

Statistics

In the period from July 2021 to July 2022 there were a total of 13,234 contacts.

Methods of Contact

Telephone contacts (including contacts lasting less than 30 seconds):	12,010
Email:	1,224
Total Contacts	13,234

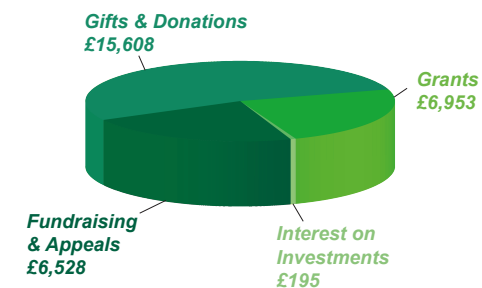
Samaritans supported in 2021 - 2022 by:



Financial Summary 2021 - 2022

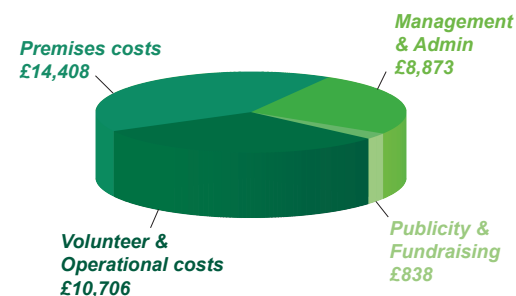
INCOME

TOTAL: £29,284



EXPENDITURE

TOTAL: £34,825



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

SAMARITANS

Tamworth Branch

Registered Charity no. 1170514.

Annual Review 2021 - 2022



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

Branch Leadership Team 2021-2022

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

If the pandemic was hard on people, then the last year has been far more demanding for our callers, and on us. During lock downs, some people at least felt a sense of security being at home. The last year has seen an increase in concerns about finance, access to the NHS and mental health support. Loneliness is a topic raised by many of our callers and some of their stories have been heart wrenching to hear.

But the pandemic didn’t just happen to others. It happened to us as volunteers. We have all seen shifts close because volunteers have seen an increase in demands from work, from family and from catching the dreaded virus. Shifts are closed from necessity, not choice.

So, what has happened in the last year? We have seen an explosion in Outreach activities. We now have a hub at the Community Café where people can drop in and talk to us. We supported Freshers’ Week at Tamworth College and the Lichfield Campus, and Tamworth Pride, a popular event for us. We continue to train and give support to Swinfen Hall YOJ.

But it is the areas of high risk that have increased this year: Tamworth Railway Station and Tesco Depot, where we have been asked to give support because of the numbers of people who had chosen to take their own lives. We have been proud to be there for people who have been affected by these events.

Finally, thanks to Sue and the Volunteer care team, we have been able to meet up together for our wonderful ‘Thank You’ event; a much-needed social event reminding us that we are people as well as volunteers.

Thank you everyone for everything you do to help our callers; it is hugely appreciated.

Judith - Director of Tamworth Samaritans

Prison Report

We are still going strong in Swinfen Prison even though we have had some challenges along the way, but it would not be prison life without these challenges.

In July we trained 5 new Listeners, now we have 12 Listeners. Thank you to Dave 161 and Erica 464 for delivering the training.

We still go into the prison on Thursday evenings for our weekly visits to see our Listeners, and to hold our monthly meetings. So, after the two years of what we and everyone else have been through, we haven’t done too badly and I am hoping that things will now go back to normal.

My thanks go to my team Dave 161, Marion 397, Trish 231 (S) and Erica 46 (a new member who has joined our team). Without this marvellous team the service we deliver to Swinfen Prison wouldn’t be possible - so thank you to all of them.

As always, we want to thank the Swinfen Prison Governor and Staff and our wonderful Safer Custody Officer Carol who helps us out in so many ways and makes our job so much easier.

Let’s hope that in the coming year we will continue to keep moving forward.

Paula 89

Trustees’ Reports

Partnership Trustee Report 2021-22
I have attended a number of VCSE (Voluntary, Community and Social Enterprise) forums, networking and raising our awareness with other charities across Staffordshire and surrounding areas. We are highly thought of in this sector and I received many compliments from representatives of other organisations.

We have continued to support and work alongside Network Rail at Tamworth Station on several occasions, including three visits in January 2022 to promote ‘Brew Monday’. This is a time of the year when people can be particularly vulnerable and may need our support. We handed out literature and had many useful conversations with those travelling. We have also fostered some excellent relationships with the station staff.

Many thanks to all the volunteers who attended any of the above events.
Dave 161

Treasurer & Fundraising Report
The Treasurer, as the Trustee responsible for financial administration and management of the Branch, is accountable to the Branch Director and reports directly to the Trustees and Branch Leadership Team. As a 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 2022 saw the Branch’s total wealth decrease by 5%; net assets as at the financial year end were £116,627. This decrease can be attributed to the combined effect of a reduction in income coupled with an increase in expenditure. Whilst the Branch received a further £1,800 grant from Pears Foundation and the Department for Digital, Culture, Media and Sport, overall income dropped 46% (over £25,000) on the prior year.

With activities ramping up as the pandemic waned, it was inevitable that expenditure would increase. Total costs incurred were around £8,000 higher than in the year ended March 2020. Approximately half of this was down to increased spend on the everyday running costs of the Branch; however, the majority of this was covered by unspent funds received in the year 2020-21. A loss on branch investments accounted for the other half of the increase.

Tamworth Samaritans continues to be supported by individuals and organisations based in both the local community, and further afield. Their generosity and kindness helped raise £29,284.07 in the period. From larger events and endeavours - such as the Sarah Millican show collection and the sponsored bike ride by Steve458 – to one-off donations; they have all been valuable contributions that mean the Branch can look forward to further successes, this year and beyond.

In summary, the year 2021-22 was not a financially prosperous year. However, relying on shrewd management and brought-forward funds has meant the Branch will continue to grow - after all, not all growth can be measured on a Balance Sheet! Tamworth Samaritans still stands in good stead financially; it is in a position where it will meet its commitment to Samaritans Central Charity this year; it has invested in its premises and its people; and reserves remain available as we approach more challenging economic uncertain times ahead.
Marion397

Report from the Trustee for Compliance
The role of the Trustee for Compliance is to ensure and give assurances that our actions are broadly compliant

against a range of legal requirements, charity guidelines and best practices. If you think of the General Data Protection Act you will see that as being a statutory requirement; on the other hand, our processes around risk management flow from Charity Commission guidelines, whilst our Expenses Policy is drawn from Samaritans’ best practice. You might not see these as light or exciting subjects but compliance is what allows us to operate legally, responsibly and hold in mind the safety of Samaritans, supporters, donors, callers and members of the public.

The themes in this last period have been driven by the need for our Branch Leadership Team to be more aware of the scope of Data Protection, and to giving assurances that all of us complete and embrace an ever-widening range of initial and continuing training requirements. The work ahead will involve reshaping our Risk Register, revisiting all our local policies and ensuring that we all feel well equipped to interact with callers by having a full understanding of the links between Confidentiality, Self-Determination and Safeguarding.

I especially want to thank Andy 473 for the work he led around preparing a risk assessment for the ‘Thank You’ event. This type of work helps the rest of us to be free to enjoy events safe in the knowledge someone has anticipated that slips, trips, falls and fires can and do happen, and has planned action to ensure that we can all stay safe. Thanks also to John 361 who re-assessed and redrafted our fire and accident procedures, which are now much more visible and accessible. The example set by Branch Director, Judith 387 is really encouraging; she is flying the flag for ensuring there are Risk Assessments for the increasingly diverse range of outreach activities, which means we can all support these with confidence and commitment.

Looking ahead, there is both an opportunity and a need to build some depth and breadth in our approach to compliance. We are looking for Samaritans who are willing to shape our approach to building a register of risks and help carry out light touch checks and balances around our finances, assets, policies and general practices. It’s not too onerous - 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 come and talk to me....
Katy 271

Premise and Resources Trustee Report
The Premises Team have had another busy year. We have continued to provide the resources needed to maintain infection control and keep our volunteers safe when they were in the branch.

To meet the requirements of our insurance company, a new lock on the front door of our premises was installed for us by Lichfield Lock and Key.

We have also had new carpet tiles laid throughout the branch. I would like to thank John 361 and Judith 387 for their help over the two days that it took for this work to be completed.

We bought a new gazebo, which we used for the first time at Tamworth Pride. Our volunteers and visitors to the event commented on how effective and professional it looks. Thank you to all the volunteers who helped with the tricky task of putting it up for the first time, and to those who helped dismantle it and take it back to the branch.

Finally, we now have a new kitchen. Thank you to Judith 387 for all her efforts in getting this project completed.

Our thanks to Nick and Heather Read at TC Media for printing our AGM pamphlet again this year.
Alan188

Tamworth Samaritans
Charity Commission Registration Number 1170514
Balance Sheet - Detail
As at March 31, 2022

GBP

Fixed Assets

Tangible Assets

Computer Equipment

Computer Equipment Cost	6,592.23
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Fixtures & Fittings

Fixtures & Fittings Cost	1,854.98
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Current Assets

Short Term Investments

CAF Fixed Int Accumulation Fund B	31,471.55
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Cash At Bank And In Hand

Lloyds Bank Business Current Account	19,927.62
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Lloyds Bank Business Savings Account	35,009.59
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United Trust Bank 1.5% 100 day notice - Building Fund Account	21,771.19
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Net Assets	116,627.16
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Funds & Reserves

Retained Funds

General Fund	122,168.27
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Accumulated Funds	-5,541.11
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Funds Provided	116,627.16
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Note:

- 1) During the year £1,800.00 income was received in the form of restrictive grants. £4,402.23 was brought forward at the start of the year. At the balance sheet date, £1,839.13 remained unspent.
- 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:

Signed:

Marion Benjamin
Treasurer
Signed on behalf of all Trustees

David Davies
Independent Examiner

Date:

Date:

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

On the accounts for the financial period ended 31st March 2022

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:

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