



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	10,110.08
	<u>91,674.64</u>
	<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	2,476.11
	<u>47,963.27</u>
	<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
	<hr/>
	32,461.92
Payments for the year	15,608.50
	<hr/>
Balance at 31.03.2021	16,853.42
	<hr/>

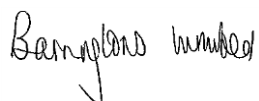
Deposit Account

Balance at 01.04.2020	28,405.87
Interest received	227.87
	<hr/>
Balance at 31.03.2021	28,633.74
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Gift Aid Account

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

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
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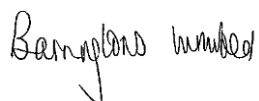
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	<hr/>
	5,819.22
Payments for the year	3,343.11
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Balance at 31.03.2021	2,476.11
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In our opinion, the statement above is in agreement with the accounting 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 : 16 June 2021