

SAMARITANS

Mid Cheshire

Annual Review 2022-23

Samaritans of Mid Cheshire



Annual General Meeting
Tuesday 18 July 2023 at 7.00 pm
Owley Wood Recreation Club
Barrymore Rd, Weaverham, Northwich, CW8 3LS

Contents

1. Samaritans' Vision, Mission, and Values
2. Samaritans of Mid Cheshire
3. Director's Report
4. Branch Review
5. Treasurer's Report
6. Financial Statement
7. Thank You
8. Trustees
9. Health & Safety and Building Report

1. Samaritans' Vision, Mission, and Values

It's now generally acknowledged that to genuinely reduce suicide we must reach people earlier on in the crisis cycle, which means reaching out to and helping people who would not consider themselves to be suicidal. We want all potential callers to understand that our service is here for anyone who is experiencing pain in their lives.

Our Vision

Our Vision is that fewer people die by suicide.

Our Mission

We make sure there's someone there for anyone who needs someone.

Every year, Samaritans volunteers spend over one million hours answering calls for help via our unique 24-hour listening service, email, letter, face to face and through our Welsh language service.

We give people ways to cope and the skills to be there for others.

We want to encourage, promote, and celebrate those moments of connection between people that can protect and even save lives.

To do this, we're working in schools, prisons, workplaces, and communities, and in partnership with organisations like Network Rail.

We campaign to make suicide prevention a national and local priority.

Our staff and volunteers run nationwide and community campaigns to raise awareness and influence decision-makers.

Our Values.

We have five core values. They're supported by these behaviours, which we share within the Samaritans organisation: support, trust, aspirational, and respect.

Listening.

Exploring feelings alleviates distress and helps people to reach a better understanding of their situation and the options open to them.

Confidentiality.

If people feel safe, they are more likely to be open about their feelings.

Non-judgemental.

We want people to be able to talk to us without fear of prejudice or rejection. People making their own decisions wherever possible.

People making their own decisions.

We believe that people have the right to find their own solution and that telling people what to do takes responsibility away from them.

Human contact.

Giving people time, undivided attention and empathy meets a fundamental emotional need and reduces distress and despair.

2. Samaritans of Mid Cheshire

Samaritans of Mid Cheshire, a charity registered in England (1170575), is a recognised branch of Samaritans Central Charity and is a charitable incorporated organisation (CIO) and governed by a constitution. As an affiliate branch we are financially independent and responsible for fundraising to meet our operating costs.

Our branch has been providing support to people nationally and in our local area since 1964. We offer emotional support by telephone, by email and in person when guidelines allow. Our branch covers the following areas:

Altrincham	Middlewich
Hale	Northwich
Hale Barns	Timperley
Knutsford	Winsford
Lymm	

The year 2022-2023, as previous years, has proved to be very challenging, but still amazingly rewarding. In the autumn of 2022, during planned replacement of the external rendering, it was identified that there were major structural defects with the fabric of the building which needed urgent attention. This necessitated raising £35,000, which was achieved through grants and donations, and the works are well under way and nearing completion. The building will be more stable, safe, and fit for purpose going forward, adding longevity to our operational base. Changes in the Ops room have also improved the comfort, safety, and operation for our volunteers. And hopefully the costs of maintaining our building will now reduce.

There was minimal disruption throughout this process enabling us to continue to provide emotional support to all our callers, and also to continue to recruit and train new volunteers.

Our normal operating costs are obviously increasing in line with rising prices, and an updated fundraising strategy is underway in line with our overall Branch ongoing strategy.

We were still limited with our Outreach activities until recently, but these are now improving, and the team is being strengthened to meet the demand. This will enable us to reach more people in the community, and build on works already in place with supporting Thorn Cross Prison, Network Rail and local schools.

Despite the issues highlighted the Branch continues to comply with all aspects of good charity management and is committed to building on previous strengths. Again, the Branch has been recognised by the Central Charity, via the Quality Review Process, as being a Branch with a strong strategic approach to branch development, with an ethos of collaboration, communication, and teamwork.

We have also continued to embrace technology and Central Charity support via the Training School to enable wider, more accessible training both for new recruits and existing volunteers via digital modules. Zoom meetings and WhatsApp groups have enabled more people to be kept in close contact with developments and opportunities.

But we have not forgotten the power of being together, and the return to face to face training and meetings such as the AGM and Branch meetings has been welcomed by all.



3. Director's Report

What an eventful year this has been with some real challenges but a lot of successes too.

I think it is safe to say that the biggest challenge we faced was the problem with the building being found to need a lot of structural work, after the rendering came off! Having to raise £35,000 and pull together a plan for the renovation was a task none of us expected. I want to say a huge 'thank you' to everyone that was involved in any part of this operation. Peter 200 for commissioning and co-ordinating the building works, Andrew 353 for subsequently picking up the reins and being on the spot whenever necessary, Sue 260 for amazing work with organising grants and supporting me in my fundraising learning curve! And obviously to everyone for bearing with us and still being there for our callers. The good news is we should be in the final stages of the renovation as we go to press!

But now to successes.

We were lucky enough to host the Branch Meetings in person and look at our strategy, with the key operating ethos being communication, collaboration, co-operation, and teamwork. We are a family with lots of talent, passion, and commitment! We were able to continue to build on past successes and recognise and reward new initiatives.

We had four main strands:

- Strengthening the team.
- Developing our Outreach opportunities post Covid.
- Developing a sustainable fundraising policy.
- Improving our provision of night hours to meet callers' needs.

These still hold good today, and the Quality Review process during March acknowledged that these were strong objectives, which they ratified, and we agreed targets and extended dates.

Successes:

- We recruited and trained 17 new Samaritans last year and are targeting two intakes of 10 NSs this year.
- We are now making inroads into Outreach, albeit slowly, and have attended three events, and secured donations from them. We have promised to help them in whatever they need.
- We have had several editorials in the press to raise awareness and a press and on-line recruitment drive.
- We have secured for the first time a place on the curriculum in Rudheath Senior Academy, starting in September thanks to Jen 483.
- We have strengthened the prison team and maintained monthly visits to the Listeners.
- Our night hours provision saw us improve by 427% by year end and, following a bit of a blip at the beginning of the year, and with some very constructive meetings, we are now flying high again.
- We have continued to deliver high quality training, both for NSs and existing volunteers, who have embraced the demands of new initiatives and refresher training.

These are just a few of the things we have achieved together.

I want to thank you all.

Thank you to the Branch Leadership team for their support, expertise and advice and the amazing work they have done, together with their teams; to the Trustees for their support and guidance; but most importantly, to every single one of you for continuing to be there for our callers, no matter what other role you play.

You are my inspiration, and the reason I want to continue to do my best to help us all achieve our aims. Thank you.

Annie

4. Branch Review



Branch Quality Review Outcomes March 2023

Strengths and Achievements

A strong leadership team that demonstrates close teamworking and mutual respect and support for one another, provide a sound basis for the smooth operation of the branch.

Volunteers throughout the branch have a strong sense of belonging and take pride in being part of the Northwich team.

Clear and effective communication ensures that everyone is aware of what is happening both at local and national level.

Training is considered to be excellent, and volunteers learn to view themselves as a supportive “family” from the start.

Great efforts have been made to raise the necessary finances needed in order to continue with large and unexpected building improvements.

Vision for the Branch

To become a noticeably visible part of our local community, so that we can grow volunteer numbers, establish financial stability and extend the service we provide on the helpline and in the community.

Branch actions agreed at review

- Expand recruitment opportunities to achieve 90 active listening volunteers by the end of 2026.
- Develop and deliver a wider range of outreach activities.
- Investigate and implement new approaches to fundraising and financial security.
- Continue to pursue the delivery of the core night hours service.
- Complete the building repair and improvements.

Quality Mentor's Comments

It was a pleasure to work with Annie and the rest of the BLT.

The whole ethos of the branch is one of collaboration, communication, forward planning and teamwork. This review has been built around the already excellent strategy the branch had established for future growth and stability. We are confident that the only reason they would not reach their goals would be due to circumstances beyond their control.

Thank you all for the positive way you and the whole branch engaged in the quality review process.

The Board of trustees further congratulated us and wished us all every success.

5. Treasurer's Report

After a vote at last year's AGM, the Trustees agreed that Bernice Phelps should be our Independent Financial Examiner for the financial year April 2022 to end of March 2023. The Trustees have agreed the accounts and are aware that the restricted funds as on 31st March 2023 are currently being spent as per donated purposes and that there will be money in hand to operate for the foreseeable future.

As a result of HSBC starting to charge a monthly fee plus a percentage of any monies (cash or cheques) paid into the bank, the Trustees agreed to change our bank and we are now with The Co-operative Bank.

The start of the year was quite calm but when the rendering was removed and the subsequent issues to our property were revealed, our appeals for money were significantly heightened. As always, we give our sincere thanks to all those who have not only continued to help us keep the Branch going through the past twelve months but have also given so generously towards the building work and the ongoing operations room refurbishment. As you are aware our income relies completely on the support and generosity of the whole community. With that support, Samaritans of Mid Cheshire have been able to continue the good work that we do hopefully not only this year but for many years in the future.

You will see that we applied for and were awarded more grants this year for specific projects. We received £850 from Winsford Decides 2022 to spend on Samaritan awareness material for anyone in Winsford, but specifically for the young people when we visit schools, clubs, or any outreach event. We were granted another £9190 from The National Lottery Community Fund - £5900 towards the re-rendering of the building and the rest towards the continuing refurbishment of the operations room. Many of our other donations were restricted, which means the money has to be spent on what the donor specifies – telephone costs, building work or refurbishment of interior of our building.

As a result of being chosen to be part of the Co-operative Community Fund for Oct 2021 to Oct 2022 we received £1769. I have applied again for this coming year so, hoping we are successful, keep shopping and remembering to use your Co-op membership card.

Regarding our expenditure we have continued to upgrade, repair, and refurbish our property using restricted grant and donation money. The temporary wall cushions have been replaced by acoustic panels, a new carpet fitted, and much improved lighting - all making the operations room a pleasant and comfortable place to work. An issue was found with the boiler outlet pipes which meant some exterior work needs to be done to make things watertight. Otherwise through careful monitoring we have managed to keep our fuel, telephone, and photocopying costs under control.

The National Branch Contribution (NBC) is the money we pay yearly to Central Charity which is based on our income, expenditure, and reserves.


For our income Diana organised another Big Band concert to entertain many of you and your friends and the money raised by Lauren's 'Allo 'Allo evening the previous year was paid in. Together these evenings raised over £4000. Money was also raised through Samarathon sponsorship when volunteers walked, ran, or cycled the equivalent of 26 miles during July. We received donations from local organisations and churches and businesses. Four Samaritan branches within our region have responded to our appeal for help with the building. Individual donations amounted to over £11,000. We are so very grateful to all who donated so generously.

Gift Aid claimed amounted to £2000. Our 100 Club continues to contribute towards our income. Currently we have around 60 members, but we are always on the lookout for more – only £12 a year - £20 prize every month but in December prizes of £50, £25, and £10.

Thanks, as always, to all who helped, pleaded, donated, participated and organised.

Sue 260

5. Financial Statement

 CHARITY COMMISSION FOR ENGLAND AND WALES	Samaritans of Mid Cheshire			No (if any)		CC16a
	Receipts and payments accounts					
	For the period from	Period start date 01/04/2022	To	Period end date 31/03/2023		
Section A Receipts and payments						
	Unrestricted funds	Restricted funds	Endowment funds	Total funds	Last year	
	to the nearest £	to the nearest £	to the nearest £	to the nearest £	to the nearest £	
A1 Receipts						
Donations	11,365		-	11,365	7,401	
Memorials and Legacies	485	-	-	485	868	
Organisations and Clubs/churches	1,052			1,052		
Grants	-	13,040	-	13,040	15,900	
Collections and bag packing	1,616	-	-	1,616	566	
Other Fundraising	7,238	-	-	7,238	3,308	
100 club	615			615		
Members contribution to costs	670			670		
Interest	426	-	-	426	73	
Gift aid	2,081			2,081	920	
Other donations- building work, ops room refurb, telephone & outreach	-	15,264	-	15,264	-	
Sub total (Gross income for AR)	25,549	28,304	-	53,853	29,036	
A2 Asset and investment sales, (see table).						
	-	-	-	-		
	-	-	-	-	-	
Sub total	-	-	-	-	-	
Total receipts	25,549	28,304	-	53,853	29,036	
A3 Payments						
Utilities and contracts	4,480	-	-	4,480	4,652	
Telephone	976	800	-	1,776	1,319	
Housekeeping & refreshments	1,941	-	-	1,941	2,006	
Fundraising costs	451	-	-	451	357	
Training	45	-	-	45	605	
Conference fees	921	-	-	921	-	
Insurance	-	-	-	-	1,107	
Advertising/publicity/recruitment	2,119	-	-	2,119	172	
Volunteer support	139			139	121	
Outreach	206			206	96	
Director & volunteer expenses	3,115			3,115	4,377	
Stationery/stamps/ink etc	360	-	-	360	189	
National Branch Contribution	1,150	-	-	1,150	2,960	
Governance	35	-	-	35	1,195	
Sundries	87	-	-	87	120	
Members contribution to costs	747			747		
House interior refurb		6,269		6,269	6,439	
House exterior repairs		2,125		2,125		
House maintenance	13,480	-	-	13,480	2,402	
Sub total	30,252	9,194	-	39,446	28,121	
A4 Asset and investment purchases, (see table)						
	-	-	-	-		
	-	-	-	-	-	
Sub total						
Total payments	30,252	9,194	-	39,446	28,121	
Net of receipts/(payments)	- 4,703	19,110		14,407	916	
A5 Transfers between funds	-	-	-	-		
A6 Cash funds last year end	51,291	6,861	-	58,152		
Cash funds this year end	46,588	25,971	-	72,559		

Section B Statement of assets and liabilities at the end of the period

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B1 Cash funds	HSBC Charitable account	3	-	-
	The Co-operative bank	20,529	25,971	-
	Nationwide Business 95 Day Saver	26,056	-	-
	Total cash funds	46,588	25,971	-
	(agree balances with receipts and payments account(s))			
		Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
	Details			
B2 Other monetary assets	None	-	-	-
		-	-	-
		-	-	-
	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B3 Investment assets	None	unrestricted	90,000	-
			-	-
	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B4 Assets retained for the	Property at cost	90,000	-	-
			-	-
	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
B5 Liabilities	None		-	
			-	
			-	
			-	
Signed by one or two trustees on behalf of all the trustees	Signature	Print Name	Date of approval	
	Susan Coles	Susan Coles	06/07/2023	
	Diana Brown	Diana Brown	06/07/2023	

6. Thank You

Samaritans of Mid Cheshire must thank

.... all our donors including:

- Those who give us donations (regular and one-off).
- Those families who, when their loved one has died, ask for donations to be given to us in their memory.
- Those who have supported us for our fund raising events – ‘Allo ‘Allo and Fish Lip Soup Big Band Concert.
- Those 100 Club members who take a bit of a gamble while giving us money.
- Those who do their internet shopping via www.easyfundraising.org and help to boost our funds.
- Those who sponsored our volunteers when they ran, walked, or cycled in aid of our Branch.
- Those people who put money in our tins when we do a street collection.
- Those who have responded to newspaper articles and other appeals.
- And apologies to anyone I might have missed.

.... and

- Knutsford Bowling Club.
- Norley Methodist Church.
- National Lottery Community Fund Grant.
- Knutsford Lions.
- Storengy.
- Coveris Packaging.
- Davenham Ramblers.
- Cheshire Best Kept Station Award Committee.
- Winsford Town Council.
- Delamere Bowling Club Golf Society.
- Southport, Pendle, and Bolton Samaritan branches.
- The Co-operative Community Fund members.

7. Trustees

The following individuals have served as Trustees for Samaritans of Mid Cheshire

Trustee Name	Position	Dates served
Judi Boardman (410)	Secretary (from 01/01/2022)	From April 2017
Diana Brown (301)		From May 2018
Peter Burke (200)		From August 2020
Andrew Clarke (353)		From April 2017
Susan Coles (260)	Treasurer	From April 2017
Annie Mills (431)	Director	From June 2022
John Munnery (490)		From June 2019
Janice Scaplehorn (456)		From April 2017

Ron 461 (Ex Samaritan Listener) will be nominated at AGM.

The role of Trustee is advertised to the Branch in the two months prior to an AGM. Volunteers are invited to stand to be elected at the AGM. As per the Constitution there will be a minimum of three Trustees and a maximum of thirteen.

8. Health & Safety and Building Report

What's happened at the Centre in 12 months – 01/04/2022-31/03/2023:

1. Gas boiler serviced.
2. PAT testing due.
3. Fire extinguisher service completed.
4. Fire alarm service completed.
5. Health & Safety policy and fire risk assessment reviewed and updated.
6. New First Aid risk assessment.
7. New pregnant worker/new mother risk assessment.
8. First Aiders identified – details in the Centre.
9. Annual H&S checklist completed for Central Office.
10. Branch Risk Register updated.

Building upgrade and refurbishment:

1. External Works

With extensive cracking visible on the building's render and persistent leaks through the first floor gable wall, our contractor Render Master removed the existing render in June 2022 prior to replacing it. But the exposed brickwork was seen to be excessively distressed and needing extensive repairs before new render could be applied, so work was halted, and the contractor left site.

There followed a period when the insurers rejected our claim for the repairs to be funded and our subsequent appeal following a full engineering assessment was similarly unfruitful. Ex-Samaritan architect Harry Kennedy then set up and managed a contract for the structure to be rectified with engineer, Peter Hewitt who devised an innovative method of strengthening the brickwork in its distorted shape by introducing reinforcement in the brick beds and then pressure grouting to restore the brickwork's integrity.

A contract was awarded to Bill Timperley Builders who commenced work in late May and effectively completed the structural work by the end of June, ready for the new rendering to be applied, our

signs re-erected and our building looking like new before the end of July. The total cost of these works, including consultants' fees, will be in the order of £42,000.

2. Operations Room Refurbishment.

Following the installation of acoustic glass partitions around the workstations in late 2021, ineffective attempts to install sound-deadening wall panels were made during 2022 before the contractor's services were terminated.

An acoustic specialist contractor has now installed neat sound-absorbing panels around the workstations and on the ceiling, and with new adjustable general and desk lights, re-painting and a new carpet, the Operations Room has been transformed into a very pleasant and efficient place to work.



INTENTIONALLY BLANK

We're here to listen

Call free day or night on

116 123

Email

jo@samaritans.org

Web

samaritans.org/midcheshire

Visit us

1 Manchester Road
Northwich
CW9 5LY

SAMARITANS



CHARITY COMMISSION
FOR ENGLAND AND WALES

Samaritans of Mid Cheshire

No (if any)

Receipts and payments accounts

CC16a

For the period
from

Period start date
4/1/2022

To

Period end date
3/31/2023

Section A Receipts and payments

	Unrestricted funds	Restricted funds	Endowment funds	Total funds	Last year
	to the nearest £	to the nearest £	to the nearest £	to the nearest £	to the nearest £
A1 Receipts					
Donations	11,365		-	11,365	7,401
Memorials and Legacies	485	-	-	485	868
Organisations and Clubs/churches	1,052			1,052	
Grants	-	13,040	-	13,040	15,900
Collections and bag packing	1,616	-	-	1,616	566
Other Fundraising	7,238	-	-	7,238	3,308
100 club	615			615	
Members contribution to costs	670			670	
Interest	426	-	-	426	73
Gift aid	2,081			2,081	920
Other donations- building work, ops room refurb, telephone & outreach	-	15,264	-	15,264	-
Sub total(Gross income for AR)	25,549	28,304	-	53,853	29,036
A2 Asset and investment sales, (see table).					
	-	-	-	-	
	-	-	-	-	-
Sub total	-	-	-	-	-
Total receipts	25,549	28,304	-	53,853	29,036
A3 Payments					
Utilities and contracts	4,480	-	-	4,480	4,652
Telephone	976	800	-	1,776	1,319
Housekeeping & refreshments	1,941	-	-	1,941	2,006
Fundraising costs	451	-	-	451	357
Training	45	-	-	45	605
Conference fees	921	-	-	921	-
Insurance	-	-	-	-	1,107
Advertising/publicity/recruitment	2,119	-	-	2,119	172
Volunteer support	139			139	121
Outreach	206			206	96
Director & volunteer expenses	3,115			3,115	4,377
Stationery/stamps/ink etc	360	-	-	360	189
National Branch Contribution	1,150	-	-	1,150	2,960
Governance	35	-	-	35	1,195
Sundries	87	-	-	87	120
Members contribution to costs	747			747	
House interior refurb		6,269		6,269	6,439
House exterior repairs		2,125		2,125	
House maintenance	13,480	-	-	13,480	2,402
Sub total	30,252	9,194	-	39,446	28,121
A4 Asset and investment purchases, (see table)					
	-	-	-	-	
	-	-	-	-	-
Sub total	-	-	-	-	-
Total payments	30,252	9,194	-	39,446	28,121
Net of receipts/(payments)	- 4,703	19,110		14,407	916
A5 Transfers between funds	-	-	-	-	-

A6 Cash funds last year end	51,291	6,861	-	58,152	-
Cash funds this year end	46,588	25,971	-	72,559	-

Section B Statement of assets and liabilities at the end of the period

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B1 Cash funds	HSBC Charitable account	3	-	-
	The Co-operative bank	20,529	25,971	-
	Nationwide Business 95 Day Saver	26,056	-	-
	Total cash funds	46,588	25,971	-
	(agree balances with receipts and payments account(s))	#REF!	#REF!	#REF!
	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B2 Other monetary assets	None	-	-	-
		-	-	-
		-	-	-
	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B3 Investment assets	None	unrestricted	90,000	-
			-	-
	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B4 Assets retained for the	Property at cost	90,000	-	-
			-	-
	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
B5 Liabilities	None		-	
			-	
			-	
			-	
Signed by one or two trustees on behalf of all the trustees	Signature	Print Name	Date of approval	
	Susan Coles	Susan Coles	7/6/2023	
	Diana Brown	Diana Brown	7/6/2023	



CHARITY COMMISSION FOR ENGLAND AND WALES

Independent examiner's report on the accounts

Section A

Independent Examiner's Report

**Report to the trustees/
members of**

Charity Name
Samaritans of Mid-Cheshire

**On accounts for the year
ended**

31 March 2023

**Charity no
(if any)**

1170575

Set out on pages

1 and 2

(remember to include the page numbers of additional sheets)

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31/03/2023.

**Responsibilities and
basis of report**

As the charity trustees of the Trust, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

**Independent
examiner's statement**

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination which gives me cause to believe that in, any material respect:

- accounting records were not kept in accordance with section 130 of the Act or
- the accounts do not accord with the accounting records

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Signed: Bernice Philips.

Date: 7 July 2023

Name: Bernice Philips

**Relevant professional
qualification(s) or body
(if any):**

FCA. Life member of the Institute of Chartered Accountants in England and Wales (ICAEW)

Address:

14 Reedsmere Walk

Comberbach, Northwich

Cheshire. CW9 6BZ