



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		1,678		<hr/> 2,662
	Refunds Including HMRC Charities in Gift Aid Account	-	1,641	<u>Cost of premises</u>	
438	Other Income including Prison Expenses	341	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>			<hr/>
			13,595	<u>Central Operating Costs</u>	
				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>28,095</u>			18,029
	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
	<hr/>
	22,716.55
Payments for the year	16,348.40
Transfers to gift aid account	2,091.99
	<hr/>
Balance at 31.03.2022	<u>4,276.16</u>

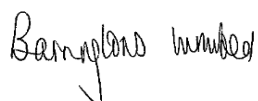
Deposit Account

Balance at 01.04.2021	28,633.74
Interest received	168.43
	<hr/>
	28,802.17
Payments for the year	0.00
	<hr/>
Balance at 31.03.2022	<u>28,802.17</u>

Gift Aid Account

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

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