



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
	23,374.73
Payments for the year	15,564.67
Transfers to gift aid account	0.00
	7,810.06
Balance at 31.03.2023	7,810.06

Deposit Account

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

Gift Aid Account

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

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