28,155.15
Central Reserve Fund	71,454.91	Bank Deposit Account	19,040.71
Excess of Income over Expenditure	20,583.63	Gift Aid Account	1,131.31
	92,038.54		48,327.17
	140,327.17		140,327.17

In our opinion the Income and Expenditure Account and Balance sheet are in agreement with the accounting records kept by the Samaritans of South Cheshire.

DocuSigned by:

Dains Accountants Limited

Dains Accountants Limited Chartered Accountants
Suite 2 Albion House, Etruria Office Village, 2 Forge Lane

The Samaritans of South Cheshire
Statement for the period ending 31.03.2024

<u>Bank Current Account</u>	
Balance at 01.04.2023	7,810.06
Receipts for the year	33,000.60
	40,810.66
Payments for the year	12,655.51
Balance at 31.03.2024	<u>28,155.15</u>

<u>Deposit Account</u>	
Balance at 01.04.2023	18,802.17
Interest received	238.54
Balance at 31.03.2024	<u>19,040.71</u>

<u>Gift Aid Account</u>	
Balance at 01.04.2023	1,131.31
Movements	0.00
Balance at 31.03.2024	<u>1,131.31</u>

In our opinion, the statement above is in agreement with the accounting records kept by the Friends of the Samaritans of South Cheshire.

DocuSigned by:
Dains Accountants Limited
 37FAB3574E774AE...

Dains Accountants Limited Chartered Accountants
 Suite 2 Albion House, Etruria Office Village, 2 Forge Lane
 Stoke on Trent, Staffordshire, ST1 5RQ

The Samaritans of South Cheshire
Income and Expenditure Account - Period ending 31st March 2024

Mar-23	Income	Mar-24	Mar-23	Expenditure	Mar-24
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	140,327.17		140,327.17

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Suite 2 Albion House, Etruria Office Village, 2 Forge Lane

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DocuSigned by:
Dains Accountants Limited
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Dains Accountants Limited Chartered Accountants
 Suite 2 Albion House, Etruria Office Village, 2 Forge Lane
 Stoke on Trent, Staffordshire, ST1 5RQ

Accounts



South Cheshire

FOR HELP 24 HOURS A DAY

116 123 (FREE CALL); Email:JO@SAMARITANS.ORG

Report from 1st April 2022 to 31st March 2023

SAMARITANS OF SOUTH CHESHIRE IN CREWE

HOW SAMARITANS STARTED NATIONALLY AND LOCALLY

Samaritans was founded almost 70 years ago by Dr Chad Varah, a priest, who became concerned about suicide after conducting a funeral service for a 14-year-old girl, who had taken her own life after she started menstruating and thought she was gravely ill. When he learned there were 3 suicides a day in London, he decided to launch a confidential, emergency service for people in despair and contemplating suicide, which at the time was illegal. The first call to the service was made on 2 November 1953, using the crypt of Chad Varah's parish church, St Stephen Walbrook, London. Chad died in 2008 and a fund was established in his memory to finance a new caller telephone and information system (Connect) for the entire Samaritans organisation.

In February 1964, the first steering committee met to plan a local Samaritans branch here in South Cheshire, and in May 1964 Chad Varah addressed an open meeting held in the Council Chamber, Crewe. From this, the first base of Crewe Samaritans was established at Christ Church, Crewe, with volunteer recruitment and training taking place, fund raising activities and the registration of our charity. In 1970, permanent premises were purchased in Edleston Road, Crewe, followed some 24 years ago by the purchase of our current base at 2 Hall O'Shaw Street, Crewe.

We are one of the town's largest and oldest charities and answer around 800 calls every month via the telephone, emails and OnLine Chat. We hope to continue offering support to people locally and nationally for as long as this service is needed.

In the UK and Republic of Ireland, there are now over 200 Samaritan branches.

SAMARITANS AT A GLANCE

Statistics for the UK & Republic of Ireland:

- We have 201 branches
- There are more than 23,000 volunteers
- It is free to call us on 116123
- We are open 24 hours a day, 365 days a year

- More than 100,000 Samaritans' self-help app accounts now created
- There are around 1800 trained listeners across 141 prisons
- Sams main website has over 2 million views to its contact pages
- We recruited and trained over 4,000 new listening volunteers
- We respond to over 5.4 million calls for help
- We respond to a contact every 10 seconds
- Someone dies by suicide every 90 minutes

FACTS ABOUT SUICIDE

Suicide is complex and multi-faceted. Suicidal feelings and behaviours are usually the result of the interaction of multiple psychological, social, economic and demographic factors.

Here are some important facts about some of the groups at increased risk of suicide:

- 1 in 15 adults in England have attempted suicide
- 3/4 of deaths by suicide are male
- Suicide is the biggest killer of men under 50
- Suicide is the biggest killer of women aged 20-34
- Suicide is the leading cause of death for people under 35
- People with a diagnosed mental health disorder are 5-15 times more likely to die by suicide
- Those suffering from depression are at increased risk of dying by suicide
- 1 in 3 people who die by suicide have been in contact with mental health services in the year before their death

For sources and full references, email: research@samaritans.org

DIRECTOR'S REPORT

Howard 1 completed his three year term as Branch Director on 30th June '22 and passed the baton on to Carol 2. We owe many thanks to Howard for all the hours put in on behalf of the branch, maintaining the status quo in the most unusual of times for us all. Howard had a very challenging tenure as BD and had to deal with a major Ops room refurbishment, safeguarding and other major policy changes which involved huge training burdens, the implementation of Online Chat, and of course a pandemic lockdown and subsequent health and safety issues.

The Branch Leadership Team (BLT) has successfully maintained its commitment to the overall branch objectives in 2022-2023:

- To ensure an optimal and consistent service is provided for all our callers.
- To reflect the needs and wishes of our volunteers and to maintain a friendly and cooperative working environment within the branch.
- To generate greater awareness of Samaritans and our services across South Cheshire.
- To build closer relations with West Midlands Region and Samaritans Central Office.

Following further successful recruitment and training programmes (see separate reports), there are currently 75 x volunteers in the branch (54 x active listening; 9 x temporarily off rota; 12 x support volunteers). This shows that despite, sadly, losing several volunteers, our branch is maintaining numbers. Also, around 63% of listening volunteers undertake duties within the branch in addition to their listening duties (e.g. training, recruitment, Leading duties, mentoring, outreach) indicating the strong commitment of our volunteers, for which we are continually and profoundly grateful.

Volunteer Annual Reviews have not taken place but are scheduled for later this year to again assess volunteers' views on their involvement with Samaritans and with the branch. We hope to also get people's views on face to face meetings going forward, further OnLine Chat involvement and overnight shift needs.

OnLine Chat has continued in our branch and it is hoped that a further shift can be started in July 2023 as SCO roll out more evenings available to our online callers. We hope to build on our OLC team over the next few months in preparation for this opportunity.

To enable 3 duty stations to operate together a further glass panel was installed in the Ops room, this has proved useful and allowed us to potentially have three listeners, or OnLine chatters on shift. The meeting/training room was successfully refurbished with new lighting, blinds, cupboards and flooring installed and a fabulous decorating job done – all coordinated, and largely completed, by the incredibly industrious Clive1.

New Leaders who support volunteers during duties have been successfully recruited and trained, though we are always looking to recruit more.

Fund-raising activities within the local community and the opportunities for the involvement of our Support Volunteers have been slowly increasing following the gradual loosening of Covid restrictions. Following last year's Outreach Training we have been far more active in the community (see separate report), and have also taken part in the Suicide Prevention Forum Panel initiated by Cheshire East, which helped put together a local overall suicide prevention strategy and gave us some interesting insights and contacts for the future. Our Twitter account has been reactivated.

The national Samaritans strategy for the period 2022 to 2027 governing our organisation's access, reach, impact, capacity and sustainability is currently being rolled out within the Tackling Suicide Together umbrella.

Efforts have continued in 22-23 to build closer ties with both the West Midlands Region and Samaritans Central Office with national forums and regional meetings being attended. Our new Regional Director, Pam Rutter, and her many Regional Officers, are very conspicuous with their offers of help and consequently we will be able to collaborate with other branches where appropriate.

Finally on behalf of the Branch Leadership Team I would like to thank all our fantastic volunteers for their support to our callers and to one another throughout what has been a slightly calmer period. I would also like to thank both our Leaders and the Branch Leadership team for all the work they do, often unseen, in keeping our branch going and very much up to standard. Thanks to everyone's cooperative spirit it has been yet another successful year for Samaritans of South Cheshire!

Our Annual General Meeting will take place in branch at 7pm on Tuesday 27th June 2023.

Carol2

Chair and Branch Director

TREASURER'S REPORT 1.4.2022 – 31.3.2023

UNAUDITED ACCOUNTS

Income	2021/2022	2022/23
Donations	£ 4,925.18	£ 5,072.83
Gift Aid	£ -	£ 1,000.00
Fundraising	£ 132.50	£ 2,772.87
Grants	£ -	£ -
Memoriam	£ -	£ -
Bank Interest	£ 168.00	£ -
Other	£ -	£ 252.87
	£ 5,225.68	£ 9,098.57

Expenditure	2021/2022	2022/23
Utilities -Gas and electricity	£ 1,645.17	£ 2,027.82
Water	£ 170.70	£ 158.13
Phones /internet	£ 2,661.69	£ 2,157.87
Cleaning	£ 2,058.00	£ 1,745.10
Repairs	£ 8,293.99	£ 307.24
Postage	£ 6.99	£ -
Stationery/Leaflets	£ 104.11	£ 443.15
Expenses	£ -	£ 1,054.65
Equipment	£ -	£ 977.64
Household maintenance	£ 73.70	£ 2,270.19
Household goods/refreshments	£ 317.46	£ 146.59
Fundraising	£ -	£ 726.00
Insurance	£ -	£ 892.09
Professional charges	£ 2,717.38	£ 1,235.00
Miscellaneous	£ -	£ 1,423.20
	£ 18,049.19	£ 15,564.67

Bank balances	Opening 2022/2023	Closing 2022/2023
Current A/C	£ 4,276.16	£ 7,810.06
Gift Aid	£ 1,082.00	£ 1,131.31
Deposit A/C	£ 28,598.00	£ 18,598.00
TOTAL BALANCES	£ 33,956.16	£ 27,539.37

OUTGOINGS

Branch expenditure reduced by 14% compared to the 2021/22 accounting period, when we had invested heavily in a new Ops room to carry out our duties . Our biggest areas of expenditure were household repairs to the fabric of the building, which is a constant given its age , unsurprisingly utilities (given last years' increase in gas and electricity prices) and phone/internet access and usage. The biggest single item of expenditure was for refurbishment and redecoration of the Training room (£2,270), with thanks to our resident DIY supremo Clive 1 for doing this.

INCOME

Our income is up 74% this year. Our income comes from donations, fundraising , bank interest and HMRC Gift Aid refunds. The main income streams and highlights were :

- 1) Our annual quiz (the first since COVID) which made a profit of around £900
- 2) An anonymous donation of £2,000 we get each year via a Swiss based Trust Fund
- 3) £625 from the Cheshire Freemasons . Nationally Freemasons are the second biggest Charity donors after the National Lottery Fund
- 4) £700 from our very own John1 through his sponsored "Iron Man" challenge
- 5) £376 cash collection from a Sarah Millican concert at the Crewe Lyceum
- 6) £1,000 Gift Aid

The net position then is that, unfortunately despite more income we have made another substantial loss this year , amounting to £6,466. We had to draw down £10,000 from our dwindling cash reserves to keep the branch going. So, it's been a difficult year for us financially. Total cash in Current, Gift Aid and Savings accounts was £27,539 compared to £33,956 previously. Our accounts are currently with our auditors, Barringtons of Nantwich and will be lodged with the Charities Commission when available.

Simon 1, Acting Branch Treasurer (on behalf of Wendy1)

FUNDRAISING REPORT 2022/23

Fundraising activity this year has been a real challenge which is not surprising given the cost of living crisis. As you'd expect, when finances and household budgets are tight charitable donations aren't high priority for many people. Our grant applications were unsuccessful, there is a lot of competition out there for limited funding. Our service offer as Samaritans has a truly national reach to all people regardless of socio-economic background, demographic status or location. Perhaps this makes applications harder compared to other charities with a smaller and more defined or localised user population.

However, there have been some highlights which I wanted to share :

- The quiz, held at Crewe Vagrants Sports Club in November, where over 100 people (including volunteers and their families /friends) had a great time testing their knowledge over drinks and a fish and chip supper. Including a raffle on the night we raised over £900 for the Branch, and I'd like to thank John2 and Hazel1 especially who helped with the organisation and sourcing raffle prizes
- The Iron Man Challenge which raised over £700 from John1. A great example of our Branch volunteers raising much needed funds through their own initiative
- The Freemasons donation of £625 which was only possible from contacts our support volunteer Connor 1 had cultivated
- Although unsuccessful with a grant application to Wyche Malbank Rotary Club, they have offered to share half the proceeds from a musical extravaganza event showcasing local talent at the Nantwich Civic Hall-this will be reported in the 23/24 accounts as the event takes place in June

Looking forward we (Simon 1, Hazel 1, John 2, Martin 2) are aiming to boost corporate fundraising this coming year. If you have any ideas for fundraising please speak to Simon 1 in the first instance.

Simon 1, Deputy Director Fundraising

TRAINING REPORT 2022/2023

Training Team

Huge thanks to the training team for all their ongoing hard work and support. A few of the team have either left the branch or have stepped down due to other commitments and I'd especially like to say thank you to Clive¹ for all his support with training as he will be retiring from the training team after the summer.

Thanks also go to the volunteers who have agreed to help support skills practice during core development training – this makes the sessions much easier for us to manage and ensures our potential volunteers get the best training possible. We also look forward to welcoming some new trainers to our team – please get in touch if you are interested in joining us!

We continue to work closely with the recruitment, rota and volunteer support teams to ensure a smooth volunteer journey for our new recruits.

Core Development and Embedding Training

Eight potential volunteers started core development training in September 2022 – five of them have just finished their embedding training. We then welcomed ten potential volunteers in our February 2023 intake – six of them are just about to start their embedding training.

Ongoing Training (OGT)

All listening volunteers completed their mandatory 'Applying Our Key Policies' training in 2022 – this was a digital module followed up by a training in-branch. The feedback from these sessions was very positive. We have also run trainings for mentors, leaders and the outreach team.

Future plans

Mandatory training for 2023 has just been announced and will be a digital module on data protection. Further details about this will be sent to all listening volunteers. We will also be running a couple of trainings in the autumn focusing on the topic of 'not giving advice'. All listening volunteers are encouraged to complete 5 hours training per year – which can be digital modules, in-branch training or a mixture of both. We also look forward to welcoming new potential volunteers in September and February and supporting them through their core and embedding trainings.

Julia 1, Deputy Director Training

OUTREACH REPORT 2022-23

Over the last 12 months the branch started to rebuild its outreach programme after it was severely disrupted because of the restrictions and impact brought about by COV-19. We have been helping create awareness of Samaritans across the community and some examples are shown below.

Monday 9th January – Cat FM – Carol 2 did a brilliant interview on CAT FM talking about volunteering, being a Samaritan and our purpose as well as giving details out so that people can donate if they want to.

January – BrewMonday - we supported Brew Monday at Crewe Station encouraging people to make a cup of tea and have a chat on the phone or online with those they care about. We had popup stands, t-shirts for volunteers, bookmarks, handouts on listening tips and tea bags to hand out to the public.

January – Reaseheath College WellFest– we had a brilliant and enthusiastic team who signed up to help Reaseheath with their WellFest Day where we promoted Samaritans and its services to students and staff.

Network Rail – we have run some training and support sessions at Network rail and this has involved providing emotional support to staff. This was well received by their team “Thank you both for coming over to talk about Samaritans hard work and to do the presentation. It was all great thank you and we look forward to you coming in again. The team really enjoyed the session this morning. I have just handed out some of the mats and going round with some of the other leaflets this afternoon. “

Crewe Station – we have run other awareness days at Crewe Station and built some useful contacts and experience so we can build on these in the future.

Local Rotary Clubs – we have provided an overview and update on Samaritans to some Rotary Clubs, helping establish better links in the local community, build awareness and even collect some donations.

Sandbach Ladies Circle – helped change perceptions and provide support.

Congleton Rangers – Jo 1, Hazel 1 and Pam 1 supported this girls organisation with an information and awareness evening – see the feedback below:

“Thank you again for the valuable time that you spent with us - Congleton West Rangers - yesterday evening. The presentation was clear and engaging and the activities - especially the listening ones and sharing ideas on how to break down feelings of anxiety, sharing different ideas and gaining confidence were particularly effective. You were great and I would thoroughly recommend something similar to other groups.”

Brine Leas School and University of Buckingham Crewe Campus – provided literature and signage to help support students who may be having difficulty. We have made ourselves available for other support if needed.

The Link – we have secured some free advertising the local Link magazine

I would like to thank all members of the outreach team for their support. We will be looking to build on this progress over the next 12 months and will be looking to develop our support in vulnerable communities. If anyone has suggestions, ideas or opportunities and would like to be more involved then please do not hesitate to contact me.

John2 Deputy Director, Outreach

BUILDING, HEALTH & SAFETY REPORT 22-23

During the last year, a move of premises has been discussed and considered by the Branch Leadership Team (BLT). We sought premises in the local area of similar size and visited and costed them. We also commissioned a surveyor's report into the current state of our premises. Other than routine maintenance, the building is in good condition for its age and little work is required. After considering all options the BLT decided that staying put was the best and most cost effective option.

There have been no reported Health & Safety incidents or accidents this year, and all Health and Safety/ statutory checks have been carried out e.g fire extinguishers, boiler service and routine maintenance completed. A programme of maintenance is currently being drawn up and a realistic budget agreed for this.

Maxine 61 Vice Director & Deputy Director, Facilities

RECRUITMENT AND SELECTION REPORT

I was assisted throughout the process of recruitment by Kate, Sharon and Janet, thank you. We conducted face to face interviews at the branch. This ensured that I could get a real feel for the core values of the potential Samaritans and also go through the required commitments. The main commitment being the ability to conduct anti-social shifts within the monthly pattern.

I adopted a two tier strategy so as to ensure if there were drop outs from the original group we could fill these positions with PV's from the second tier. Tier 1 consisted of 8-10 initial PV's and any drop outs were immediately replaced by some of the PV's from tier 2. There are currently 43 potential candidates that have applied to be listening volunteers. I have recently e-mailed them via the Branch Management Tool and confirmed they are still interested.

John1 Deputy Director, Recruitment

OUR CALLERS

- When people contact Samaritans for emotional support, they often mention several concerns. In 2022, some of the primary concerns raised related to mental health or illness, family, isolation and loneliness, physical health or illness, and relationship problems.
- Self-harm was discussed in almost 1 in 15 calls for help that involved emotional support. Where callers currently self-harm, in 1 in 4 of these contacts, the caller said they were talking to Samaritans to avoid self-harm.
- Suicidal feelings were expressed during 1 in 4 calls for help that involved emotional support.
- In telephone calls where support is given, callers are more likely to express suicidal feelings in the early hours of the morning (one in three calls mention suicidal feelings). During the hours of 9am-5pm, suicidal feelings are expressed in one in five support calls.
- Contacts with men are more likely to mention isolation and loneliness (one in four support contacts) than those from women (one in five support contacts).
- Each month, around 40% of the people who call Samaritans for help are first time callers.
- Almost 70% of calls to Samaritans are from a mobile phone.
- In 2022, 56% of calls for help that involved emotional support were from women, 36% from men, 1% from transgender callers, in 7% the caller's gender was unknown.
- In 2022, 91% of calls for help that involved emotional support were from adults, 3% from children under the age of 18, in 6% of calls the caller's age was unknown.

HOW OUR SERVICE HELPS

People who've used our service say that simply having someone to talk to can be of great help. While you may be in distress, you don't have to be suicidal.

Talking can begin to sort out confused feelings, relieve the pressure, and encourage callers to believe that there is a way forward.

We know that life today can be unbelievably tough, particularly in relation to relationships, health concerns, employment and money issues. Whilst we don't have a magic wand to make people's problems disappear, given the chance, many people are able to find a way through their problems themselves, if there is someone there giving them time and space to talk.

We can help people to explore their options and come to their own decisions about what's best for them. Our support may help people to find their own way forward.

We're always here

We never know when you might want to talk to us. That's why we're always open, round the clock, every single day of the year.

Confidentiality

We want you to feel safe while talking to us, so you can tell us how you're really feeling. You only need to tell us as much information as you want to.

You can be yourself

Whoever you are, however you feel, whatever life's done to you, you can be yourself with us.

We're trained to listen

As volunteers, not paid professionals, we're trained to listen to you, not to 'fix' or 'cure' you.

**SAMARITANS OF SOUTH CHESHIRE IN CREWE
BRANCH OFFICERS DURING 2022/23**

Patron

Richard Roundell of Dorfold Hall, Nantwich

President

The Mayor of Cheshire East Councillor David Marren

Chair & Director

Carol Layton

Treasurer

Wendy Wood

Legal Consultant

Jane Wilson

Thanks to:

Barringtons Ltd. Chartered Accountants of Nantwich, for auditing Samaritans of South Cheshire accounts 2022-23

SAMARITANS OF SOUTH CHESHIRE IN CREWE
2 HALL O'SHAW STREET CREWE CW1 4AE REGISTERED CHARITY NO: 117039

Talk to us any time you like, in your own way, and off the record, about whatever's getting to you. You don't have to be suicidal.

We have different ways for you to get in touch

You can:

- Call us on 116 123 (free call)
- Email us jo@samaritans.org
- Visit us face-to-face in Branch when we are once again, post COVID-19, open for visitors

- Write us a letter at:
Freepost RSRB-KKBY-CYJK
Chris
PO Box 9090
STIRLING FK8 2SA

WHY SUPPORT SAMARITANS?

Our vision is that fewer people die by suicide

- Every 60 seconds, someone with suicidal feelings contacts us.
- Whether we can be there for every person, though, depends on our supporters.
- We receive no government funding, so it's your donations and legacy contributions that keep us going.
- Donate to Samaritans of South Cheshire online at the Enthuse portal on the Samaritans of South Cheshire website.

Follow us on Twitter [@crewesams](https://twitter.com/crewesams)

The Samaritans of South Cheshire
Income and Expenditure Account - Period ending 31st March 2023

Mar-22	Income	Mar-23
5,186.83	Donations & Covenants	5,375.70
-	In Memory	-
132.50	Fund Raising Events	2,772.87
-	Grants	-
-	Refunds Including HMRC Charities in Gift Aid Account	-
-	Other Income including Prison Expenses	-
168.43	Bank Interest	-
12,803.25	Excess of Expenditure over Income	7,416.48
<u>18,291.01</u>		<u>15,565.05</u>

Mar-22	Expenditure	Mar-23
	<u>Cost of Reaching Callers</u>	
-	Publicity	-
2,661.69	Telephone	2,157.87
2,661.69		2,157.87
	<u>Cost of Premises</u>	
1,645.17	Electricity & Gas	2,027.82
-	Insurance	892.09
2,495.66	House Keeping	4,395.14
7,957.00	Repairs & Maintenance	1,497.18
170.70	Water Rates	158.13
-	Technical Equipment	977.64
12,268.53		9,948.00
	<u>Central Operating Costs</u>	
454.68	Volunteer Expenses	98.65
188.73	Admin, room hire, Postage & Stationery	443.53
90.38	Professional Fees	1,235.00
2,627.00	Levy to Samaritan HQ	956.00
3,360.79		2,733.18
	<u>Sundry Costs</u>	
-	Fund raising Costs	726.00
-		726.00
18,291.01		15,565.05
-	Excess of Income over Expenditure	-
<u>18,291.01</u>		<u>15,565.05</u>

Balance Sheet at 31st March 2022

Capital Reserve	19,974.74
Revaluation Reserve	28,313.89
Central Reserve Fund	78,871.39
Excess of Expenditure over Income	<u>-7,416.48</u>
	71,454.91
	<u>119,743.54</u>

Property at Valuation	92,000.00
Bank Current Account	7,810.06
Bank Deposit Account	18,802.17
Gift Aid Account	<u>1,131.31</u>
	27,743.54
	<u>119,743.54</u>

In our opinion the Income and Expenditure Account and Balance sheet are in agreement with the accounting records kept by the Samaritans of South Cheshire.

DocuSigned by:

Dains Accountants Limited

27F5B3674E774AF
Dains Accountants Limited Chartered Accountants
Charles House, Beam Heath Way
Nantwich, Cheshire, CW5 6PQ
Date : 04-Dec-23 | 1:43 PM GMT

The Samaritans of South Cheshire
Statement for the period ending 31.03.2023

Bank Current Account

Balance at 01.04.2022	4,276.16
Receipts for the year	19,098.57
	<u>23,374.73</u>
Payments for the year	15,564.67
Transfers to gift aid account	0.00
	<u>7,810.06</u>
Balance at 31.03.2023	<u>7,810.06</u>

Deposit Account

Balance at 01.04.2022	28,802.17
Interest received	0.00
	<u>28,802.17</u>
Transfers to current account	10,000.00
Payments for the year	0.00
	<u>18,802.17</u>
Balance at 31.03.2023	<u>18,802.17</u>

Gift Aid Account

Balance at 01.04.2022	2,081.69
Receipts for the year	152.27
	<u>2,233.96</u>
Transfers to current account	1,000.00
Payments for the year	102.65
	<u>1,131.31</u>
Balance at 31.03.2023	<u>1,131.31</u>

In our opinion, the statement above is in agreement with the accounting records kept by the Friends of the Samaritans of South Cheshire.

DocuSigned by:

Dains Accountants Limited

37FAB3674E774AE...

Dains Accountants Limited Chartered Accountants
 Charles House, Beam Heath Way
 Nantwich, Cheshire, CW5 6PQ

Date : 04-Dec-23 | 1:43 PM GMT

Accounts



South Cheshire

FOR HELP 24 HOURS A DAY

116 123 (FREE CALL); JO@SAMARITANS.ORG

Report from 1st April 2021 to 31st March 2022

SAMARITANS OF SOUTH CHESHIRE IN CREWE

HOW SAMARITANS STARTED NATIONALLY AND LOCALLY

Samaritans was founded more than 60 years ago by Dr Chad Varah, a priest, who became concerned about suicide after conducting a funeral service for a 14-year-old girl, who had taken her own life after she started menstruating and thought she was gravely ill. When he learned there were 3 suicides a day in London, he decided to launch a confidential, emergency service for people in despair and contemplating suicide, which at the time was illegal. The first call to the service was made on 2 November 1953, using the crypt of Chad Varah's parish church, St Stephen Walbrook, London. Chad died in 2008 and a fund was established in his memory to finance a new caller telephone and information system (Connect) for the entire Samaritans organisation.

In February 1964, the first steering committee met to plan a local Samaritans branch and in May 1964, Chad Varah addressed an open meeting held in the Council Chamber, Crewe. From this, the first base of Crewe Samaritans was established at Christ Church, Crewe, with volunteer recruitment and training taking place, fund raising activities and the registration of our charity. In 1970, permanent premises were purchased in Eddleston Road, Crewe, followed some 23 years ago by the purchase of our current base at 2 Hall O'Shaw Street, Crewe.

In the UK and Republic of Ireland, there are now over 201 Samaritan branches.

We are one of the town's largest and oldest charities and answer around 1,000 calls every month via the telephone, emails, OnLine Chat and face to face conversations. We hope to continue offering support to people locally and nationally for as long as this service is needed.

SAMARITANS AT A GLANCE

Statistics for the UK & Republic of Ireland:

- We have 201 branches
- There are more than 20,000 volunteers
- It is free to call us on 116123
- We are open 24 hours a day, 365 days a year
- We reach over 750,000 people through our work in communities

- There are around 1800 trained listeners across 141 prisons
- Over 32,000 people enquired about volunteering with us
- We recruited and trained over 4,300 new branch volunteers
- We respond to over 5.4 million calls for help
- Somebody contacts us every 6 seconds
- Someone dies by suicide every 90 minutes

FACTS ABOUT SUICIDE

Suicide is complex and multi-faceted. Suicidal feelings and behaviours are usually the result of the interaction of multiple psychological, social, economic and demographic factors.

Here are some important facts about some of the groups at increased risk of suicide:

- 1 in 15 adults in England have attempted suicide
- 3/4 of deaths by suicide are male
- Suicide is the biggest killer of men under 50
- Suicide is the biggest killer of women aged 20-34
- Suicide is the leading cause of death for people under 35
- People with a diagnosed mental health disorder are 5-15 times more likely to die by suicide
- Those suffering from depression are at increased risk of dying by suicide
- 1 in 3 people who die by suicide have been in contact with mental health services in the year before their death

For sources and full references, email: research@samaritans.org

DIRECTOR'S REPORT

Despite the continuing challenges presented by COVID-19, the Branch Leadership Team (BLT) has successfully maintained its commitment to the overall branch objectives in 2021-2022:

- To ensure an optimal and consistent service is provided for all our callers.
- To reflect the needs and wishes of our volunteers and to maintain a friendly and cooperative working environment within the branch.
- To generate greater awareness of Samaritans and our services across South Cheshire.
- To build closer relations with West Midlands Region and Samaritans Central Office.

In line with these objectives and our legal obligations as stipulated by the Charity Commission, considerable time has been spent in 2021-2022 on the revision of safeguarding measures to ensure at all times the well-being of both our callers and our volunteers.

A series of Zoom sessions was conducted in June 21 to make certain all volunteers were fully aware of the current safeguarding requirements and the actions required should a safeguarding event arise during a call. Several measures have subsequently been implemented under the direction of Samaritans Central Office (SCO).

These have included:

- A Concerns Line for volunteers to report breaches of policy without fear of reprisal.
- Revised safeguarding training for all volunteers including support volunteers.
- The development of a nationally managed Safeguarding and Caller Support hub – caller support is no longer managed within the branch.
- The development of a nationally managed e-mail hub with the aim of ensuring improved quality of e-mail responses.
- A nationally managed Quality hub with a pool of experienced Samaritans volunteers from across the UK listening in to calls undertaken by fellow volunteers and feeding back to the branch director as necessary. Initial feedback has indicated the very high and consistent quality of the service Samaritans as an organisation is providing to our callers.

Following further successful recruitment and training programmes (see separate reports), there are currently 75 x volunteers in the branch (54 x active listening; 11 x temporarily off rota; 10 x support volunteers). This represents a further increase in volunteer numbers vs. 2020-2021. Further, around 65% of listening volunteers undertake duties within the branch in addition to their listening duties (e.g. training, recruitment, Leading duties, DBS) indicating the strong commitment of our volunteers.

As in 2020-2021, Volunteer Annual Reviews have taken place to assess volunteers' views on their involvement with Samaritans and with the branch. Key findings praise the refurbishment of the Operation Room and much of the rest of the branch interior (see below) and the management of the branch by the Branch Leadership Team. However, concern was expressed by many volunteers about the loss of email caller support from normal listening duties. Additional social activities to permit volunteers to meet with one another are planned.

In 2021-2022 OnLine Chat has been successfully initiated within the branch. Samaritans of South Cheshire is one of the leading branches nationally to become involved with this additional means of communicating with our callers which may be of particular value to our younger callers. Seven volunteers are now trained within the branch for OnLine Chat with callers. While additional volunteers would like to be involved with OnLine Chat, this will be dependent on additional OnLine Chat duties being made available by SCO.

During COVID-19 face to face contact with callers has not been possible. Pilots of face-to-face contact are currently being conducted in a number of other Samaritans branches around the UK and it is hoped that such contact will once again soon be possible locally.

Following the relocation and refurbishment of the Ops Room early in 2021, further improvements have been made. This has included the provision of new desk lamps and the installation of triple glazed windows to minimise external noise during calls. A further glass panel will be installed between duty station 1 and 3 to further minimise sound transmission between stations while still giving volunteers clear visibility of one another during calls. In addition, the former Ops Room has been converted into an Interview Room for face-to-face contact with visitors when this again becomes possible. Initial discussions regarding the refurbishment of the training/meetings room have also taken place.

New Leaders who support volunteers during duties have been successfully recruited and trained.

However, due to COVID-19, Outreach and fund-raising activities within the local community and the opportunities for the involvement of our Support Volunteers have been severely restricted. The priority for Outreach has been to ensure the appropriate ESOS/ESOB training for volunteers to permit them to undertake Outreach activities. On the fund-raising front, the new Enthuse fund donation portal has been set up replacing the Virgin Money Giving to permit contributions from donors directly to the branch in Crewe.

The national Samaritans strategy for the period 2022 to 2027 governing our organisation's access, reach, impact, capacity and sustainability is currently under review. Initial briefings of all volunteers are expected to take place in April 2022.

In cooperation with the West Midlands Regional Director the process for the selection of the new branch director has been initiated. The new director will take on the role from July 1st, 2022.

With regards to Health and Safety, I am pleased to report that once again the year has been free of accidents and safety incidents. The Safe Working notice for volunteers when in branch has recently been updated.

Efforts have continued in 21-22 to build closer ties with both the West Midlands Region and Samaritans Central Office and these will develop further now that COVID restrictions are lifting.

Finally on behalf of the Branch Leadership Team I would like to thank all our volunteers for their support to our callers and to one another throughout what has once again been a very challenging period. I would also like to thank both our Leaders and the Branch Leadership team for all the work they do, often unseen, in keeping our branch going and very much up to standard. Thanks to everyone's cooperative spirit it has been yet another highly successful year for Samaritans of South Cheshire!

After two years of remote Annual General Meetings, we now look forward to welcoming all our volunteers in person to our Annual General Meeting at 19.00hrs on Wednesday June 15th in the branch.

Howard 1
Chair and Director

TREASURER'S REPORT 2021/22

The continued Covid19 outbreak and lockdowns have continued to impact the branch throughout 2021. Understandably our fund raising activity and donations have reduced significantly whilst outgoing's remained relatively constant as the branch was kept open. We have needed to eat into our reserves in order to keep the branch open and to carry out the necessary conclusion to the Operations room relocation and ongoing branch repairs.

OUTGOINGS

Branch expenditure at £18,029 increased slightly compared to 2020/21. We continued to invest in branch building improvement's particularly focused around the conclusion of the relocation of our Ops room. The biggest single item of expenditure was the successful completion of the relocation of the Ops room at £7,000 and also net branch contribution of £2718 that we pay each year in order to access Head Office Services and support. This was higher than previous years as it is based on the 2020/21 years increased income level. Our monthly branch running costs averaged just under £1,000 and cover utilities, insurance and housekeeping.

INCOME

Our overall income at £5,226 is well down by over £22,000 compared to 2020/21.

Income comes from three main sources for this year:

1. Donations by members of the public and organizations were down by £7,090 at £4,584.
2. We benefitted from a small bank interest payment of £168 in 2021/22 in our savings account.
3. Fundraising income of £133 consists of money raised from the successful summer barbeque and we had reimbursed expenses of £341 for support of the prison service.

We await the outcome of a lengthy legal process for the share in a legacy donation from a house sale and this will hopefully conclude in 2022/23.

So overall we have generated a £12,803 operating loss in the 12 months to 31/03/2022.

Our overall cash position is now reduced to £35,181 across our three bank accounts current, gift aid and savings. The branch has still finished the 2021/22 financial year in a healthy financial position but we more than ever need to focus on the branch outgoings of £1000 per month in a general environment where income remains unpredictable and costs are rising.

We have £22,000 of this £35,181 balance ring fenced for the building and its ongoing necessary repair.

Please note – due to the timing of the AGM, these accounts are not yet audited. They have been prepared by the Treasurer in lieu of sign off from the accounting records kept by Samaritans of South Cheshire.

I am happy to take any questions on the accounts.

David 1

Branch Treasurer

DONATIONS AND GRANTS IN 2021/22(£20 OR MORE)

Nantwich church wardens	£1250
Rotary Club of Crewe	£250
Mr and Mrs Ralph	£118
Gillian Appleton	£100
St Andrews & St John the Baptist churches Crewe	£50
Vic & Margaret 5	£30
Mr and Mrs Ralph	£30

**INCOME &
EXPENDITURE
ACCOUNT -
PERIOD
ENDING 31ST
MARCH 2022**

Mar-2021	Income	Mar-2022	Mar-2021	Expenditure	Mar-2022
11,674	Donations & Covenants	4,584		<u>Cost of Reaching Callers</u>	
8,380	In Memory Fund Raising Events	133	- 1,678	Publicity Telephone	- 2,662
7,353	Grants				
	Refunds Including HMRC Charities in Gift Aid Account	-		<u>Cost of premises</u>	2,662
	Other Income including Prison Expenses	341	1,641 1,408	Electricity & Gas	1,645
250	Bank Interest	168	1,697	Insurance	
	Excess of Expenditure over Income	-	7,505	House Keeping	2,498
			210	Repairs & Maintenance	8,257
			1,134	Water Rates	171
				Technical Equipment	
<u>28,095</u>		<u>5,226</u>			
			13,595	<u>Central Operating Costs</u>	15,233
				Volunteer Expenses	-

		527	Admin, room hire, Postage & Stationery	80	
		125	Professional Fees	90	
		1,525	Levy to Samaritan HQ	<u>2,627</u>	
					2,797
7		2,177	<u>Sundry Costs</u>		
			Fund raising Costs	<u>-</u>	
					<u>-</u>
		17,450			18,029
	Excess of Expenditure over income	10,645			
		<u>12,803</u>			
	18,029	<u>28,095</u>			18,029

BALANCE SHEET AS AT 31ST MARCH 2022

Capital Reserve	19,975	Property at Valuation	92,000.00
Revaluation Reserve	28,314	Bank Current Account	4,276
Central Reserve Fund	91,695	Bank Deposit Account	28,823
Excess of Expenditure over income	<u>-12803</u>	Gift Aid Account	<u>2,082</u>
	<u>78,892</u>		<u>35,181</u>
	<u>127,181</u>		<u>127,181</u>
	<u> </u>		<u> </u>

RECRUITMENT AND SELECTION REPORT

Firstly, with the help of Kate, Sharon and Janet we conducted face to face interviews at the branch. This ensured that I could get a real feel for the core values of the Potential Samaritans and also go through the required commitments.

Secondly, I adopted a two tier strategy so as to ensure if there were drop outs from the original group we could fill these positions with PV's from the second tier.

Tier 1 comprised with 8 initial PV's and for a variety of reasons 3 dropped out. These were immediately replaced by some of the 9 Potential Volunteers from tier 2.

Currently there are 67 potential candidates that have applied to be listening volunteers.

John 1

DD Recruitment

TRAINING REPORT

Training Team

The training team has welcomed some new members. Two volunteers have completed the 'Training in Samaritans' training with two more due to complete this next year. There are now ten members in the team. We continue to work closely with the recruitment, rota and volunteer support teams to ensure a smooth volunteer journey for our new recruits.

Core Development and Embedding Training

Nine potential volunteers started Core Development training in March 2021, seven of whom progressed to full Samaritans. A further two potential volunteers commenced training in September 2021 one of whom will complete Embedding training in June 2022.

We welcomed eight potential volunteers in March 2022. Two dropped out in the first week due to personal circumstances but they were able to be replaced by people who had been recruited as potential replacements/September group intake.

This group will complete their Core Development training on 25th April 2022 and commence their Embedding training in August 2022.

Ongoing Training (OGT)

The Samaritans of South Cheshire have 57 Listening Volunteers. All of these volunteers attended the mandatory Safeguarding training giving details of the five changes that were to be implemented. This was presented over six Zoom sessions during June 2021. Every volunteer had the opportunity to ask questions and discuss any concerns. The changes were well received by the majority of the volunteers.

All of the mandatory relevant Safeguarding Digital Topics had been completed in the Crewe branch before the end of 2021.

Our volunteers have been informed about the “Applying Our Key Policies” mandatory ongoing training which is to be completed by 30th June 2022. Oversight is in place to ensure that all of our Listening volunteers comply by this date.

Future plans

We look forward to welcoming both a September and March intake next year and continuing to deliver sessions via a mixture of in branch and on Zoom. We will also run a skills practice training so that we can grow our bank of volunteers who are able to support this vital part of our training sessions.

Julia 1

DD Training

CALLER SUPPORT REPORT

Caller support is no longer managed within individual Samaritans branches around the country but is managed centrally via the Safeguarding and Caller Support hub.

OUR CALLERS

- When people contact Samaritans for emotional support, they often mention several concerns. In 2018, some of the primary concerns raised related to isolation and loneliness, family, mental health or illness, physical health or illness, and relationship problems.
- Self-harm was discussed in almost 1 in 10 calls for help that involved emotional support. Where callers currently self-harm, in 1 in 5 of these contacts, the caller said they were talking to Samaritans to avoid self-harm.
- Suicidal feelings were expressed during 1 in 4 calls for help that involved emotional support.
- In telephone calls where support is given, callers are more likely to express suicidal feelings in the early hours of the morning (one in three calls mention suicidal feelings). During the hours of 9am-5pm, suicidal feelings are expressed in one in five support calls.
- Contacts with men are more likely to mention isolation and loneliness (one in four support contacts) than those from women (one in five support contacts).
- Each month, around half the people who call Samaritans for help are first time callers.
- Almost 85% of calls to Samaritans are from a mobile phone.
- In 2020, 56% of calls for help that involved emotional support were from women, 36% from men, 1% from transgender callers, in 7% the caller's gender was unknown.
- In 2020, 85% of calls for help that involved emotional support were from adults, 4% from children under the age of 18, in 11% of calls the caller's age was unknown.

HOW OUR SERVICE HELPS

People who've used our service say that simply having someone to talk to can be of great help. While you may be in distress, you don't have to be suicidal.

Talking can begin to sort out confused feelings, relieve the pressure, and encourage callers to believe that there is a way forward.

We know that life today can be unbelievably tough, particularly in relation to relationships, health concerns, employment and money issues. Whilst we don't have a magic wand to make people's problems disappear, given the chance, many people are able to find a way through their problems themselves, if there is someone there giving them time and space to talk.

We can help people to explore their options and come to their own decisions about what's best for them. Our support may help people to find their own way forward.

We're always here

We never know when you might want to talk to us. That's why we're always open, round the clock, every single day of the year.

Confidentiality

We want you to feel safe while talking to us, so you can tell us how you're really feeling. You only need to tell us as much information as you want to.

You can be yourself

Whoever you are, however you feel, whatever life's done to you, you can be yourself with us.

We're trained to listen

As volunteers, not paid professionals, we're trained to listen to you, not to 'fix' or 'cure' you.

**SAMARITANS OF SOUTH CHESHIRE IN CREWE
BRANCH OFFICERS DURING 2020/21**

Patron

Richard Roundell of Dorfold Hall, Nantwich

President

The Mayor of Cheshire East Councillor Sarah Pochin

Chair & Director

Howard Sinclair

Treasurer

David Rodick

Legal Consultant

Jane Wilson

Thanks to:

Barringtons Ltd. Chartered Accountants of Nantwich, for auditing Samaritans of South Cheshire accounts 2020-21

SAMARITANS OF SOUTH CHESHIRE IN CREWE
2 HALL O'SHAW STREET CREWE CW1 4AE REGISTERED CHARITY NO: 117039

Talk to us any time you like, in your own way, and off the record, about whatever's getting to you. You don't have to be suicidal.

We have different ways for you to get in touch

You can:

- Call us on 116 123 (free call)
- Email us jo@samaritans.org
- Visit us face-to-face in Branch when we are once again, post COVID-19, open for visitors

- Write us a letter at:

Freepost RSRB-KKBY-CYJK

Chris

PO Box 9090

STIRLING FK8 2SA

WHY SUPPORT SAMARITANS?

Our vision is that fewer people die by suicide

- Every 60 seconds, someone with suicidal feelings contacts us.
- Whether we can be there for every person, though, depends on our supporters.
- We receive no government funding, so it's your donations and legacy contributions that keep us going.
- Donate to Samaritans of South Cheshire online at the Enthuse portal on the Samaritans of South Cheshire website.

Follow us on Twitter [@crewesams](https://twitter.com/crewesams)

The Samaritans of South Cheshire
Income and Expenditure Account - Period ending 31st March 2022

Mar-21	Income	Mar-22
11,508.48	Donations & Covenants	5,186.83
8,379.69	In Memory	-
-	Fund Raising Events	132.50
7,352.97	Grants	-
-	Refunds Including HMRC Charities in Gift Aid Account	-
438.00	Other Income including Prison Expenses	-
227.87	Bank Interest	168.43
-	Excess of Expenditure over Income	12,803.25
<u>27,907.01</u>		<u>18,291.01</u>

Mar-21	Expenditure	Mar-22
	<u>Cost of Reaching Callers</u>	
-	Publicity	-
1,678.38	Telephone	2,661.69
1,678.38		2,661.69
	<u>Cost of Premises</u>	
1,642.24	Electricity & Gas	1,645.17
1,408.32	Insurance	-
1,696.85	House Keeping	2,495.66
7,891.01	Repairs & Maintenance	7,957.00
209.86	Water Rates	170.70
1,133.68	Technical Equipment	-
13,981.96		12,268.53
	<u>Central Operating Costs</u>	
20.00	Volunteer Expenses	454.68
466.59	Admin, room hire, Postage & Stationery	188.73
125.00	Professional Fees	90.38
1,525.00	Levy to Samaritan HQ	2,627.00
2,136.59		3,360.79
	<u>Sundry Costs</u>	
-	Fund raising Costs	-
-		-
17,796.93		18,291.01
10,110.08	Excess of Income over Expenditure	-
<u>27,907.01</u>		<u>18,291.01</u>

Balance Sheet at 31st March 2022

Capital Reserve	19,974.74
Revaluation Reserve	28,313.89
Central Reserve Fund	91,674.64
Excess of Expenditure over Income	<u>-12,803.25</u>
	78,871.39
	<u>127,160.02</u>

Property at Valuation	92,000.00
Bank Current Account	4,276.16
Bank Deposit Account	28,802.17
Gift Aid Account	<u>2,081.69</u>
	35,160.02
	<u>127,160.02</u>

In our opinion the Income and Expenditure Account and Balance sheet are in agreement with the accounting records kept by the Samaritans of South Cheshire.

Barringtons Limited

Barringtons Limited Chartered Accountants
Charles House, Beam Heath Way
Nantwich, Cheshire, CW5 6PQ
Date : 17 May 2022

The Samaritans of South Cheshire
Statement for the period ending 31.03.2022

Bank Current Account

Balance at 01.04.2021	16,853.42
Receipts for the year	5,863.13
	22,716.55
Payments for the year	16,348.40
Transfers to gift aid account	2,091.99
Balance at 31.03.2022	4,276.16

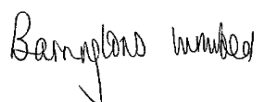
Deposit Account

Balance at 01.04.2021	28,633.74
Interest received	168.43
	28,802.17
Payments for the year	0.00
Balance at 31.03.2022	28,802.17

Gift Aid Account

Balance at 01.04.2021	2,476.11
Receipts for the year	971.22
Transfers from current account	2,091.99
	5,539.32
Payments for the year	3,457.63
Balance at 31.03.2022	2,081.69

In our opinion, the statement above is in agreement with the accounting records kept by the Friends of the Samaritans of South Cheshire.



Barringtons Limited Chartered Accountants
Charles House, Beam Heath Way
Nantwich, Cheshire, CW5 6PQ

Date : 17-May-22

Accounts



South Cheshire

FOR HELP 24 HOURS A DAY

116 123 (FREE CALL); JO@SAMARITANS.ORG

Report from 1st July 2020 to 31st March 2021

SAMARITANS OF SOUTH CHESHIRE CREWE BRANCH

HOW SAMARITANS STARTED NATIONALLY AND LOCALLY

Samaritans was founded 60 years ago by Dr Chad Varah, a priest, who became concerned about suicide after conducting a funeral service for a 14-year-old girl, who had taken her own life after she started menstruating and thought she was gravely ill. When he learned there were 3 suicides a day in London, he decided to launch a confidential, emergency service for people in despair and contemplating suicide, which at the time was illegal. The first call to the service was made on 2 November 1953, using the crypt of Chad Varah's parish church, St Stephen Walbrook, London. Chad died in 2008 and a fund was established in his memory to finance a new caller telephone and information system (Connect) for the entire Samaritans organisation.

In February 1964, the first steering committee met to plan a local Samaritans branch and in May 1964, Chad Varah addressed an open meeting held in the Council Chamber, Crewe. From this, the first base of Crewe Samaritans was established at Christ Church, Crewe, with volunteer recruitment and training taking place, fund raising activities and the registration of our charity. In 1970, permanent premises were purchased in Edleston Road, Crewe, followed some 20 years ago by the purchase of our current base at 2 Hall O'Shaw Street, Crewe.

In the UK and Republic of Ireland, there are now over 201 Samaritan branches.

We are one of the town's largest and oldest charities and answer around 1,000 calls every month via the telephone, SMS, emails and face to face interviews. We hope to continue offering support to people locally and nationally for as long as this service is needed.

SAMARITANS AT A GLANCE

Statistics for the UK & Republic of Ireland:

- We have 201 branches
- There are more than 20,000 volunteers
- It is free to call us on 116123
- We are open 24 hours a day, 365 days a year
- We reach over 750,000 people through our work in communities
- There are around 1800 trained listeners across 141 prisons
- Over 32,000 people enquired about volunteering with us
- We recruited and trained over 4,300 new branch volunteers
- We respond to over 5.4 million calls for help
- Somebody contacts us every 6 seconds
- Someone dies by suicide every 90 minutes

FACTS ABOUT SUICIDE

Suicide is complex and multi-faceted. Suicidal feelings and behaviours are usually the result of the interaction of multiple psychological, social, economic and demographic factors.

Here are some important facts about some of the groups at increased risk of suicide:

- 1 in 15 adults in England have attempted suicide
- 3/4 of deaths by suicide are male
- Suicide is the biggest killer of men under 50
- Suicide is the biggest killer of women aged 20-34
- Suicide is the leading cause of death for people under 35
- People with a diagnosed mental health disorder are 5-15 times more likely to die by suicide
- Those suffering from depression are at increased risk of dying by suicide
- 1 in 3 people who die by suicide have been in contact with mental health services in the year before their death

For sources and full references, email: research@samaritans.org

DIRECTOR'S REPORT

Regrettably it has been another year where the COVID-19 pandemic has again been very much to the fore. However, the comfort and wellbeing of our volunteers and their ability to continue supporting our callers has remained paramount for Samaritans of South Cheshire branch. All necessary measures continue to be employed within the branch to ensure this. Our protocols include improved ventilation and air purification in the Operations Room, wiping down of surfaces pre and post duties, the staggering of duty start times and attention, as far as the limitations of the branch allow, to social distancing. In addition, a specific NHS helpline was set up by Samaritans Central Office to support NHS frontline staff during the pandemic and three of our volunteers have been involved with this.

Despite the challenges presented by COVID-19, the Branch Leadership Team (BLT) has maintained its commitment to the overall branch objectives:

- To ensure an optimal and consistent service is provided for all our callers.
- To reflect the needs and wishes of our volunteers and to maintain a friendly and cooperative working environment within the branch.
- To generate greater awareness of Samaritans and our services across South Cheshire.
- To build closer relations with West Midlands Region and Samaritans Central Office.

In terms of generating awareness, due to COVID-19, fund raising and outreach activities and opportunities for the involvement of our Support Volunteers have been very limited. However, a number of grants have been successfully negotiated, our volunteers have contributed to fund raising via Samarathon and club collections and a podcast aimed at increasing awareness of Samaritans activities was successfully delivered on the Happiness Hub.

Following successful recruitment and training programmes (see separate reports), there are currently 76 x volunteers in the branch (40 x active listening volunteers, 9 x New Samaritans, 8 x probationers, 9 x support volunteers, 10 x volunteers temporarily off rota). However, at one stage during the year, due to shielding and health considerations, 22 x volunteers (32%) were temporarily off rota. Our volunteer care team have throughout maintained close contact with all such volunteers including at one stage the provision to them of afternoon cream teas! Despite this significant reduction in available volunteers, through the goodwill of those volunteers who were able to undertake duties, we were able to deliver in excess of 85% of the duties vs pre pandemic and are now, with the return of volunteers to duties, edging ever closer to the pre-pandemic levels of support to our callers.

As in 2019-20, Volunteer Annual Reviews have been undertaken to assess our volunteers' views on their involvement with Samaritans. As previously, the vast majority of our volunteers expressed very positive feelings relating to their duties and the other roles which over 65% of them carry out within the branch. Volunteers are thanked for their openness during the interview process. The outcomes of these important reviews are now helping to guide the BLT's actions and activities moving forward.

The enhanced Branch Leadership Team successfully participated in the delayed Quality Review (formerly The Visit) via Zoom in October 2020 under the mentorship of two highly experienced Samaritans from other regions of the UK. Such a review is required when there is a change of Director but had been delayed for almost 6 months due to COVID-19. The aim of the review was to ensure full compliance by the branch with all Charities Commission and Samaritans requirements and to put in place plans for the future development of the branch. Feedback to the branch was extremely positive. The Samaritans Board of Trustees described Samaritans of South Cheshire as "a lively and forward-thinking branch which looks after its volunteers. Your recruitment and training aspirations are to be commended."

One of the major outcomes of the Quality Review was to develop the Operations Room where calls and e-mails are received from our contacts. The goals were to make it a more spacious and safer working environment which fulfils all COVID-19 guidelines together with Samaritans' requirements for full visibility of volunteers with one another during duties. This is for the wellbeing of our volunteers. As a result, and, following a vote on the location of the Ops Room by our volunteers, we now have a new Ops Room in a much larger room within the premises at Hall O'Shaw Street in Crewe. Key elements in the new Ops Room include a glass panel between duty stations, a suspended ceiling with acoustic tiles, an additional phone line/duty station for a third volunteer to undertake duties and new duty station desks kindly donated by United Utilities. Initial feedback from our volunteers on these bright new surroundings has been very positive! Further developments will include the installation of triple glazed windows in the Ops Room to reduce external noise during calls and the conversion of the former Ops Room into an interview room for face-to-face interviews with visitors when these can once again be undertaken. We are grateful to Cheshire East Council and Samaritans Central office who via their respective grants have financially supported most of this work.

Safeguarding remains a key issue for Samaritans and our callers. Additional safeguarding training has therefore been undertaken in 2020 and further measures aimed at maintaining the quality of Samaritans service and further protecting both our callers and our volunteers are in planning.

Considerable efforts have also been made throughout the year to improve branch technology and ensure uninterrupted contact with our callers. This has included the installation of the Link operating system for calls which has replaced Connect and has resulted in much greater reliability and continuity of service.

With regards to Health and Safety, I am pleased to report that once again the year has been free of accidents and safety incidents. The Safe Working notice for volunteers in branch has recently been updated.

Efforts have continued in 20/21 to build closer ties both with the West Midlands Region and with Samaritans Central Office. We are very grateful to the West Midlands Region for their specific support of our Caller Support, Recruitment, Training and Volunteer Care teams.

Finally on behalf of the Branch Leadership Team I would like to thank all our volunteers for their support to our callers and to one another throughout what has been a very challenging period. I would also like to thank the Branch Leadership team themselves for all the work they do, often unseen, in keeping our branch going and very much up to standard. Thanks to all our volunteers it has been a very successful year for Samaritans of South Cheshire!

We are now looking forward, with Online Chat (Instant Messaging) and additional safeguarding measures on the horizon, to increasing still further the quality of the support we are able to provide to our callers.

Howard
Chair and Director

TREASURER'S REPORT

The Covid19 outbreak and subsequent lockdowns have impacted the branch throughout 2020 and into 2021. Understandably our fund-raising activity and donations have reduced significantly whilst outgoing's remained relatively constant as the branch was kept open. We have however benefitted from a generous legacy award and from Covid 19 grants both of which contributed to a healthy operating surplus.

OUTGOINGS

Branch expenditure at £17,450 reduced by £1000 compared to 2019/20. We invested in branch building improvement's particularly focused around the relocation of our Ops room. The biggest single item of expenditure was the successful relocation of the Ops room at £8,000 and also net branch contribution £1,650 that we pay each year in order to access Head Office Services and support and this was slightly reduced compared to the previous year.

Our monthly branch running costs averaged £1,000 and cover utilities, insurance and housekeeping.

INCOME

Our overall income at £28,095 is up by over £14,000 compared to 2019/20. Income comes from five main sources for this year:

1. There was a legacy, or an amount left to us in memory of Barbara Fishburne for £8,400
2. Grants received for Covid 19 support and from Samaritans HQ towards the Ops room remodelling and relocation totalled £7400.
3. Donations by members of the public and organizations were up by £3,500 at £11,600 and we have continued to use Virgin giving via Facebook. A major contribution here comes from an anonymous Swiss donor at £4,000.
4. We benefitted from a small bank interest increase to £250 in 2020/21 in our savings account.
5. Other income mainly consists of the recovery of expenses from Chester branch for our volunteers who participate in the Samaritans prison visiting program.

So overall due to the grant income and the legacy award we have generated a £10,645 operating surplus in the 12 months to 31/03/2021.

Our overall cash position also benefits and is now at £47,759 across our three bank accounts current, gift aid and savings. The branch has finished the 2020/21 financial year in a very healthy financial position, but we still need to focus on the branch outgoings of £1000 per month in a general environment where income remains unpredictable.

We have £22,000 of this £47,000 cash balance ring fenced for the building and its ongoing necessary repair.

I am happy to take any questions on the accounts.

David

Branch Treasurer

DONATIONS AND GRANTS IN 2020/21 (£10 OR MORE)

Soroptimist Nantwich donation	£450
Mary MacLean	£100
Wendy O'Brien	£150
Freemasons Nantwich	£625
ATTENDUS TRUST COMPANY (ANON)	£4000
Gillian Appleton	£95

E.Barker	£172
Nantwich church wardens	£1000
Nantwich rotary	£600
Charles Wilson Trust	£200
Nick Hilton	£200
Julie Woodward	£40
Sandbach patchwork and quilting group	£20
Joy Tricklebank	£20

We would like to apologise for the omission last year 2019/20 of a £1000 donation from the Nantwich Church Wardens in November 2019. Due to a clerical error this was not included on last year's donations list.

**INCOME &
EXPENDITURE
ACCOUNT -
PERIOD
ENDING 31ST
MARCH 2021**

Mar-2020	Income	Mar-2021	Mar-2020	Expenditure	Mar-2021
7,763	Donations & Covenants	11,674		<u>Cost of Reaching Callers</u>	
-	In Memory	8,380	-	Publicity	-
2,713.	Fund Raising Events	-	1,880	Telephone	1,678
4,000	Grants	7,353	1,880		1,678
1,747	Refunds Including HMRC Charities in Gift Aid Account	-	1,457	<u>Cost of premises</u>	
661	Other Income including Prison Expenses	438	-	Electricity & Gas	1,641
225	Bank Interest	250	6,841	Insurance	1,408
829	Excess of Expenditure over Income	-	949	House Keeping	1,697
			219	Repairs & Maintenance	7,505
		<u>28,095</u>	955	Water Rates	210
<u>17,940</u>				Technical Equipment	1,134
			10,422		13,595
			1,730	<u>Central Operating Costs</u>	
				Volunteer Expenses	-

602		Admin, room hire, Postage & Stationery	
			527
949		Professional Fees	125
1,888		Levy to Samaritan HQ	1,525
	5,169		2,177
		<u>Sundry Costs</u>	
467		Fund raising Costs	-
	467		-
	17,940		17,450
	17,940	Excess of Income over Expenditure	10,645
			<u>28,095</u>

BALANCE SHEET AS AT 31ST MARCH 2021

Capital Reserve	19,975
Revaluation Reserve	28,314
Central Reserve Fund	81,050
Excess of Income over Expenditure	<u>10,645</u>
	<u>91,695</u>
	<u>139,984</u>

Property at Valuation	92,000.00
Bank Current Account	16,853
Bank Deposit Account	28,655
Gift Aid Account	<u>2,476</u>
	<u>47,984</u>
	<u>139,984</u>

RECRUITMENT AND SELECTION REPORT

I took over the role as DD from Sharon in this period, after originally assisting within the recruitment team. My initial direct management of the recruitment process was the intake that started on the 8.3.21. We originally interviewed and successfully recruited 12 potential volunteers. However, 4 potential volunteers dropped out of the process- 2 prior to training and 2 whilst in training. The reasons were due to changing personal circumstances.

The next training will start on the September 6th, 2021. The recruitment will be tailored to meet the needs of the branch and ensure the shifts that we have historically struggled to fill are filled.

We currently have 43 potential volunteers in the pipeline. However, this may change as we near the training start date.

I am looking forward to the added support of the Branch Management Tool for which I am the Branch Champion.

John 1
DD Recruitment

TRAINING REPORT

Unusually there was only one intake of trainees for 2020 – it was an unprecedented year in many ways.

Ten New Samaritans entered the Ops Room in September 2020 and were assigned to mentors, who have done a tremendous job. A total of eight P-status volunteers are now with us and are an asset to the Branch.

A further twelve potential volunteers came through the recruitment process, and ten started training in March 2021. Unfortunately, one had to withdraw due to personal circumstances, although they hope to join the training later in the year. At the time of writing, we have nine NSs who will be transitioning into the brand new Ops Room in May. Several volunteers have assisted the Training Team by acting as Skills Practice Trainers during the training – this is a vital part of the training, and we thank all those who have joined us for skills practice.

Samaritans Central Office made available to the branch a Zoom account, so we switched from Microsoft Teams, which has meant fewer lost trainees (and trainers) during training sessions as we move between breakout rooms!

Continuous Development (the new name for Ongoing Training) is being rolled out – we will hear more about this over the next few months, but what we can say is that it will be a mixture of digital and trainer-led training. It is likely that we will be asked to focus on gaps in our own learning, particularly on any issues that are raised during ongoing mentoring.

This has meant that we are looking to appoint a new DD whose remit would be to oversee Continuous Development and Ongoing Mentoring. The next intake will be in September 2021 – the big question is: Will this be face to face, or still on Zoom? We will plan for both and see what the autumn brings!

Irene 1
DD Training

CALLER SUPPORT REPORT

The Team

Clive Bullock – DD

Elle Hawley – on TOR January 2021 until July 2021

Assigned Branch Support

ABS requests were made to the West Midlands Region Caller Support team through the Samaritansnet West Midlands forum. Most of the referrals were Callers who had a high volume of contacts and required additional support.

Emails of concern

Emails of concern were flagged to the West Midlands Region Caller Support team.

The most frequent cause for concern was advice being given and failure to explore the Caller' feelings.

Quality Assurance in Crewe branch

10 email replies were reviewed each month.

	01/20 – 06/20	07/20 – 12/20	Annual
Feelings not explored	8	6	14
Advice given	5	1	6
Other issues (media/closed ?s/dependency)	8	9	17
Total	21	16	37

The number of email replies in which advice was given during the second half of 2020 was less than during the first half of the year. A number of replies reviewed did not explore the caller's feelings. This will be addressed through information in the newsletter, ongoing mentoring and ongoing training.

On shift documents

The on-shift documents: UK & Regional Caller Support Plans, MOS List UK and No Call-back Numbers are now accessed from the hyperlink in Online Tools.

Details of frequent MOS callers and calls to be ended on recognition were updated regularly in the black Caller Support folder.

Action Plan for 2021 – 2022

- 1] To monitor the quality of written replies.
- 2] To promote a culture of reviewing one other's email replies.
- 3] To keep the Branch updated on Caller Support issues.
- 4] To encourage volunteers to flag callers in need of ABS.
- 5] To liaise with the training team, shift leader team and BLT.
- 6] To share concerns about breaches in good practice with the branch Director.

Clive 1

DD Caller Support

OUR CALLERS

- When people contact Samaritans for emotional support, they often mention several concerns. In 2018, some of the primary concerns raised related to isolation and loneliness, family, mental health or illness, physical health or illness, and relationship problems.
- Self-harm was discussed in almost 1 in 10 calls for help that involved emotional support. Where callers currently self-harm, in 1 in 5 of these contacts, the caller said they were talking to Samaritans to avoid self-harm.
- Suicidal feelings were expressed during 1 in 4 calls for help that involved emotional support.
- In telephone calls where support is given, callers are more likely to express suicidal feelings in the early hours of the morning (one in three calls mention suicidal feelings). During the hours of 9am-5pm, suicidal feelings are expressed in one in five support calls.
- Contacts with men are more likely to mention isolation and loneliness (one in four support contacts) than those from women (one in five support contacts).
- Each month, around half the people who call Samaritans for help are first time callers.
- Almost 70% of calls to Samaritans are from a mobile phone.
- In 2018, 56% of calls for help that involved emotional support were from women, 36% from men, 1% from transgender callers, in 7% the caller's gender was unknown.
- In 2018, 85% of calls for help that involved emotional support were from adults, 4% from children under the age of 18, in 11% of calls the caller's age was unknown.

HOW OUR SERVICE HELPS

People who've used our service say that simply having someone to talk to can be of great help. You don't have to be suicidal.

It can begin to sort out confused feelings, relieve the pressure, and encourage people to believe that there is a way forward.

We know that life today can be unbelievably tough, particularly in relation to employment and money issues. Whilst we don't have a magic wand to make people's problems disappear, given the chance, many people are able to find a way through their problems themselves, if there is someone there giving them time and space to talk.

We can help people to explore their options and come to their own decisions about what's best for them. Our support may help people to find their own way forward.

We're always here

We never know when you might want to talk to us. That's why we're always open, round the clock, every single day of the year.

Confidentiality

We want you to feel safe while talking to us, so you can tell us how you're really feeling. You only need to tell us as much information as you want to.

You can be yourself

Whoever you are, however you feel, whatever life's done to you, you can be yourself with us.

We're trained to listen

As volunteers, not paid professionals, we're trained to listen to you, not to 'fix' or 'cure' you.

**SAMARITANS OF SOUTH CHESHIRE IN CREWE
BRANCH OFFICERS DURING 2020/21**

Patron

Richard Roundell of Dorfold Hall, Nantwich

President

The Mayor of Cheshire East Councillor Barry Burkhill

Chair & Director

Howard Sinclair

Treasurer

David Rodick

Legal Consultant

Jane Wilson

Thanks to:

Barringtons Ltd. Chartered Accountants of Nantwich, for auditing Samaritans of South Cheshire accounts 2020-21

SAMARITANS OF SOUTH CHESHIRE CREWE BRANCH
2 HALL O'SHAW STREET CREWE CW1 4AE REGISTERED CHARITY NO: 117039

Talk to us any time you like, in your own way, and off the record, about whatever's getting to you. You don't have to be suicidal.

We have different ways for you to get in touch

You can:

- Call us on 116 123 (free call)
- Email us jo@samaritans.org
- Visit us face-to-face in Branch when we're once again open for visitors

- Write us a letter at:
Freepost RSRB-KKBY-CYJK
Chris
PO Box 9090
STIRLING FK8 2SA

WHY SUPPORT SAMARITANS?

Our vision is that fewer people die by suicide

- Every 60 seconds, someone with suicidal feelings contacts us.
- Whether we can be there for every person, though, depends on our supporters.
- We receive no government funding, so it's your donations that keep us going.
- Donate to Samaritans of South Cheshire online at Virgin Money Giving.

Follow us on Twitter [@crewesams](https://twitter.com/crewesams)

The Samaritans of South Cheshire
Income and Expenditure Account - Period ending 31st March 2021

Mar-20	Income	Mar-21
7,763.46	Donations & Covenants	11,508.48
-	In Memory	8,379.69
2,713.89	Fund Raising Events	-
4,000.00	Grants	7,352.97
1,747.49	Refunds Including HMRC Charities in Gift Aid Account	-
661.20	Other Income including Prison Expenses	438.00
225.44	Bank Interest	227.87
829.07	Excess of Expenditure over Income	-
<u>17,940.55</u>		<u>27,907.01</u>

Mar-20	Expenditure	Mar-21
	<u>Cost of Reaching Callers</u>	
-	Publicity	-
1,880.74	Telephone	1,678.38
1,880.74		1,678.38
	<u>Cost of Premises</u>	
1,457.49	Electricity & Gas	1,642.24
-	Insurance	1,408.32
6,841.23	House Keeping	1,696.85
949.21	Repairs & Maintenance	7,891.01
219.31	Water Rates	209.86
955.27	Technical Equipment	1,133.68
10,422.51		13,981.96
	<u>Central Operating Costs</u>	
1,730.23	Volunteer Expenses	20.00
602.14	Admin, room hire, Postage & Stationery	466.59
949.03	Professional Fees	125.00
1,888.00	Levy to Samaritan HQ	1,525.00
5,169.40		2,136.59
	<u>Sundry Costs</u>	
467.90	Fund raising Costs	-
467.90		-
17,940.55		17,796.93
-	Excess of Income over Expenditure	10,110.08
<u>17,940.55</u>		<u>27,907.01</u>

Balance Sheet at 31st March 2021

Capital Reserve	19,974.74
Revaluation Reserve	28,313.89
Central Reserve Fund	81,564.56
Excess of Expenditure over Income	<u>10,110.08</u>
	91,674.64
	<u>139,963.27</u>

Property at Valuation	92,000.00
Bank Current Account	16,853.42
Bank Deposit Account	28,633.74
Gift Aid Account	<u>2,476.11</u>
	47,963.27
	<u>139,963.27</u>

In our opinion the Income and Expenditure Account and Balance sheet are in agreement with the accounting records kept by the Samaritans of South Cheshire.

Barringtons Limited

Barringtons Limited Chartered Accountants
Charles House, Beam Heath Way
Nantwich, Cheshire, CW5 6PQ
Date : 16 June 2021

The Samaritans of South Cheshire
Statement for the period ending 31.03.2021

Bank Current Account

Balance at 01.04.2020	4,790.78
Receipts for the year	27,671.14
	32,461.92
Payments for the year	15,608.50
Balance at 31.03.2021	16,853.42

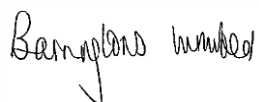
Deposit Account

Balance at 01.04.2020	28,405.87
Interest received	227.87
Balance at 31.03.2021	28,633.74

Gift Aid Account

Balance at 01.04.2020	4,656.54
Receipts for the year	1,162.68
	5,819.22
Payments for the year	3,343.11
Balance at 31.03.2021	2,476.11

In our opinion, the statement above is in agreement with the accounting records kept by the Friends of the Samaritans of South Cheshire.



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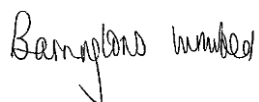
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