

Statistics

During the period from 1 November 2020 to 31 August 2021 there were a total of 10,864 contacts.

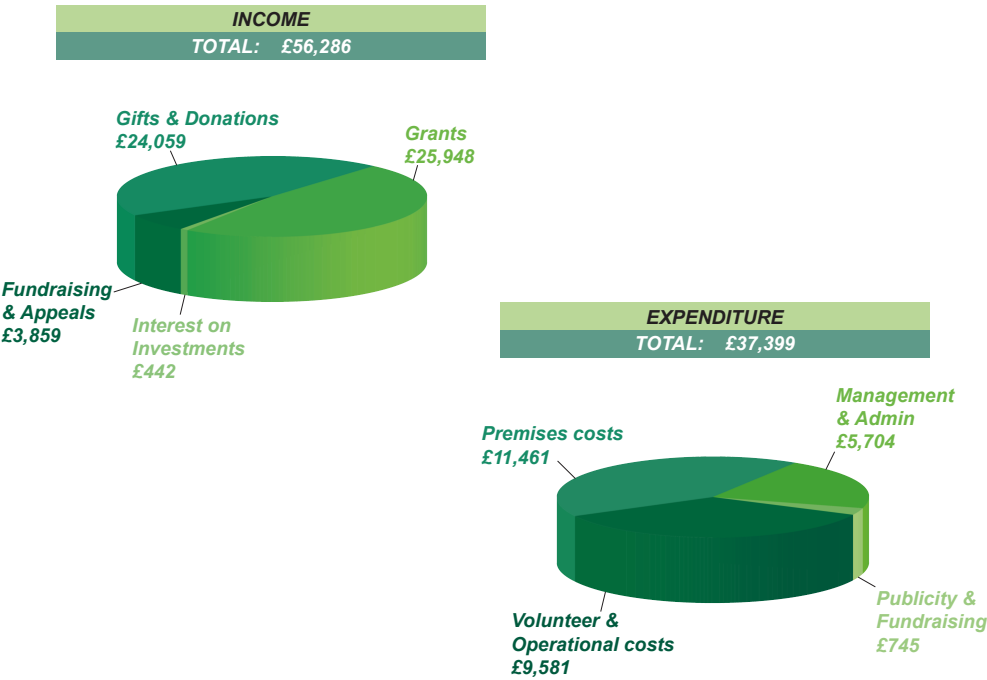
Methods of Contact

Telephone contacts (including contacts lasting less than 30 seconds):	9,398
Email:	1,466
Total Contacts	10,864

Samaritans supported in 2020 - 2021 by:



Financial Summary 2020 - 2021



Aim

- Our aim is to:**
- Ensure that callers receive a high quality of consistent service to enable them to express their feelings effectively in complete confidence and equally to
 - Ensure volunteers are given the necessary initial and ongoing training and support to carry out their role.

Objectives

- We will:**
- Make our services as accessible as possible
 - Provide a quality service
 - Raise our profile and ensure a favourable environment for our callers and our volunteers
 - Obtain human and financial resources needed to achieve our objectives
 - Strive for the retention and motivation of volunteers
 - Ensure the effective management of the Branch.

Service

Samaritans provide a service that is available by telephone around the clock, every day of the year. They can also be contacted by email. Callers do not need to identify themselves and the confidential service is free of charge. Each of the volunteers gives their time freely to the Charity.

Funding

The Charity is entirely dependent for funding on donations and grants from local and county authorities, the Home Office, organisations and individuals - and the hard work put in by Tamworth Samaritans' volunteers.

Tamworth Samaritans relies on donations and it is a registered charity (Charity Number 1170514). To make a donation, please send a cheque made payable to "Tamworth Samaritans" at our Branch address or contact the Branch for further details.

Bank: Lloyds Bank, 17 George Street, Tamworth, B79 7LW

Phone: Free Call 116 123
Email: jo@samaritans.org
Website: www.samaritans.org/tamworth



The Queen's Award for Voluntary Service

The MBE for volunteer groups



Tamworth Branch

Registered Charity no. 1170514.

Annual Review 2020 - 2021



2nd Floor Office Suite, The Manor House, Lichfield Street, Tamworth, Staffordshire, B79 7QF

Branch Leadership Team 2020-2021

Tamworth Samaritans is a registered charity with the Charity Commission No. of 1170514 and is located at the Manor House, Lichfield Street, Tamworth, Staffordshire, B79 7QF.

Samaritans is located at the Upper Mill, Kingston Road, Ewell, Surrey, KT17 2AF.

Tamworth Samaritans is an Affiliated member of the Samaritan organisation and it is administered by a Single Branch Leadership Team (BLT) comprising:

~ Branch Director ... Judith Hepburn

~ Vice Director ... Paul Chester

~ Deputy Director for Recruitment and Selection ... Steve Godwin

~ Deputy Director for Training ... Niki Furlong Smith

~ Deputy Director for Volunteer Support ... Sue Fryer

~ Deputy Director for Prisons ... Paula Jauncey

~ Deputy Director for Outreach ... Dave Tickle

~ Treasurer ... Marion Benjamin

~ Secretary ... Fiona Styles

~ Trustee for Documentation and Compliance ... Katy Hope

~ Trustee for Premises and Resources ... Alan Ramage

~ Trustee for Fundraising and Publicity ... role currently vacant

~ Trustee for External Affairs and Marketing ... David Tickle

Responsibilities of the Branch Leadership Team

The Branch Leadership Team (BLT) is responsible for the general management of the administration of the charity, its property and affairs, and in particular is responsible for publicity and all financial and property affairs including fundraising, investments, maintenance of the building and provision of insurance.

The Leadership Team oversees the selection of a new Branch Director every three years. The Branch Director is responsible for the day-to-day management of the Branch and of the volunteers.



A huge thank you to every volunteer for their continued dedication to Tamworth Samaritans. Without your hard work and willingness, not only for the work in the duty room, but for all the other tasks that require extra support, we would not be able to maintain the 24/7 service we promise to our callers. You are all stars!

Director's Report

Two words sum up the last twelve months: change and resilience. From Central Office we have received reports about the ways in which the charity will monitor Safeguarding to reflect change in all national charities. So, we are in the throes of changing procedures in taking calls and writing emails, with new hubs of excellence being introduced over the next year. All this change is to ensure a better service for all our callers, but specifically those under 18 and people deemed at risk. Change can be unsettling but Tamworth Samaritans are resolutely positive about the weekly emails that signal a direction of practice in the branch. They are proving to have resilience that is awe-inspiring to adapt to the pace of change and shows their dedication to the branch and its callers.

We are still grappling with all the change that Covid 19 has wrought upon us. We have not had to close the branch because of the virus but we have had to close shifts, particularly when Tamworth was at the heart of the "pingdemic"; our cleanliness and sanitising procedures have helped us here. Our volunteers are not immune to the effects of life after lockdown; circumstances have changed, families have been re-shaped and sometimes we need to support each other as well as callers. People have taken periods of leave, now many are thankfully returning to us. Again, this shows that our volunteers have the resilience to overcome their own difficulties and still have kindness and compassion with their fellow colleagues and our callers who rely on us.

Slowly, we are returning to do outreach projects. Outside the branch, we have been seen in Planters Garden Centre at a charity table event, completed individual 'Samarathons' and attended Tamworth Pride and Freshers' Week at Tamworth College. Hopefully, our outreach work will continue and we will renew partnerships where we have been unable to give full support because of Covid - for example, at the railway station.

It is at Swinfen Hall Youth Offenders' Institute where resilience has been the byword. The Prison Team were unable to go into the prison to support their Listeners, but they used telephone contact to support those in most need. Spending 23 hours in a cell has led to spiralling mental health problems, so this link with us has been essential. We have recently trained more Listeners to add to the team in Swinfen. All this in a year where Samaritans over the four nations are celebrating 30 years of working within prisons to help reduce suicidal intention and supporting people who are in emotional distress.

Change has meant movement and we have seen Sue 88 hand over to the reins to a new team. We thank her and her team for everything they did over the last year in unparalleled times. We also thank the new members of the team who have given their time willingly to new learn new skills and support the immense change that is happening daily. We say goodbye to two people who have given much to the branch for, collectively, 62 years: Marlene 5 who has been in branch for 41 years and Michael 170 for 21 years. What commitment and resilience! Thank you both for everything you have done for all of us.

The last year has seen us train 19 more new Samaritans in branch and three within the region. They are most welcome and help build capacity and move the branch forward. Emma 270 has become the Regional Training Officer and John 393 has joined the National Safeguarding Team. We congratulate them both and wish them well in their new roles.

The next 12 months will offer us challenges – but with all that we have been through, we have shown that we have the compassion and kindness, as well as the resilience, to face them all and offer the very best service for our callers.

Thank you to each and every one of you for everything you have done in the last year to keep Tamworth Samaritans on track to continue to deliver a strong service for all our callers for the next 12 months.

Judith Hepburn

Prison Report

Last year was a very challenging year for the Prison Team at Swinfen. With the help of the wonderful Staff and the Safer Custody Officer Carol (a star!) we managed to maintain contact with the Prison even though it was in lockdown through most of the year. We achieved this by a weekly telephone call with two Listeners from the same wing and our Safer Custody Officer. Dave and I took the calls. The Listeners still felt we were there for them even though it wasn't face to face - a fantastic achievement.

We were eventually able to go back into the Prison in the afternoons to see Listeners in the Chapel. The Listeners said to me "It is so nice to see your face Miss", those words summed everything up for me.

On 4 August 2021 we trained six new Listeners, now we have ten. This is the first training to take place in 18 months.

On 27 August 2021 we held a celebration of 30 years of Listeners. All ten Listeners attended and they were each allowed to invite two family members. An amazing day was had by all.

My thanks to my team - Dave 161, who has been amazing over the past year helping me deliver the service to the Prison, Marion 397 and Trish 231 (S).

On 16 September 2021 we were able to resume our normal visits to the Prison at 6.00pm and the rest of the team were able to join us once again.

A year like no other but we got there in the end.

Paula 89, BPSO for Tamworth Samaritans

Trustees' Reports

Documentation and Compliance Report from the Trustee for Compliance

As trustee for compliance and documentation, I have to ensure and give assurances that our actions are broadly compliant against a range of requirements, guidelines and best practice. If you think of the General Data Protection Act, that is a law. If you think of Risk Registers, Risk Assessment and Risk Management, in this context they derive from Charity Commission guidelines, whereas our Safeguarding Policy is an example of best practice. Not the lightest or most uplifting of subjects but it is what keeps us legal and keeps Samaritans, callers, donors, and members of the public safe.

When we held our last AGM, no-one could have predicted that the following 12 months would continue to be so challenging to us individually and collectively as Tamworth Samaritans. The dominant issue has undoubtedly been the interpretation and guidance based on the Central Office Coronavirus Risk Assessment. My thanks to Sue 88, as Branch Director, for her exceptional efforts to communicate with every volunteer about infection control and how to keep themselves safe. Nor did I anticipate quite how the organisation would respond to the need for greater accountability and transparency around Safeguarding.

More recently, I have been looking to revisit all our local policies (a work in progress), start to reshape our Risk Register, provide documentation to support the Quality Outcomes Framework and to support our new Branch Director and her team of Deputy Directors and Trustees to build awareness of the context and wider responsibilities of their roles.

Looking ahead, there is both an opportunity and a need to build some depth and breadth in our approach to compliance. So, I will be looking for willing Samaritans who can help with shaping our approach to risk assessment and management, effective communication and carrying out light touch checks and balances around our finances, assets and general practices. If you can spare some time and energy to ensure that we continue to operate as the independent, self-funded, affiliated charity Tamworth Samaritans, please think about joining the team.

Katy 271

Trustee for Compliance

External Affairs and Marketing

A very quiet year for Outreach and Partnership activity due to COVID-19, although we have secured a number of grants to help us financially through the crisis including two from the Pears Foundation for approximately £15000. We have maintained our links with Network Rail and are looking forward to being a presence again at local stations. In August 2021 we had a stand at the first Tamworth Pride event and attracted interest from many who attended. In September 2021 we were present at Lichfield College Freshers' week, raising awareness of what Samaritans can offer to those who need support at this important time in their lives.

Dave 161

Premise and Resources

2020–2021 has been a busy year for the Premises Team. Our main priority has been infection control and helping to keep our volunteers safe when they were in the

branch. We owe thanks to Wilko for helping us to maintain a continuous supply of anti-bacterial wipes and hand-gel during the past 12 months.

We have cleared out old and obsolete items and equipment – thank you to John 361, Judith 387, Sam 279, Susie 275, Andy 473 (P) and his son for their time and help to fill the skip.

John 361 and I have re-vamped the Training Room, putting up a new noticeboard and a wall-mounted television and assembling the new chairs ordered by Emma 270. We also put up new noticeboards in the Duty Room.

Our landlord quickly replaced a leaking radiator in the duty room and arranged for the broken lock on the front door to the building to be repaired.

The Pears Foundation grant has enabled us to buy and install a dishwasher in the kitchen.

A special thank you to Chris 357 for continuing to maintain and keep our IT systems up-to-date.

Thank you also to Nick and Heather Read at TC Media for printing our AGM pamphlet again.

Alan188

Treasurer's Report

As the Trustee responsible for financial administration and management of the Branch, the Treasurer is accountable to the Branch Director and reports directly to the Trustees and Branch Leadership Team. As the Treasury department, we ensure that proper accounts and records are kept in order to monitor the finances and assets of Tamworth Samaritans. We attend meetings and report on the Branch's financial position including preparing an annual financial statement for Samaritans Central Charity. Thank you to Helen295 for her continued commitment to ensuring our bills are paid on time!

The year ending 31 March 2021 saw the Branch's total wealth increase by 29%; where net assets as at the financial year end were £122,168. This increase can be attributed to efforts by the Branch to cut down on discretionary expenditure - which was possible due to the ongoing effects of the Pandemic; it meant less money was needed for events such as publicity, outreach and fundraising. The Branch also received significant income (£14,200) in the form of restrictive grants, which it was able to spend on investment in the premises and equipment.

In what was a difficult year for fundraising, due to restrictions such as social distancing, Tamworth Samaritans was still generously supported by some frequent and recurring patrons; as well as donors who backed our events such as last summer's Samarathon at Tamworth Cricket Club and the newly created "Here4u" Text-to-Give campaign over the winter.

Due to investments made last year and ongoing support of volunteers, those in the community, and organisations in the wider public, it is reassuring to know the Branch has weathered the worst of the Covid-19 storm, and is in good financial health to continue the work that it does.

Marion397

Tamworth Samaritans
Charity Commission Registration Number 1170514
Balance Sheet - Detail
As at March 31, 2021

GBP

Fixed Assets

Tangible Assets

Computer Equipment

Computer Equipment Cost 7,824.63

Fixtures & Fittings

Fixtures & Fittings Cost 1,854.98

Current Assets

Short Term Investments

CAF Fixed Int Accumulation Fund B 32,882.08

Cash At Bank And In Hand

Lloyds Bank Business Current Account 23,021.18

Lloyds Bank Business Savings Account 35,006.06

United Trust Bank 1.5% 100 day notice - Building Fund Account 21,579.34

Net Assets 122,168.27

Funds & Reserves

Retained Funds

General Fund 94,677.35

Accumulated Funds 27,490.92

Funds Provided 122,168.27

Note:

- 1) During the year £14,200.00 income was received in the form of restrictive grants. Of this, £4,402.23 remained unspent at the balance sheet date.
- 2) The trustees' policy, noting that they have no guaranteed income stream, is to hold enough funds in reserve to enable the charity to operate for 18 months in a similar manner as it operated in the previous 18 months while assuming no income would be forthcoming.

Signed:



Marion Benjamin

Treasurer

Signed on behalf of all Trustees

Date: 13.10.2021

Signed:



David Davies

Independent Examiner

Date:

7/9/21

Tamworth Samaritans

Statement of Financial Activities (Income & Expense)

April 1, 2020 to March 31, 2021

	Unrestricted	Restricted	Endowment	Total
<i>Income</i>				
Income and Endowments				
Income from Donations and Legacies				
Donations	24,059.15	13,550.00		37,609.15
Gift Aid Received	2,466.39			2,466.39
Grants – Recurring				
HMP Swinfen NOMS Grant	1,313.84	434.45		1,748.29
Support Staffordshire		650.00		650.00
Tamworth Borough Council	10,000.00			10,000.00
Sundry Donations	764.52			764.52
Income from Other Trading Activities				
Bookstall & Card Sales for Fundraising	328.00			328.00
Fetes, Bazaar, Other Fund-raising Events	300.00			300.00
Investment Income				
Interest Received	442.02			442.02
Total Income	39,673.92	14,634.45	0.00	54,308.37
<i>Expenses</i>				
Expenditure				
Charitable Activities				
Charity Management & Administration				
3 Rings	184.80			184.80
Branch Leadership Team	234.46	50.00		284.46
Central Charity Contribution	4,928.00			4,928.00
Costs of Independent Examination/Audit	60.00			60.00
Finance Accounts Software Costs	124.32			124.32
Subscriptions	122.38			122.38
Charity Running Costs				
Branch Housekeeping	131.80	168.00		299.80
Cleaning Materials	47.99			47.99
Electricity	1,106.94			1,106.94
Expenditure on Outreach	13.00			13.00
Health & Safety	160.80	302.30		463.10
In-House Training	34.00	5.99		39.99
Insurance	542.17			542.17

Tamworth Samaritans
Statement of Financial Activities (Income & Expense)

April 1, 2020 to March 31, 2021

	Unrestricted	Restricted	Endowment	Total
Photocopying	151.00			151.00
Printing & Stationery Costs	100.43			100.43
Refreshments	84.72			84.72
Branch Refreshments	17.50			17.50
HMP Catering expenses		5.15		5.15
Telephone & Internet	1,259.70	23.98		1,283.68
Travel				
HMP Swinfen Travel		429.30		429.30
Travel Expenses	6,617.82			6,617.82
Premises Costs				
Premises Rent	9,676.34			9,676.34
Premises Repairs & Renewals	325.55	221.34		546.89
Premises Service Charge	1,238.17			1,238.17
Expenditure on Raising Funds	744.89			744.89
Net Gains/(Losses) on Investments	-2,295.39			-2,295.39
Total Expenses	25,611.39	1,206.06	0.00	26,817.45
Net Resource Movement	14,062.53	13,428.39	0.00	27,490.92
Net Movement in Funds	14,062.53	13,428.39	0.00	27,490.92
Total Funds Brought Forward	94,677.35	0.00	0.00	94,677.35
Total Funds Carried Forward	108,739.88	13,428.39	0.00	122,168.27

Independent examiner's report to the Trustees and members of
Tamworth Samaritans

On the accounts for the financial period ended 31st March 2021

Respective responsibilities of trustees and examiner:

The charity's trustees are responsible for the preparation of the accounts.

The charity's trustees consider that an audit is not required for this year under section 144 of the Charities Act 2011 (the Charities Act)) and that an independent examination is needed.

It is my responsibility to:

- examine the accounts under section 145 of the Charities Act,
- to follow the procedures laid down in the General Directions given by the Charity Commission (under section 145(5)(b) of the Charities Act, and
- to state whether particular matters have come to my attention.

Basis of independent examiner's statement:

My examination was carried out in accordance with General Directions given by the Charity Commission.

An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present 'a true and fair' view and the report is limited to those matters set out in the statement below.

Independent examiner's statement:

In connection with my examination, no matter has come to my attention,

- (1) Which gives me reasonable cause to believe that, in any material respect, the requirements:
 - to keep accounting records in accordance with section 130 of the Charities Act;
 - to prepare accounts which accord with the accounting records and comply with the accounting requirements of the Charities Act have not been met
- (2) To which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Signed: _____

Date: _____

Name: DAVID DAVIES

Mr David Davies
4 Moat Drive
Drayton Bassett
Tamworth
Staffordshire
B78 3UG

**Independent examiner's report to the Trustees and members of
Tamworth Samaritans**

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Signed: _____

Name: DAVID DAVIES

Date: _____

Mr David Davies
4 Moat Drive
Drayton Bassett
Tamworth
Staffordshire
B78 3UG