

Statistics

In the period from July 22 to September 2023 there were a total of 13,538 contacts, and a total of 3,444 hours were spent on calls..

Methods of Contact

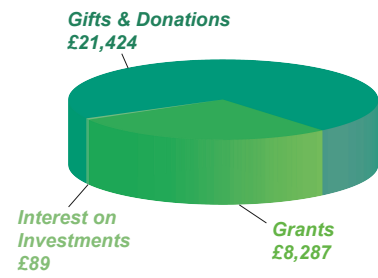
Telephone contacts (including contacts lasting less than 30 seconds):	12,312
Email:	1,226
Total	13,538

Samaritans supported in 2022 - 2023 by:

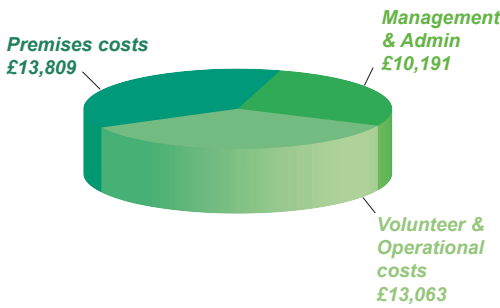


Financial Summary 2022 - 2023

INCOME
TOTAL: £29,800



EXPENDITURE
TOTAL: £37,063



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
2022 - 2023



Tamworth Castle

Tamworth Castle and Lichfield's Council offices light up green to celebrate the 70th birthday of the Samaritans!



Lichfield District Council Offices

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

Branch Leadership Team 2022-2023

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 ... role currently vacant
- ~ Branch Leadership Co-ordinators ... Megan Hubbard and Mark Emly
- ~ Deputy Director for Recruitment and Selection ... Tom Duffin
- ~ Deputy Director for Training ... Niki Furlong Smith
- ~ Deputy Director for Volunteer Care ... Sue Fryer
- ~ Deputy Director for Prisons ... Paula Jauncey
- ~ Treasurer ... Sulhee Jang
- ~ Secretary ... Megan Hubbard
- ~ Trustee for Documentation and Compliance ... Katy Hope
- ~ Trustee for Premises and Resources ... Alan Ramage
- ~ Trustee for Fundraising and Publicity ... role currently vacant
- ~ Trustee for Partnerships ... 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

We write this in the absence of a Director at present. As Branch Leadership Team Coordinators, it has been our pleasure to support the Branch Leadership team since Judith stepped down as Director in May. We would like to start by recognising all Judith has done for Tamworth Samaritans and say a big thank you for leading us so well for two years.

Throughout the year since the last AGM, we have continued to provide excellent support to our listeners through the cost of living crisis in a turbulent world. And now, Samaritans has turned 70! Every one of our volunteers has been a part of that journey and we have a team of volunteers who are committed and empathetic.

All of our Branch Leadership team have led in their respective areas to ensure that we are delivering high quality outreach, supporting our local prison, bringing in and training two new cohorts of volunteers, keeping us compliant, safe and with the tools required to fulfil our roles, providing support and care to all of us, and ensuring we stay financially robust. In the summer Norman and Ed joined the BLT team to give us an enhanced leadership focus on rota and shift management and for leaders. Thank you to all of the BLT team for supporting Judith and us, and also to everyone else who has taken on roles and responsibilities to help our branch run smoothly.

As we move into this period of a new Director/Co-Directors, we say thank you for everyone’s continued support of our branch, helping us to support the callers who need us so much.

Megan476 and Mark423
Branch Leadership Team Coordinators

Prison Report

Swinfen Prison is doing well at the moment. I think we are starting to get back to normal after Covid, which is so nice to report, but prison life is always challenging.

In April we trained 14 new Listeners. We still go into the prison on a Thursday evening most weeks to see our Listeners and hold our monthly meetings in the chapel.

Our Safety Officer Carol Sweet is moving to another department in the prison and we are going to miss her. She has done an amazing job with us with the Listeners, often going above and beyond what was needed. So - thank you Carol.

My thanks to the Prison Team: Dave 161, Marion 397, Trish231 (S) and Erica 464, who all do an amazing job week in, week out.

Thanks also to the Governor and staff at Swinfen Prison - without them we would not be able to deliver the Listeners scheme, so thank you Swinfen.

Let’s hope the coming year will continue to be as good as this one.
Paula 89

Trustees’ Reports

Partnership Trustee Report 2021-22
Network Rail
We have visited Tamworth Station on a number of occasions, including Brew Monday, which is always on the second Monday in January and can be a very difficult time of year for many people. Sadly, someone took their life near Tamworth Station in March and we helped support staff and members of the public following this tragic event. We also attended the station in July as part of our ‘Small Talk Saves Lives’ campaign.

Tamworth Soroptimists
Katy represented us at their annual Charity Lunch in June and we were presented with a cheque as one of their charities of the year. Thanks Katy.

Tamworth Pride
We supported this event at the Castle Grounds in July by running a stall with a raffle which was well supported by volunteers and generated a lot of interest in our organisation. Thank you to Paula for organising this.

Looking forward to more of the same in 2024.
Dave 161

Treasurer’s 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, which also includes 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, and to Susan for keeping the records up to date.

Although donations decreased by 10% and there was no money from fundraising in the 2022-2023 financial year, the Branch’s income increased by 2% in comparison to the previous financial year because of an increase in the HMP Swinfen NOMS Grant.

However, expenditure in the year ending 31 March 2023 was £37063, 6% more than in the previous financial year.

Net assets as at 31 March 2023 were £109,364 in comparison to £116,627 in the year ended 31 March 2022.

In summary, Tamworth Samaritans has made a loss of £7264, an increase of £1723 compared with the previous year’s loss of £5541.
Sulhee

Documentation and Compliance Trustee’s Report
In the period since our last report, the main challenges for the Trustees and Branch have arisen from the need to ensure that Data Protection is understood at an individual level, and that our Key Policies of Confidentiality, Self-Determination and Safeguarding are expressed confidently by every volunteer in the quality of the service they offer to every caller. A further focus has been working with our Branch Treasurer, Sulhee, to enable her to ensure that all our financial procedures are specified within a best practice framework.

I would like to acknowledge the unusual nature of the challenge we have experienced in having nearly six months without a Branch Director. However, I am sure we would all wish to acknowledge that we have been held safe, secure and forward facing through the diligent and engaging approaches of our BLT Co-ordinators, Megan and Mark.

Looking ahead, as we move to develop a much-needed positive and outward facing approach to fund-raising and outreach activities, we will need to ensure that the safety and wellbeing of our volunteers and members of the public is captured within an agreed Risk Assessment and Event Information for every external activity. The redrafting of local policies and a clear understanding of Risks and Risk Management Procedures will also be a key challenge for the new Branch Leadership Team.

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. These activities are not onerous but do need a bit of passion, so if anyone 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 and our new Branch Director.
Katy 271

Premises and Resources Trustee’s Report
In the past 12 months we haven’t needed to carry out any major work in the premises. We have made sure that the regular maintenance work, such as the PAT testing and the annual boiler service, has been done.

We have continued to provide the resources needed to maintain a clean and safe working environment for everyone.

Thank you to John361 for his continuing support with the maintenance of the branch, and to Nick and Heather Read at TC Media who have printed our AGM pamphlet again this year.
Alan188

Tamworth Samaritans
Charity Commission Registration Number 1170514
Balance Sheet - Detail
As at March 31, 2023

Fixed Assets

Tangible Assets

Computer Equipment	6,592
Fixtures & Fittings	1,855

Current Assets

Short Term Investments	31,472
Cash At Bank And In Hand	69,219

Creditors

Trading Creditors	
Supplier Accounts Payable	213
Other Creditors	
Payroll Liabilities	13

Net Assets	109,364
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Funds & Reserves

Restricted Funds	9,853
Unrestricted General Funds	99,510

Funds Provided	109,364
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Note:

- 1) 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

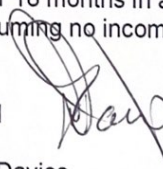


Sulhee Jang

Treasurer

Signed on behalf of all Trustees

Signed



David Davies

Independent Examiner

Date 25/01/2024

Date 25/1/2024

**Independent examiner's report to the Trustees and members of
The Samaritans of Tamworth on the accounts
for the financial period ended 31 March 2023**

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 and that an independent examination is needed. (Section 144 of the Charities Act 2011 [the Charities Act], and subsequent revision issued in 2022)

As Independent Examiner, 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 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 Directions and guidance given by the Charity Commission (CC32). 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.

or

(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: 25/1/2024.

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