

BRIDGEND SAMARITANS

England & Wales · Charity number 1170848

Details

Status Registered

Legal form CIO

Registered 2016-12-20

Register [View on the Charity Commission register](#)

Contact

Address The Samaritans
2 Green Street
Bridgend
CF31 1HF

Phone 01656647162

Email acct.bridgendsamaritans@gmail.com

Website <http://www.samaritans.org/branches/bridgend-samaritans>

Activities

Objects: THE OBJECTS OF THE CHARITY ARE:1) TO ENABLE PERSONS IN BRIDGEND AND THE SURROUNDING AREA AS WELL AS ELSEWHERE WHO ARE EXPERIENCING FEELINGS OF DISTRESS OR DESPAIR, INCLUDING THOSE WHO MAY BE AT RISK OF SUICIDE, TO RECEIVE CONFIDENTIAL EMOTIONAL SUPPORT AT ANY TIME OF THE DAY OR NIGHT IN ORDER TO IMPROVE THEIR EMOTIONAL HEALTH AND TO REDUCE THE INCIDENCE OF SUICIDE;2) TO PROMOTE A BETTER UNDERSTANDING IN SOCIETY OF SUICIDE, SUICIDAL BEHAVIOUR AND THE VALUE OF EXPRESSING FEELINGS WHICH MAY OTHERWISE LEAD TO SUICIDE OR IMPAIRED EMOTIONAL HEALTH; AND3) TO COLLABORATE WITH AND SUPPORT SAMARITANS CENTRAL CHARITY AND ITS AFFILIATED BRANCHES IN FULFILLING THESE OBJECTS.

Activities: Samaritans provide completely confidential emotional support 24 hours a day every day by telephone, face to face, letter and text and outside our branches at festivals, prisons, hospitals, schools, work places and with the homeless through a network of 201 branches in the UK. The vision is that fewer people die by suicide.

Classification

- **How:** Provides Services, Provides Advocacy/advice/information
- **What:** Education/training, The Advancement Of Health Or Saving Of Lives
- **Who:** The General Public/mankind

Geography

- Bridgend

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£40,518	£32,444	-	-
2024-03-31	£25,961	£34,131	-	-
2023-03-31	£34,655	£33,625	-	-
2022-03-31	£38,997	£28,225	-	-
2021-03-31	£28,870	£25,764	-	-

Trustees

Name	Role	Appointed
Andrew Peter Fortune		2025-07-10
Anne-Louise Llewellyn-Morgan		2025-07-10
Fiona Houston		2025-07-10
James Robert Owen Wynne		2022-06-15
Rowena Harbour		2022-06-15
Wendy Xerri JP		2023-06-14

Linked charities

- BRIDGEND SAMARITANS (1170848-1)

Accounts



Bridgend Samaritans

Trustees' Annual Report and Financial Statements
For the Year ended 31 March 2025

Contents

Charity Information	2
Branch Director's Report	3
Trustees' Annual Report	4
Independent Examiner's Report	11
Statement of Financial Activities	12
Balance Sheet	13
Notes to the financial statements	14

Charity Information

Charity Name:	Bridgend Samaritans
Organisation type:	CIO
Registered Charity Number:	1170848
Registered Address:	Bridgend Samaritans, 2 Green Street, Bridgend, CF31 1HF
Website:	https://www.samaritans.org/wales/branches/bridgend/
Trustees:	JL Griffiths (Director and Chair) R Harbour J Osborne (Secretary) J Thomas (appointed 4 th June 2024) J Wynne (Treasurer) W Xerri
Independent Examiner:	P Whiting, Thaw Cottage, City, Cowbridge, CF71 7RW
Solicitors:	Redkite Law, Old Castle Offices, South Street, Bridgend CF31 3ED
Bankers:	Lloyds Bank plc, 14 High Street North, East Ham E6 2HN CCLA Fund Managers Ltd, One Angel Lane, London EC4R 3AB

Branch Director's Report

It has been another busy and productive year for the branch. One of our key aims for improvement at the start of the year was the return to face-to-face training of our new recruits, which the training team has achieved. Feedback from those who have joined us this year has been very positive about this change, which is pleasing to hear. However, despite a number of new volunteers joining the branch this year, our volunteer numbers are not increasing as we would like. Whilst we appreciate that we are not the only charity finding it more difficult to find volunteers, increasing our membership will continue to remain a priority for us in the coming year.

Having seen our income reduce for two consecutive years, and with a forecasted deficit in funds for 2024/2025 at the start of the year, another key focus for us was to increase our income. With a lot of hard work by those involved in fund raising, and the tremendous generosity of many organisations and individuals who have provided us with grants and donations, undertaken sponsored activities, run a choral event, left us legacies or donated money in memory of loved ones, and individuals who have put their spare change into our collecting boxes hosted by many businesses across the communities that we support, we have thankfully reversed this situation. Thank you, without the financial help we receive we could not be here for our callers to turn to in their darkest hours. As always, we still need to work hard to ensure that we continue to secure sufficient funding to enable us to continue to deliver our service. This includes the work we do in our local community through our outreach work, which is something our branch has always been committed to achieve, as well as taking calls from those in need of emotional support.

As I approach the end of my three-year term as Branch Director, I want to pay tribute to each and every branch member. All aspects of branch management are undertaken by our volunteers. This includes trustees, leadership team members, volunteer recruitment and training, volunteer support, duty leaders, outreach, publicity, fundraising, rota management, premises management, IT and the prison Listener Scheme. In addition to this, many of our volunteers also undertake regional and organisation-wide roles. I feel incredibly lucky to be part of the Bridgend team and to have been able to play a small part in its ongoing development. When I was asked to take on the role of director, I remember saying that 'I'd get by with a little help from my friends'. What I did not appreciate at the time was quite how many Samaritans friends I had. My thanks to all of you. You, together with our past members, fully deserved the recognition our branch received in June 2024 when we were awarded Bridgend Association of Voluntary Organisations (BAVO) Unsung Hero Long Service Award. It certainly helped end our 50th Anniversary year on a high note.

I have also met and worked with a number of people in other local organisations during my time as director and would like to say thank you for your interest in the work we do and for all the help and support you have offered.

Finally, I would like to thank the family and friends of everyone who volunteers with us. You contribute so much to our service by supporting us to give our time to undertake our shifts and other duties. You are all just as much part of the Bridgend branch team as all our volunteers are.

Julie Griffiths
Director and Chair of Trustees
Bridgend Samaritans

Trustees' Annual Report

The trustees present their annual report and financial statements for the year ended 31 March 2025.

Objectives

The charity's objects are to: enable persons who are experiencing feelings of distress or despair, including those who may be at risk of suicide, to receive confidential emotional support at any time of the day or night from appropriately trained Samaritans in order to improve their emotional health and to reduce the incidence of suicidal feelings; and to promote a better understanding in society of suicide, suicidal behaviour and the value of expressing feelings which may otherwise lead to suicide or impaired emotional health, and to collaborate with and support Samaritans Central Charity and its affiliated branches in fulfilling these objects.

Our Vision

Our vision is that fewer people die by suicide.

To achieve this, we believe Samaritans has a crucial role to play in:

- reducing the risk factors that make some people more likely to take their own lives;
- ensuring that people who are at increased risk of suicide are supported;
- making it less likely that people who do experience suicidal thoughts act on them; and
- reducing the likelihood that people will develop suicidal thoughts.

Our Mission

We're here every day and night of the year for anyone struggling to cope. We make sure people have somewhere to turn and support when they need it most. We work with communities to let people know we're here for them and we campaign to make suicide prevention a priority.

Our Values

Our support services adapt to the changing environment, but the values at the core of our listening service remain constant.

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

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.

Achievements and performance

The Charity's core activity is to support the Samaritans national helpline which it does by managing volunteer rotas to ensure the national helpline operates every day of the year and 24 hours a day. Each rota shift is 3-4 hours long and covered by at least two listening volunteers and a shift leader. On average throughout the year (April 2024 to March 2025) 47 listening volunteers spent 3,088 hours on the phone (last year 54 volunteers spent 3,536 hours on the phone). Our listening volunteers are approximately three quarters of our total membership at any one time. Bridgend branch received 13,756 contacts during the year from callers which included 13,632 inbound phone calls, 64 follow up calls, and 59 callers were supported outside the branch through our outreach programme. The majority of the callers were offered emotional support, but 2,793 callers made 'snap' calls, where the contact was less than 10 seconds. Where the gender of contacts could be determined 47.9% percent identified as male, 49.2% percent identified as female and 0.2% identified as transgender or some other preferred term. The gender of a caller was unable to be determined in 2.7% of callers.

A priority during the year has been to continue to increase the amount of time we are available to take calls between the hours of 2am and 6am. This year, on average, 9% (9% last year) of our time on the phone has been between the hours of 2am and 6am which is just short of our 10% target. We have, however, exceeded our target to spend 20% of our time taking calls between the hours of 10pm and 2am with an average this year of 26%.

Our rota team, although small, are a vital cog in us getting duties appropriately covered.

Recruitment and selection

Our recruitment and selection team undertook 2 sets of recruitment and selection interviews this year. We received a total of 44 incoming enquiries out of which 15 of these completed their training and commenced as listening volunteers with the branch.

- A number of others did not respond when we contacted them.
- A further 9 have recently been selected and will commence their training on 7th June 2025.
- Some of the applicants felt unable to commence training straightaway for a variety of reasons but expressed an interest in remaining on the list to be considered at a future interview.
- Other applicants withdrew their applications stating that it was not the right time to volunteer due to their existing commitments.

Alongside new recruits, we have been delighted to welcome back several volunteers who have been previous listening volunteers both in Bridgend Branch and elsewhere.

The recruitment challenge remains one which the Samaritans organisation as a whole has continued to work hard to address, as the statistics show a slowing down in enquiries post-Covid. Our main source of enquiries is the Samaritans Website which comes through to the Branch Management Tool, with just a handful from direct emails and Samaritans Cymru Central Office.

We are anticipating returning to three intakes over this coming year, which will help increase our volunteer numbers. To help facilitate this, we introduced an information morning where prospective volunteers can come into the branch to learn more about the branch and what we do.

Our thanks go to Dave and Chloe, our former deputy director and present deputy director for recruitment and selection respectively, and their team for being there right at the start of those potential volunteers' journey in becoming full listening volunteer members of Bridgend Samaritans.

Volunteer training

Our training team has the task of training our new volunteers, as well as ensuring the skill levels of all our active listeners is maintained. They also train our outreach team members to equip them for delivering our service outside of the branch, our branch leadership team members and our Listeners.

Our new volunteers undergo six months of training before becoming active listening volunteers and this involves our core training of 22 hours of face to face training, 18 hours of online training and finally embedding training which is a further 12 hours of face to face training. New volunteers are supported by a period of working with a mentor. Part of the training is skills practice, and we have a small team of trained skills practitioners who use remote skills sessions to help prepare our new volunteers for their role as listening volunteers.

This year the training team delivered two complete sessions of core and embedding training, which enabled 15 new Samaritans to start taking calls in our operations room (last year 20). The role of the mentor in the development of our new starters is crucial in providing them with the best possible experience as they prepare to move forward to full listening Samaritans.

We are very grateful to Wendy and her team of core trainers, to our skill practitioners, Angel and our team of mentors, and to William and his team of embedding trainers. These teams ensure our volunteers are provided with the very best training and mentorship they require to meet the needs of our callers.

Support for volunteers

Listening to users of our service and providing emotional support can be challenging. It is therefore important for us to have a robust structure in place to care for our volunteers. Our specially trained leaders and volunteer care team members provide the support needed to enable our volunteers to help others while maintaining personal well-being.

Leaders

Leaders are the people who look after the Branch on a day-to-day basis. Their role is to make sure shifts are filled with at least two listening volunteers and to be there every shift to support volunteers throughout their shift and to off load to at the end of the shift. This is to ensure that the listening volunteers do not take away any worries or concerns from the shift.

They are also there to guide and advise listening volunteers if they are having difficult calls. We currently have 16 experienced leaders who were carefully selected for their experience, skills and availability. A Leader needs to be available by phone for the full shift and normally undertake to do at least 2 shifts a week.

Our thanks go to Darren and his team of Leaders, who are vital to keeping shifts on our rota open.

Volunteer Support

Our Volunteer Support team is a hard working team of 9 volunteers, who support all our branch volunteers, helping where needed to ensure we all maintain good health and well-being and establish good relationships with the branch. Each team member is assigned a number of branch Samaritans to care for and support. Their role is to ensure they make regular contact to check all is well. This may be worries about their role, or a personal worry or concern. Whatever the circumstances the volunteer support team provides the required back up in complete confidence.

The ethos of Samaritans is "The care of others" so therefore it is vitally important we care for our own hard working branch volunteers.

Thank you to Vicky and her team for helping us when we need it and the hard work and support from the team.

Our work in the community

Bridgend Samaritans branch undertakes a variety of outreach and awareness raising activities.

In the last 12 months we have undertaken two training sessions and have a further 12 outreach trained volunteers. More than 24 volunteers have undertaken at least one outreach event in the last year, with several volunteers participating in multiple events. This has involved 336 hours of outreach volunteer time (320 hours last year), which has enabled us to engage with approximately 3896 members of the public as well as providing emotional support in the community to 84 people who have reached out to us while attending events. Outreach activities are additional to our regular phone listening duties, and we would like to thank Olivia and everyone in her team who has supported these activities and events throughout the year.

These include:

- re-establishment of our partnership with South Wales Police, particularly Bridwell Custody Suite supporting detainees;
- continued support for both patients and staff at Princess of Wales Hospital;
- regular 'Feet on the Street' activities in both Llantwit Major & Bridgend Town Centre;
- regular attendance at a foodbank in Bridgend Town Centre;
- support for events involving young people such as visits to educational premises and attendance at Pencoed Comprehensive school & Brynteg Comprehensive School as well as safeguarding events held at Pencoed & Bridgend College;
- Samaritans national awareness events such as Brew Monday at Bridgend train station; World Mental Health Day, which involved a morning spent hopping on and off the trains running from Maesteg to Pontyclun to raise awareness and offering emotional support; and Rail in Action 24/7 for Samaritans Awareness day;
- Samaritans national awareness campaigns such as Small Talk Saves Lives which involved a Roadshow in Bridgend Town Centre, with volunteers raising awareness and offering emotional support;
- supporting colleagues in other branches by attending events such as the Royal Welsh Show and the Eisteddfod;
- attendance at numerous local events such as Party on the Pitch in Kenfig Hill, Cowbridge Pride, and the May Day Fayre Cowbridge, Dementia Open Day Cowbridge, and World Mental Health Day in Barry Library;
- delivery of workshops to local businesses and organisations in Bridgend and the Vale of Glamorgan; and
- continued partnership working with the Glamorgan Heritage Coast Parish, with St Illtyd's Church in Llantwit Major continuing to have our literature on display.

Supporting prisoners

At Bridgend Samaritans we have a dedicated Branch Prison Team of nine volunteers that supports our local prison, HMP & YOI Parc. Parc is a Cat B/C male prison for about 1750 prisoners. It is a private prison run on behalf of the Prison Service by G4S. Every week our Branch Prison Team spends time in the prison supporting our Listeners.

The Listeners is a special scheme run by the Samaritans inside prisons. The Listeners are prisoners who have been selected and trained by the Samaritans to enable them to act as “the Samaritans” inside the prison so that they can provide face-to-face confidential emotional support to their fellow prisoners. Each Listener Scheme is supported by volunteers from the local Samaritans Branch.

Supporting prisoners is important. People in prison are ten times more likely to die by suicide than people in the general population. The mission for Samaritans is to reduce deaths by suicide. We do this by providing a confidential emotional support service every day and every night, each day of the year.

The Samaritans provide emotional support to prisoners in two key ways:

- (i) Samaritans volunteers talk to prisoners who phone us, day and night;
- (ii) through our support and co-ordination of the Listener scheme inside prisons.

The Samaritans also provide confidential help and emotional support to prison staff and to prisoners’ families.

During 2024/25 we had between 18 and 35 trained Listeners in Parc who provided round the clock emotional support to their fellow prisoners. These Listeners are selected and trained by Bridgend Samaritans, so our Branch Prison Team works closely with the Branch Recruitment Team and the Branch Training Team to do this, and we appreciate their help and assistance.

Our Listener Scheme does save lives and the support our Branch gives to Parc means we can continue to help prisoners who are worried, stressed, feeling down, finding it difficult to cope, or who may be in despair.

Bridgend Samaritans Prison Team and our team of Parc Listeners also provide extra emotional support sessions following any deaths in the prison. It was a very sad year for Parc in 2024 when there were a number of prisoner deaths.

Our Branch is grateful for the support we receive from the Management and Safer Custody staff at HMP & YOI Parc for our Listener Scheme.

A grateful “Thank you” goes to Grace our Branch Prison Co-ordinator and all the Branch Prison Team volunteers and to all the other volunteers in our Branch who have been there to support prisons, prisoners and prisoners’ families this year.

Long service awards

It is important that we acknowledge and celebrate key milestones in our volunteers’ journey with us and as is customary, this year we are celebrating the following long service awards with heartfelt thanks for their hard work, dedication, and support.

- Charlie 5 years
- Lola 5 years

- Danny 10 years
- Wendy 10 years
- Barry 15years
- Kate 20 years
- Jan 27years

Gifts and Donations

Without the generosity of others we could not be here for our callers to turn to in their darkest hours. We can only do what we do through the generosity of others. This includes organisations who provide us with grants and donations; individuals who have undertaken sponsored activities; those who have chosen to leave us legacies or donate money in lieu of flowers when loved ones have passed away; and individuals who put their spare change into our collecting boxes hosted by many businesses across the communities that we support. We are very grateful to everyone who has helped us. We wish to recognise Jan, who continues to manage our collecting boxes distributed across our local community, and Ifor for the sterling work he has done this year fund raising.

Structure, governance and management

Bridgend Samaritans (registered charity number 1170848) is a CIO governed by its constitution dated February 2016. The charity is an affiliated branch of the Samaritans (charity 757372), and its service delivery is governed by an operating agreement with that national charity.

The charity is led by a Branch Director (who is also a trustee and the Chair of Trustees) and the trustees who are responsible for its general management. The Branch Director and trustees pay due regard to the public benefit guidance issued by the Charity Commission in deciding what activities the charity should undertake. Bridgend Samaritans does not charge for the charitable services it provides.

The trustees and Regional Director for Wales consult with all branch members and then select who should be appointed as Branch Director for a term of three years. Trustees are elected annually by the members at the Annual General Meeting. The members are the currently serving volunteers at Samaritans Bridgend CIO. The minimum number of trustees is 3 and the maximum 13.

Up to two trustees may be appointed by the existing trustees if any gaps in expertise are identified on the Charity's Board of Trustees. Such trustees are required to retire and seek re-election at the next AGM. The Branch Director and trustees may serve for up to 6 consecutive years.

In addition, a team of deputy directors support the Branch Director in the day-to-day operational management.

Risk management

The trustees have considered the principal risks to which the organisation is exposed and have developed strategies and action plans to mitigate the effects of these where possible.

Key risks identified include the health and safety of volunteers, maintenance of the branch premises, ongoing recruitment and retention of volunteers and the continued financial viability of the charity.

The trustees complete an annual review of the risks and controls at the charity.

Financial review

We are grateful to our generous supporters who in total gave the branch £34,810 (last year £22,785) following the new focus on fund raising this year.

Running costs reduced to £19,473 (last year £29,956 – which included £11,200 on premises safety improvements from designated funds).

The trustees have adopted a low-risk investment strategy and funds are held with Lloyds Bank and CCLA (see note 6).

Future plans - the charity continues to develop new plans to achieve its objectives for the helpline, prison support and local outreach.

Reserves policy

The trustees have set a minimum level of free reserves of 12 months of operating costs, this amounts to approximately £30,000. Reserves have not fallen below this level in either year.

	31 Mar 2025	31 Mar 2024
Total unrestricted – general funds	121,018	112,944
Less fixed assets	(35,808)	(36,570)
Free reserves	85,210	76,374

Statement of Trustees' Responsibilities

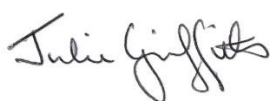
Bridgend Samaritans Branch Trustees are required to prepare financial statements for each financial year which give a true and fair view of the state of the charity and of the surplus or deficit of the charity for that period.

The Trustees are responsible for keeping proper accounting records, which disclose with reasonable accuracy at any time the financial position of the charity. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention of fraud and other irregularities.

In preparing those accounts, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities Statement of Recommended Practice;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statement on the going concern basis unless it is inappropriate to presume that the charity will continue in existence.

The trustees' report was approved by the Board of Trustees on 16th June 2025.



JL Griffiths, Branch Director and Chair of Trustees

Independent examiner's report to the trustees of Bridgend Samaritans CIO (Charity no. 1170848)

I report to the trustees on my examination of the accounts of the Charity for the year ended 31 March 2025.

Responsibilities and basis of report

As the charity trustees, 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 Charity's accounts carried out under section 145 of the 2011 Act and in carrying out my examination I have followed all 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 giving me cause to believe that in any material respect:

1. the accounting records were not kept in accordance with section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair view which is not a matter considered as part of an independent examination.

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



Peter Whiting FCA

Statement of Financial Activities

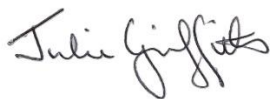
Year ended 31st March 2025

	Note	Unrestricted Funds	Designated Funds	Restricted Funds	Total Funds 2025	Total Funds 2024
INCOME						
Voluntary income	2a	34,810	-	-	34,810	22,785
Charitable income	2b	2,043	-	-	2,043	10
Interest income		3,665	-	-	3,665	3,166
TOTAL income		40,518	-	-	40,518	25,961
EXPENDITURE						
Generating funds		714	-	-	714	712
Charitable activities:						
General expenditure	3	19,473	-	-	19,473	29,956
Grant to Samaritans (national)		11,495	-	-	11,495	2,701
Depreciation	5	762	-	-	762	762
TOTAL expenditure		32,444	-	-	32,444	34,131
Net income / (expenditure) for the year		8,074	-	-	8,074	(8,170)
Fund reconciliation:						
Fund balance brought forward		112,944	-	-	112,944	121,114
Net income / expenditure		8,074	-	-	8,074	(8,170)
Fund transfers		-	-	-	-	-
Fund balance carried forward	8	121,018	-	-	121,018	112,944

Balance Sheet

	Note	31 st March 2025 £	31 st March 2025 £	31 st March 2024 £	31 st March 2024 £
Tangible fixed assets	5		35,808		36,570
Current assets					
Bank deposits	6	100,838		79,571	
Prepayments		1,495		2,036	
Total current assets		102,333		81,607	
Current liabilities					
Creditors		3,795		285	
Accruals		13,328		4,750	
Deferred income		-		198	
Total current liabilities		17,123		5,233	
Net current assets			85,210		76,374
NET ASSETS	7		121,018		112,944
Unrestricted funds			121,018		112,944
Designated funds			-		-
Restricted funds			-		-
TOTAL FUNDS	8		121,018		112,944

Approved by the Trustees on 16th June 2025 and signed on their behalf by:



JL Griffiths, Branch Director and Chair of Trustees

Notes to the financial statements

1. Statement of Accounting Policies

Basis of Preparation

The accounts have been prepared under the historical cost convention. The financial statement followed the guidelines of the revised Statement of Recommended Practice for Accounting Charities, effective from 1st January 2015 (the Charities SORP FRSSE version) and uses applicable Accounting Standards.

Going Concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus, the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

Fund Accounting

Unrestricted funds are available for use at the discretion of the Trustees, in furtherance of the objectives of the charity and have not been designated for other purposes. Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. Restricted funds are funds that are to be used in accordance with specific restrictions imposed by the donor.

Incoming Resources

Incoming resources are included and recognised in full when deposited in the charity's bank accounts.

No amounts are included in the financial statements for services donated by volunteers.

Resources Expended

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to that category.

Fundraising costs are those costs incurred in seeking and receiving voluntary contributions.

Fixed Assets

Assets costing under £2,000 have been expensed in the year of purchase as they have been deemed to be minor in nature. Freehold property was previously not depreciated, but from April 2022 it is being written down at 2% per year to better reflect the estimated lifetime of the premises. All other assets are depreciated on a straight-line basis at 20% per year.

Taxation

Bridgend Samaritans is a registered charity and is therefore potentially exempt from taxation of its income and gains to the extent that they fall within section 505 of the Income & Corporation Taxes Act 1998 and section 256 of the Taxation of Chargeable Gains Act 1992. No tax charge has arisen this year.

2. Income

2a. Voluntary income	Unrestricted funds	Restricted Funds	Total 2025	Total 2024
Donations	25,647	-	25,647	16,417
Gift aid	1,683	-	1,683	1,156
Collections and boxes	6,363	-	6,363	3,257
Legacies & in memoriam	1,117	-	1,117	1,955
Total voluntary income	34,810	-	34,810	22,785
2b. Income from charitable activity	Unrestricted funds	Restricted Funds	Total 2025	Total 2024
Events & raffles	2,043	-	2,043	10
Sales	-	-	-	-
Total income from charitable activity	2,043	-	2,043	10

3. General Expenditure

	Unrestricted funds	Designated funds	Restricted Funds	Total 2025	Total 2024
Premises	7,524	-	-	7,524	18,518
Volunteers and training	3,181	-	-	3,181	3,945
Materials and literature	2,463	-	-	2,463	570
Publicity & AGM	684	-	-	684	702
IT and telephones	2,488	-	-	2,488	3,030
Van annual costs	1,981	-	-	1,981	2,074
General insurance	1,152	-	-	1,152	1,117
Total general expenditure	19,473	-	-	19,473	29,956

4. Employees and Trustees

None of the trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year. Trustees were reimbursed for eligible expenses incurred in the year amounting to £1,631 (2024 £1,357).

The charity has no employees (2024 – none).

5. Tangible Fixed Assets

	Freehold Property	Vehicles	Total 2025	Total 2024
Cost:				
Brought forward	38,094	24,823	62,917	62,917
Disposals	-	-	-	-
Carried forward	38,094	24,823	62,917	62,917
Depreciation:				
Brought forward	1,524	24,823	26,347	26,048
Charge in year	762	-	762	762
Disposals	-	-	-	-
Carried forward	2,286	24,823	27,109	26,347
Net book value:				
Brought forward	36,570	-	36,570	37,332
Carried forward	35,808	-	35,808	36,570

Our branch premises are at 2 Green Street, Bridgend, its freehold is held in the name of the charity and is included above at its original cost. Owning the freehold enables the charity to operate without paying commercial rent.

The 2% depreciation charge on freehold property is made to better reflect the revised estimated lifetime of the premises.

6. Bank deposits

	2025	2024
	£	£
Lloyds Bank	7,719	14,016
CCLA – COIF fund	93,119	65,555
	100,838	79,571

The above bank deposits are accessible at short notice.

7. Analysis of Net Assets between Funds

Current period	Unrestricted funds	Designated Funds	Restricted Funds	Total Funds 2025
Tangible fixed assets	35,808	-	-	35,808
Current assets	102,333	-	-	102,333
Current liabilities	(17,123)	-	-	(17,123)
Net assets 31 March 2025	121,018	-	-	121,018
Prior period	Unrestricted funds	Designated Funds	Restricted Funds	Total Funds 2024
Tangible fixed assets	36,570	-	-	36,570
Current assets	81,607	-	-	81,607
Current liabilities	(5,233)	-	-	(5,233)
Net assets 31 March 2024	112,944	-	-	112,944

8. Movement in Funds

Current period	Opening funds	Incoming resources	Outgoing resources	Fund transfers	Closing Funds 2025
Unrestricted – general funds	112,944	40,518	32,444	-	121,018
Designated – building fund	-	-	-	-	-
Restricted funds – GWR	-	-	-	-	-
Total funds	112,944	40,518	32,444	-	121,018
Prior period	Opening funds	Incoming resources	Outgoing resources	Fund transfers	Closing Funds 2024
Unrestricted – general funds	106,114	24,461	22,912	5,281	112,944
Designated – building fund	15,000	-	11,200	(3,800)	-
Restricted funds – GWR	-	1,500	19	(1,481)	-
Total funds	121,114	25,961	34,131	-	112,944

The designated reserve of £nil (2024 - £nil) comprised funds set aside for premises safety improvements which were completed in the year to March 2024 for less than budgeted, on completion the unused funds were transferred back to general funds.

There were no restricted funds in the current year, in 2024 restricted funds comprised the generous support from the GWR Communities and Education and Community Cohesion Programme which was used to create publicity, awareness raising and recruitment of new local volunteers to support local communities over the last 2 years. The funding from the GWR Programme in 2023/24 supported the recruitment and training of outreach volunteers from within and for our local communities, work which matches our own charitable objectives the costs of which are included in general funds.

9. Ultimate control and related parties

The charity is controlled by its members who are the currently serving volunteers at the Bridgend Samaritans, the charity trustees are also members of the charity.

Bridgend Samaritans is an affiliated branch of Samaritans (charity 219432).

There were no disclosable related party transactions during the year (2024 - none).

Accounts



Bridgend Samaritans
Trustees' Annual Report and Financial Statements
For the Year ended 31 March 2024

Contents

Charity Information	2
Branch Director's Report	3
Trustees' Annual Report	3
Independent Examiner's Report	9
Statement of Financial Activities	10
Balance Sheet	11
Notes to the financial statements	12

Charity Information

Charity Name:	Bridgend Samaritans
Organisation type:	CIO
Registered Charity Number:	1170848
Registered Address:	Bridgend Samaritans, 2 Green Street, Bridgend, CF31 1HF
Website:	www.samaritans.org/bridgend
Trustees:	JL Griffiths (Director and Chair) R Harbour A Marshall (resigned 14 th June 2023) J Osborne (Secretary) J Wynne (Treasurer) W Xerri (appointed 14 th June 2023)
Independent Examiner:	P Whiting, Thaw Cottage, City, Cowbridge, CF71 7RW
Solicitors:	Redkite Law, Old Castle Offices, South Street, Bridgend CF31 3ED
Bankers:	Lloyds Bank plc, 14 High Street North, East Ham E6 2HN CCLA Fund Managers Ltd, One Angel Lane, London EC4R 3AB

Branch Director's Report

This year, which marked our 50th anniversary, has been another busy year for everyone in branch. A key focus for us was to continue to increase the amount of outreach work we do in our local community following the removal of restrictions posed by the pandemic and I am pleased to say that we are now well and truly back on track. Our premises team members have also been busy upgrading aspects of the building to ensure we continue to provide a safe and pleasant environment for everyone. Alongside this, we have continued to recruit and train new volunteers; have strengthened the teams providing our volunteers with support and leadership during their journey with us; and have continued to support HMP & YOI Parc with the Listener Scheme.

Special thanks must go to my fellow trustees and members of the branch leadership team who, along with many others, dedicate a lot of their time to ensure the branch runs smoothly. There are a number of areas of responsibility that contribute to the successful provision of our service including recruitment, training, volunteer support, duty leaders, outreach, publicity, fundraising, premises, IT and the prison Listener Scheme and I know the trustees join me in thanking all of those who lead or participate in each of these functions for all that has been achieved this year.

We can only do what we do through the generosity of others and we are very grateful to the organisations and individuals who have supported us through the provision of grants, donations and various fund raising activities. Without their help and support we could not be here for our callers to turn to in their darkest hours.

However, despite all the financial help we have received, we have seen our income reduce for the second year running and we will be focusing attention in the coming year on our fund raising efforts.

Another challenge to be faced in the coming year is the need to increase our volunteer numbers, which have shown a decline this year. To help facilitate this, we are introducing an information morning where prospective volunteers can come to the branch to learn more about the branch and what we do. We are hoping that a return to more face-to-face contact with perspective volunteers will help encourage them to join us. We will also be returning to face-to-face training for our new recruits.

Our IT team will also be kept busy in the months ahead with the introduction of a new more reliable multi-channel platform, which will improve the experience for both our callers and volunteers.

Finally, I would also like to thank each and every branch member for their ongoing support, the contribution they have made to the running of the branch, and for being there for our callers.

Julie Griffiths

Branch Director and Chair of Trustees

Bridgend Samaritans

Trustees' Annual Report

The trustees present their annual report and financial statements for the year ended 31 March 2024.

Objectives

The charity's objects are to: enable persons who are experiencing feelings of distress or despair, including those who may be at risk of suicide, to receive confidential emotional support at any time of the day or night from appropriately trained Samaritans in order to improve their emotional health and to reduce the incidence of suicidal feelings; and to promote a better understanding in society of suicide, suicidal behaviour and the value of expressing feelings which may otherwise lead to suicide or impaired emotional health, and to collaborate with and support Samaritans Central Charity and its affiliated branches in fulfilling these objects.

Our Vision

Our vision is that fewer people die by suicide.

To achieve this, we believe Samaritans has a crucial role to play in:

- reducing the risk factors that make some people more likely to take their own lives;
- ensuring that people who are at increased risk of suicide are supported;
- making it less likely that people who do experience suicidal thoughts act on them; and
- reducing the likelihood that people will develop suicidal thoughts.

Our Mission

We're here every day and night of the year for anyone struggling to cope. We make sure people have somewhere to turn and support when they need it most. We work with communities to let people know we're here for them and we campaign to make suicide prevention a priority.

Our Values

Our support services adapt to the changing environment, but the values at the core of our listening service remain constant.

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

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.

Achievements and performance

The Charity's core activity is to support the Samaritans national helpline which it does by managing volunteer rotas to ensure the national helpline operates every day of the year and 24 hours a day. Each rota shift is 3-4 hours long and covered by at least two listening volunteers and a shift leader. On average throughout the year (April 2023 to March 2024) 54 listening volunteers spent 3,536 hours on the phone (last year 59 volunteers spent 3,777 hours on the phone). Our listening volunteers are approximately three quarters of our total membership at any one time. Bridgend branch received 15,315 contacts during the year from callers which included 15,215 inbound phone calls, 63 follow up calls, and 37 callers were supported outside the branch through our outreach programme. The majority of the callers were offered emotional support, but 3,077 callers made 'snap' calls, where the contact was less than 10 seconds. Where the gender of contacts could be determined 47.2% percent identified as male, 50.6% percent identified as female and 0.3% identified as transgender or some other preferred term. The gender of a caller was unable to be determined in 1.9% of callers.

A priority during the year has been to increase the amount of time we are available to take calls between the hours of 2am and 6am, which our revised rota has enabled us to achieve. This year, on average, 9% (7% last year) of our time on the phone has been between the hours of 2am and 6am which is just short of our 10% target.

Our rota team, although small, are a vital cog in us getting duties appropriately covered.

Recruitment and selection

Our recruitment and selection team undertook 2 sets of recruitment and selection interviews this year. We received a total of 55 incoming enquiries (much the same as we received last year) out of which: 17 of these withdrew for a variety of reasons; 9 did not respond when we contacted them; 2 transferred to other branches; 17 were selected and moved on to start their training and 10 have booked an interview for the next round in June 2024.

The recruitment challenge remains one which the Samaritans organisation, as a whole, has continued to work hard to address, as the statistics continue to show a slowing down in enquiries post-Covid. Our main source of enquiries is the Samaritans Website which comes through to the Branch Management Tool (the Samaritans automated system that deals with Recruitment, Selection and Training data), with just a handful from direct emails and Samaritans Cymru Central Office.

We are anticipating returning to three intakes over this coming year, which will help increase our volunteer numbers. To help facilitate this, we are introducing an information morning where prospective volunteers can come into the branch to learn more about the branch and what we do.

Our thanks go to Dave, our deputy director for recruitment and selection, and his team for being there right at the start of those potential volunteers' journey in becoming full listening volunteer members of Bridgend Samaritans.

Volunteer training

Our training team has the task of training our new volunteers, as well as ensuring the skill levels of all our active listeners is maintained. They also train our outreach team members to equip them for delivering our service outside of the branch, our branch leadership team members and our Listeners.

Our new volunteers undergo six months of training before becoming active listening volunteers and this involves our core and embedding training, along with a period working with a mentor. Part of

the training is skills practice, and we have a small team of trained skills practitioners who use remote skills sessions to help prepare our new volunteers for their role as listening volunteers.

This year the training team delivered 132 hours of core and embedding training, which enabled 20 new Samaritans to start taking calls in our operations room (last year 24). The role of the mentor in the development of our new starters is crucial in providing them with the best possible experience as they prepare to move forward to full listening Samaritans.

We are very grateful to Gabby and her team of trainers, skill practitioners and mentors for all they do in ensuring our volunteers are provided with the training and mentorship they require to meet the needs of our callers.

Supporting our volunteers

Listening to users of our service and providing emotional support can be challenging. It is therefore important for us to have a robust structure in place to care for our volunteers. Our specially trained leaders and volunteer care team members provide the support needed to enable our volunteers to help others while maintaining personal well-being.

Leaders

Our Leaders are known as the “eyes and ears of the branch”. All duties must have a Leader and their role is to support volunteers throughout their shift, and after, if necessary, by providing guidance and emotional support.

When recruiting new leaders it is important to choose people with the right skills and attributes and for them to have the time to undertake the additional workload. The leaders must be available by telephone throughout the shift they are leading. There are currently 17 active (last year 19), regular and experienced leaders within the branch.

Our thanks go to Elise and her team of Leaders, who are vital to keeping shifts on our rota open and extend a welcome to Darren, who took over the deputy director role from Elise and the end of the year.

Volunteer Support

The other vital role in our volunteer support structure is that of volunteer support. We have a hard-working team of 9 volunteers (12 last year) who support all our volunteers, helping where needed to enable us all to maintain good health and wellbeing and establish good working relations within Bridgend branch.

Each team member is assigned a number of branch Samaritans to care for and support. Their role being to ensure they make regular contact to check all is well. This may be worries about their role or a recent call they have taken, or a personal worry or concern. Whatever the circumstances, the Volunteer Support team provides the required back up in complete confidence. The ethos of Samaritans is "The Care of Others" so therefore it is vitally important we care for our own hard working branch volunteers. Thank you to Vicky and her team for helping us when we need it.

Our work in the community

Bridgend Samaritans branch is recognised within the organisation for its prolific outreach and awareness raising activities, which have always been many and varied. We are therefore very grateful to Paul, our deputy director for outreach, who has continued to work hard to re-establish

links and resume our regular activities following the pandemic and to his team for all they have done.

More than 24 volunteers have undertaken at least one outreach event in the last year, with a number of volunteers participating in multiple events. This has involved 320 hours of outreach volunteer time (260 hours last year), which has enabled us to engage with approximately 1,600 members of the public as well as providing emotional support in the community to 37 people who have reached out to us while attending events. Outreach activities are additional to our regular phone listening duties and we would like to thank everyone who has supported these activities and events throughout the year.

These include:

- re-establishment of our partnership with the Princess of Wales Hospital supporting both patients and staff on a regular basis;
- resumption of our regular 'Feet on the Street' activities in Bridgend Town Centre;
- regular attendance at a foodbank in Cornelly;
- support for events involving young people such as visits to educational premises and attendance at Bridgend College events;
- Samaritans national awareness events at Bridgend and Pontyclun railway stations with early starts to catch the commuter rush;
- supporting colleagues in other branches by attending events such as the Royal Welsh Show and Cardiff Pride;
- attendance at a number of local community events across the county including venues in Bridgend, Cowbridge, Ton Kenfig, Kenfig Hill, and Ogmore Valley;
- delivery of workshops to local businesses and organisations in Bridgend and the Vale of Glamorgan; and
- continued partnership working with the Glamorgan Heritage Coast Parish, with St Illtyd's Church in Llantwit Major continuing to have our literature on display

Looking forward to the coming year, Paul is working with South Wales Police to re-establish our attendance at their custody suite.

Supporting prisoners

Supporting prisoners is important. People in prison are ten times more likely to die by suicide than people in the general population.

Samaritans provide emotional support to prisoners in two key ways:

- (i) Samaritans volunteers in branches talk to prisoners who phone us;
- (ii) by operating the Listener scheme inside prisons.

Samaritans also provide confidential help and emotional support to prison staff and to prisoners' families.

The Listeners is a special scheme run by Samaritans inside prisons. The Listeners are prisoners who have been selected and trained by Samaritans to enable them to act as "the Samaritans" inside the prison so that they can provide face-to-face confidential emotional support to their fellow prisoners. Listeners have been operating in UK prisons since the scheme was initiated in HMP Swansea in 1991. From these early beginnings the Listener Scheme spread and nowadays there are Listener Schemes operating in most UK & ROI prisons. Each Listener Scheme is supported by volunteers from the local Samaritans Branch.

At Bridgend Samaritans we have a small, dedicated, Branch Prison Support Team of volunteers that supports our local prison, HMP & YOI Parc. Parc is classed as a Cat B/C male prison for about 1700 inmates. It is a private prison run on behalf of the Prison Service by G4S. Every week our Branch Prison Support Team spends time in the prison supporting our Listeners. Our Branch has been supporting the Listener Scheme at HMP & YOI Parc since it opened in 1997.

In 2023/24 we had between 19 and 27 trained Listeners in Parc who regularly provided round the clock emotional support to their fellow prisoners. All Listeners are selected and trained by Bridgend Samaritans which requires our Branch Prison Team to engage the help of the Branch Recruitment Team and the Branch Training Team.

Our Listener Scheme does save lives and the support our branch gives to Parc means we can continue to help prisoners who are worried, finding it difficult to cope, or who may be in despair. In addition to providing face-to-face support on request, our Listeners also undertake weekly "Introduction to Listeners" sessions with newly arrived prisoners and our Listeners also provide extra emotional support sessions when needed following any deaths in the prison.

Our thanks go to Grace and her team for all they do. We are also very grateful for the support we receive from the Management and Safer Custody staff at HMP & YOI Parc for our Listener Scheme.

Long service awards

It is important that we acknowledge and celebrate key milestones in our volunteers' journey with us and as is customary, this year we are celebrating the following long service awards with heartfelt thanks for their hard work, dedication, and support.

Frances	5 years
John	5 years
Kitty	5 years
Melanie	5 years
Jan	15 years
Paul	15 years
Evan	25 years
Philip	48 years

Gifts and Donations

Without the generosity of others we could not be here for our callers to turn to in their darkest hours. We can only do what we do through the generosity of others. This includes organisations who provide us with grants and donations; individuals who have undertaken sponsored activities;

those who have chosen to leave us legacies or donate money in lieu of flowers when loved ones have passed away; and individuals who put their spare change into our collecting boxes hosted by many businesses across the communities that we support. We are very grateful to everyone who has helped us.

Structure, governance and management

Bridgend Samaritans (registered charity number 1170848) is a CIO governed by its constitution dated February 2016. The charity is an affiliated branch of the Samaritans (charity 757372), and its service delivery is governed by an operating agreement with that national charity.

The charity is led by a Branch Director (who is also a trustee and the Chair of Trustees) and the trustees who are responsible for its general management. The Branch Director and trustees pay due regard to the public benefit guidance issued by the Charity Commission in deciding what activities the charity should undertake. Bridgend Samaritans does not charge for the charitable services it provides.

The trustees and Regional Director for Wales consult with all branch members and then select who should be appointed as Branch Director for a term of three years. Trustees are elected annually by the members at the Annual General Meeting. The members are the currently serving volunteers at Samaritans Bridgend CIO. The minimum number of trustees is 3 and the maximum 13.

Up to two trustees may be appointed by the existing trustees if any gaps in expertise are identified on the Charity's Board of Trustees. Such trustees are required to retire and seek re-election at the next AGM. The Branch Director and trustees may serve for up to 6 consecutive years.

In addition, a team of deputy directors support the Branch Director in the day-to-day operational management.

Risk management

The trustees have considered the principal risks to which the organisation is exposed and have developed strategies and action plans to mitigate the effects of these where possible.

Key risks identified include the health and safety of volunteers, maintenance of the branch premises, ongoing recruitment and retention of volunteers and the continued financial viability of the charity.

The trustees complete an annual review of the risks and controls at the charity.

Financial review

We are grateful to our generous supporters who in total gave the branch £22,785 (last year £33,370), this income has reduced for the 2nd consecutive year as the trustees have focussed on safety and recovery from Covid years which has led to a reduction in the number of larger gifts to the branch and has triggered a new focus on fund raising for next year.

Running costs were reduced to £18,737 (last year £21,556) with additional expenditure of £11,200 (last year £nil) on premises safety improvements at the branch for which funds were designated last year.

The trustees have adopted a low-risk investment strategy and funds are held with Lloyds Bank and CCLA (see note 6).

Future plans

The charity continues to develop new plans to achieve its objectives for the helpline, prison support and local outreach. Additionally the trustees new focus on fund raising aims to develop a new strategy to engage our volunteers to help increase income over the coming years.

Reserves policy

The trustees have set a minimum level of free reserves of 12 months of operating costs, this amounts to approximately £30,000. Reserves have not fallen below this level in either year.

	31 Mar 2024	31 Mar 2023
Total unrestricted – general funds	112,878	106,114
Less fixed assets	(36,570)	(37,332)
Free reserves	76,308	68,782

Statement of Trustees' Responsibilities

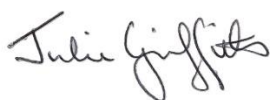
Bridgend Samaritans Branch Trustees are required to prepare financial statements for each financial year which give a true and fair view of the state of the charity and of the surplus or deficit of the charity for that period.

The Trustees are responsible for keeping proper accounting records, which disclose with reasonable accuracy at any time the financial position of the charity. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention of fraud and other irregularities.

In preparing those accounts, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities Statement of Recommended Practice;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statement on the going concern basis unless it is inappropriate to presume that the charity will continue in existence.

The trustees' report was approved by the Board of Trustees on 4th June 2024.



JL Griffiths, Branch Director and Chair of Trustees

Independent Examiner's Report

Independent examiner's report to the trustees of Bridgend Samaritans CIO (Charity no. 1170848)

I report to the trustees on my examination of the accounts of the Charity for the year ended 31 March 2024.

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 all 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 giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the Trust as required by section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair view which is not a matter considered as part of an independent examination.

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



Peter Whiting – Chartered Accountant.

4/6/24

Thaw Cottage, City, Cowbridge

Statement of Financial Activities

Year ended 31st March 2024

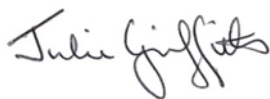
	Note	Unrestricted Funds	Designated Funds	Restricted Funds	Total Funds 2024	Total Funds 2023
INCOME						
Voluntary income	2a	21,285	-	1,500	22,785	33,370
Charitable income	2b	10	-	-	10	413
Interest income		3,166	-	-	3,166	873
TOTAL income		24,461	-	1,500	25,961	34,655
EXPENDITURE						
Generating funds		712	-	-	712	452
Charitable activities:						
General expenditure	3	18,737	11,200	19	29,956	28,045
Grant to Samaritans (national)		2,701	-	-	2,701	4,366
Depreciation	5	762	-	-	762	762
TOTAL expenditure		22,912	11,200	19	34,131	33,625
Net income / (expenditure) for the year		1,549	(11,200)	1,481	(8,170)	10,772
Fund reconciliation:						
Fund balance brought forward		106,114	15,000	-	121,114	120,084
Net income / expenditure		1,549	(11,200)	1,481	(8,170)	1,030
Fund transfers		5,281	(3,800)	(1,481)	-	-
Fund balance carried forward	8	112,944	-	-	112,944	121,114

Balance Sheet

As at 31st March 2024

	Note	2024 £	2024 £	2023 £	2023 £
Tangible fixed assets	5		36,570		37,332
Current assets					
Bank deposits	6	79,571		91,086	
Prepayments		2,036		2,026	
Total current assets		81,607		93,112	
Current liabilities					
Creditors		285		3,380	
Accruals		4,750		5,950	
Deferred income		198		-	
Total current liabilities		5,233		9,330	
Net current assets			76,374		83,782
NET ASSETS	7		112,944		121,114
Unrestricted funds			112,944		106,114
Designated funds			-		15,000
Restricted funds			-		-
TOTAL FUNDS	8		112,944		121,114

Approved by the Trustees on 4th June 2024 and signed on their behalf by:



JL Griffiths, Branch Director and Chair of Trustees

Notes to the financial statements

1. Statement of Accounting Policies

Basis of Preparation

The accounts have been prepared under the historical cost conversion. The financial statement followed the guidelines of the revised Statement of Recommended Practice for Accounting Charities, effective from 1st January 2015 (the Charities SORP FRSSE version) and uses applicable Accounting Standards.

Going Concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus, the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

Fund Accounting

Unrestricted funds are available for use at the discretion of the Trustees, in furtherance of the objectives of the charity and have not been designated for other purposes. Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. Restricted funds are funds that are to be used in accordance with specific restrictions imposed by the donor.

Incoming Resources

Incoming resources are included and recognised in full when deposited in the charity's bank accounts.

No amounts are included in the financial statements for services donated by volunteers.

Resources Expended

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to that category.

Fundraising cost are those costs incurred in seeking and receiving voluntary contributions.

Fixed Assets

Assets costing under £1,000 have been expended in the year of purchase as they have been deemed to be minor in nature. Freehold property was previously not depreciated, but from April 2022 it is being written down at 2% per year to better reflect the estimated lifetime of the premises. All other assets are depreciated on a straight-line basis at 20% per year.

Taxation

Bridgend Samaritans is a registered charity and is therefore potentially exempt from taxation of its income and gains to the extent that they fall within section 505 of the Income & Corporation Taxes Act 1998 and section 256 of the Taxation of Chargeable Gains Act 1992. No tax charge has arisen this year.

2. Income

2a. Voluntary income	Unrestricted funds	Restricted Funds	Total 2024	Total 2023
Donations	14,917	1,500	16,417	29,034
Gift aid	1,156	-	1,156	2,183
Collections and boxes	3,257	-	3,257	3,700
Legacies & in memoriam	1,955	-	1,955	636
Total voluntary income	21,285	1,500	22,785	33,370
2b. Income from charitable activity	Unrestricted funds	Restricted Funds	Total 2024	Total 2023
Events & raffles	10	-	10	343
Sales	-	-	-	70
Total income from charitable activity	10	-	10	413

3. General Expenditure

	Unrestricted funds	Designated funds	Restricted Funds	Total 2024	Total 2023
Premises	7,318	11,200	-	18,518	10,135
Volunteers and training	3,926	-	19	3,945	5,837
Materials and literature	570	-	-	570	6,050
Publicity & AGM	702	-	-	702	-
IT and telephones	3,030	-	-	3,030	3,264
Van annual costs	2,074	-	-	2,074	1,611
General insurance	1,117	-	-	1,117	1,148
Total general expenditure	18,737	11,200	19	29,956	28,045

4. Employees and Trustees

None of the trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year. Trustees were reimbursed for eligible expenses incurred in the year amounting to £1,357 (2023 £1,492).

The charity has no employees (2022 – none).

5. Tangible Fixed Assets

	Freehold Property	Vehicles	Total 2024	Total 2023
Cost:				
Brought forward	38,094	24,823	62,917	64,142
Disposals	-	-	-	(1,225)
Carried forward	38,094	24,823	62,917	62,917
Depreciation:				
Brought forward	762	24,823	25,585	26,048
Charge in year	762	-	762	762
Disposals	-	-	-	(1,225)
Carried forward	1,524	24,823	26,347	25,585
Net book value:				
Brought forward	37,332	-	37,332	38,094
Carried forward	36,570	-	36,570	37,332

Our branch premises are at 2 Green Street, Bridgend, its freehold is held in the name of the charity and is included above at its original cost. Owning the freehold enables the charity to operate without paying commercial rent.

The 2% depreciation charge on freehold property is made to better reflect the revised estimated lifetime of the premises.

6. Bank deposits

	2024	2023
	£	£
Lloyds Bank	14,016	12,946
Lloyds Bank – term deposits	-	30,000
CCLA	65,555	48,110
	79,571	91,086

Other than the Lloyds Bank term deposits shown above for last year (now matured) all funds shown above are available without notice.

7. Analysis of Net Assets between Funds

Current period	Unrestricted funds	Designated Funds	Restricted Funds	Total Funds 2024
Tangible fixed assets	36,570	-	-	36,570
Current assets	81,607	-	-	81,607
Current liabilities	(5,233)	-	-	(5,233)
Net assets 31 March 2024	112,944	-	-	112,944
Prior period	Unrestricted funds	Designated Funds	Restricted Funds	Total Funds 2023
Tangible fixed assets	37,332	-	-	37,332
Current assets	78,112	15,000	-	93,112
Current liabilities	(9,330)	-	-	(9,330)
Net assets 31 March 2023	106,114	15,000	-	121,114

8. Movement in Funds

Current period	Opening funds	Incoming resources	Outgoing resources	Fund transfers	Closing Funds 2024
Unrestricted – general funds	106,114	24,461	22,912	5,281	112,944
Designated – building fund	15,000	-	11,200	(3,800)	-
Restricted funds – GWR	-	1,500	19	(1,481)	-
Total funds	121,114	25,961	34,131	-	112,944
Prior period	Opening funds	Incoming resources	Outgoing resources	Fund transfers	Closing Funds 2023
Unrestricted – general funds	112,934	30,317	27,137	(10,000)	106,114
Designated – building fund	5,000	-	-	10,000	15,000
Restricted funds – GWR	2,150	4,339	6,489	-	-
Total funds	120,084	34,656	33,626	-	121,114

The designated reserve of £15,000 (2022 - £5,000) comprised funds set aside for premises safety improvements which were completed in the year to March 2024 for less than budgeted, on completion the unused funds were transferred back to general funds.

The restricted funds in both years comprised the generous support from the GWR Communities and Education and Community Cohesion Programme which was used to create publicity, awareness raising and recruitment of new local volunteers to support local communities over the last 2 years. The funding from the GWR Programme in 2023/24 supported the recruitment and training of outreach volunteers from within and for our local communities, work which matches our own charitable objectives the costs of which are included in general funds.

9. Ultimate control and related parties

The charity is controlled by its members who are the currently serving volunteers at the Bridgend Samaritans, the charity trustees are also members of the charity.

Bridgend Samaritans is an affiliated branch of Samaritans (charity 219432).

There were no disclosable related party transactions during the year (2023 - none).

Accounts



Samaritans Bridgend CIO
Trustees' Annual Report and Financial Statements
For the Year ended 31 March 2023

Table of Contents

	Page
Charity Information	2
Branch Director's Report	3
Trustees' Annual Report	4
Independent Examiner's Report	11
Statement of Financial Activities	12
Balance Sheet	13
Notes to the Financial Statements	14

Charity Information

Charity Name:	Samaritans Bridgend CIO
Registered Charity Number:	1170848
Registered Address:	Samaritans Bridgend, 2 Green Street, Bridgend, CF31 1HF
Website:	www.samaritans.org/bridgend
Trustees:	JL Griffiths (Director and Chair of Trustees from 20 th June 2022) R Harbour A Marshall J Osborne (Secretary) J Wynne (Treasurer) C Pearcey (Director and Chair of Trustees, resigned 20 th June 2022) M Thalayasingam (Secretary, resigned 20 th June 2022) C Wellings (Treasurer, resigned 20 th June 2022) W Xerri (Trustee, resigned 20 th June 2022)
Independent Examiner:	P Whiting, Thaw Cottage, City, Cowbridge, CF71 7RW
Solicitors:	Redkite Law, Old Castle Offices, South Street, Bridgend CF31 3ED
Bankers:	Lloyds Bank plc, 14 High Street North, East Ham E6 2HN

Branch Director's Report

This is my first year as director of Bridgend Samaritans, having been asked to take on the role in June 2022, following Gabby's completion of her three-year term in the post. Leading the branch through the Covid-19 pandemic was a particularly challenging time and I and the trustees would like to thank Gabby and her leadership team and former trustees for their energy and leadership in ensuring that our branch stayed open and a safe place to work during that unsettling time. I would also like to thank everyone in the branch for putting their trust in me to lead our branch and for all the help and support they have given me, especially our leadership team members and trustees, since I accepted the post.

It is a particularly exciting time to be director, as our branch celebrates its 50th anniversary this year and the wider Samaritans organisation its 70th. The first Bridgend branch office, which was in Maesteg, was formally opened on 30th June 1973. In 1975 it was decided that a more central location was required, and the branch moved to Bridgend town centre. As Bridgend branch covers Bridgend and the Vale of Glamorgan, this provides a more central location for those in the area who volunteer with us and from which to deliver outreach activities in our community.

The branch has continued to develop over the years, increasing in membership and embracing the inevitable changes that have come about over the last 50 years. As at the beginning, it is made up of a dedicated team of volunteers who freely give of their time to help people who use our services. As a branch and wider organisation, we could not achieve what we do without them. All aspects of branch management are undertaken by our volunteers. This includes the recruitment and selection of volunteers; volunteer training and ongoing development; volunteer support, care, and leadership; and the provision of a safe environment in which to operate. In addition to this, many of our volunteers also undertake regional and organisation-wide roles. I feel very lucky to be part of the Bridgend team and to be able to play a small part in its ongoing development.

We also could not do all that we do without the generosity of our many donors, supporters and partners. Without your valuable contributions we could not maintain our branch and deliver our service. You are all a vital part of what we do, and we all thank you for your ongoing support.

Our plans moving forward are to maintain and extend our service to those who use our services, whether that be by phone or in our local community through our awareness raising and outreach work. We will also focus on our most valuable assets, our volunteers, to ensure everyone feels well equipped to undertake their duties and valued and cared for during their time volunteering with us.

We will also take some time to celebrate our 50th year. The celebrations in fact made an early start last Christmas with a wonderful concert arranged by Bridgend Male Choir. This July, Chris Jones, Welsh Weatherman, has arranged a Walk in the Vale (see Eventbrite) and the members of Cowbridge Male Voice Choir have offered their time for a concert on 30th September. We also hope to encourage 50 people, one for every year we have been open, to take part in the Samarathon challenge which encourages those taking part to walk or jog 26.2 miles in July. There will be more celebratory events, please keep in touch if you are interested in hearing about them.

Julie Griffiths

**Director and Chair of Trustees
Bridgend Samaritans**

Trustees' Annual Report

The trustees present their annual report and financial statements for the year ended 31 March 2023.

Objectives

The charity's objects are to: enable persons who are experiencing feelings of distress or despair, including those who may be at risk of suicide, to receive confidential emotional support at any time of the day or night from appropriately trained Samaritans in order to improve their emotional health and to reduce the incidence of suicidal feelings; and to promote a better understanding in society of suicide, suicidal behaviour and the value of expressing feelings which may otherwise lead to suicide or impaired emotional health; and to collaborate with and support Samaritans Central Charity and its affiliated branches in fulfilling these objects.

Our Vision

Our vision is that fewer people die by suicide.

To achieve this, we believe Samaritans has a crucial role to play in:

- reducing the risk factors that make some people more likely to take their own lives;
- ensuring that people who are at increased risk of suicide are supported;
- making it less likely that people who do experience suicidal thoughts act on them; and
- reducing the likelihood that people will develop suicidal thoughts.

Our Mission

We're here every day and night of the year for anyone struggling to cope. We make sure people have somewhere to turn and support when they need it most. We work with communities to let people know we're here for them and we campaign to make suicide prevention a priority.

Our Values

Our support services adapt to the changing environment, but the values at the core of our listening service remain constant.

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

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.

Achievements and performance

The Charity's core activity is to support the Samaritans national helpline which it does by managing volunteer rotas to ensure the national helpline operates 365 days of the year and 24 hours a day. Each rota shift is 3-4 hours long and covered by at least two listening volunteers and a shift leader. On average throughout the year (April 2022 to March 2023) 59 listening volunteers spent 3,777 hours on the phone (last year 69 volunteers spent 4,401 hours on the phone). Our listening volunteers are approximately two thirds of our total membership at any one time. Bridgend branch received 16,673 contacts during the year from callers which included 16,341 inbound phone calls, 78 follow up calls and 127 emails. The majority of the callers were offered emotional support, but 2,924 callers made 'snap' calls, where the contact was less than 10 seconds. Where the gender of contacts could be determined 46.5% percent identified as male, 52.0% percent identified as female and 0.2% identified as transgender or some other preferred term. The gender of a caller was unable to be determined in 2.2% of callers.

A priority at the moment is to increase the amount of time we are available to take calls between the hours of 2am and 6am and, in consultation with branch members, we have adjusted our rota this year to better enable us to meet the needs of those contacting us during this timeframe.

Our rota team, although small, are a vital cog in us getting duties appropriately covered.

Our work in the community

Bridgend branch is recognised within the organisation for its prolific outreach and awareness raising activities, which have always been many and varied. Although a few organisations continued to use online access to our outreach services during the pandemic, social distancing inevitably had a severe impact on the amount of work we could do. We are very grateful to Paul, our deputy director for outreach, and his team who have worked hard to re-establish links and resume our regular activities, as well as responding when needed to support incidents and to deal with ad hoc requests from within the community. Thank you for all you do.

More than 20 volunteers have undertaken at least one outreach event in the last year, with a number of volunteers participating in multiple events. This has involved 260 hours of outreach volunteer time, which has enabled us to engage with approximately 1,400 members of the public as well as providing emotional support in the community to 126 people who have reached out to us while attending events. Outreach activities are additional to our regular phone listening duties and Paul would like to thank everyone who has supported activities and events throughout the year.

These include:

- support for events involving young people such as visits to educational premises, attendance at Bridgend College events and support for young carers;
- awareness raising events including attendance at a Dementia Friendly Group event, RAF St Athan wellbeing event, Tesco Superstore in Bridgend who organized an awareness day for the community, attendance at Bridgend Railway Station supporting Samaritans National Campaign 'Small Talk Saves Lives' distributing information and literature to the travelling public;
- a few zoom events to deliver presentations to the business community, primarily sessions on our 'Working with Compassion' toolkit;
- support at several community events within the Ogmore Valley to increase awareness of our services; and
- as always, a rewarding and enjoyable day at the Elvis Festival in Porthcawl.

We are also pleased to have recently resumed some of our regular activities including Feet on the Street in Bridgend town centre and have plans in place to resume attendance at the Princess of Wales hospital. We are also working with South Wales Police Force Custody Suite Team to plan the resumption of our attendance at the custody suite.

Our partnership with the churches in the Glamorgan Heritage Coast Parish continues, with St Illtyd's Church in Llantwit Major continuing to have our literature on display and we have plans to continue periodic attendance at the open mic nights at the church and to undertake feet on the street outreach events in Llantwit Major.

Following requests from the community for our support, we have in the past year spent a significant amount of time in Cornelly. We have had two local awareness activity events and attended a number of venues including, with thanks to the Trussell Trust, the local foodbank. These activities have been supported by a generous grant from Great Western Railway and we anticipate this level of activity to continue in the coming year.

The grant from Great Western Railway also enabled us to arrange outreach training for our volunteers which is needed for listening volunteers to become qualified to work outside the branch. This additional training has almost doubled the number of volunteers we had trained for outreach duty. Thanks to everyone who gave up their Saturdays to undertake the training.

Looking forward, Paul plans to re-evaluate our offer to schools and colleges following the organisation wide review of educational activities, which is expected to be completed later this year.

Supporting prisoners

Supporting prisoners is important. People in prison are ten times more likely to die by suicide than people in the general population.

Samaritans provide emotional support to prisoners in two key ways:

- (i) Samaritans volunteers in branches talk to prisoners who phone us;
- (ii) by operating the Listener scheme inside prisons.

Samaritans also provide confidential help and emotional support to prison staff and to prisoners' families.

Last year the Samaritans received over 500,000 telephone calls from prisoners, and our Listener teams undertook over 37,000 face-to face contacts inside UK prisons.

The Listeners is a special scheme run by Samaritans inside prisons. The Listeners are prisoners who have been selected and trained by Samaritans to enable them to act as "the Samaritans" inside the prison so that they can provide face-to-face confidential emotional support to their fellow prisoners. Listeners have been operating in UK prisons since the scheme was initiated in HMP Swansea in 1991. From these early beginnings the Listener Scheme spread and nowadays there are Listener Schemes operating in most UK & ROI prisons. Each Listener Scheme is supported by volunteers from the local Samaritans Branch.

At Bridgend Samaritans we have a small, dedicated Branch Prison Support Team of volunteers that supports our local prison, HMP & YOI Parc. Parc is classed as a Cat B/C male prison for about 1700 inmates. It is a private prison run on behalf of the Prison Service by G4S. Every week our Branch Prison Support Team spends time in the prison supporting our Listeners. Our Branch has been supporting the Listener Scheme at HMP & YOI Parc since it opened in 1997.

Throughout 2022/23 we had between 24 and 30 trained Listeners in Parc who regularly provided round the clock emotional support to their fellow prisoners. In addition to our weekly Listener support meetings our volunteers undertook three Selection events to recruit and select suitable candidates to become Listeners and we undertook three Listeners Training courses (6 weeks per course) for new Listeners. Our Branch Prison Team works closely with the Branch Recruitment Team and the Branch Training Team to do this and appreciate their help and assistance.

Our Listener Scheme does save lives and the support our Branch gives to Parc means we can continue to help prisoners who are desperate and despairing without judging them.

Our Branch is grateful for the support we receive from the Management and Safer Custody staff at HMP & YOI Parc for our Listener Scheme.

A grateful “thank you” goes to Grace, our Branch Prison Support Co-ordinator and her team of volunteers and all the other Samaritans in our branch who have been there to support prisons and prisoners this year.

Recruitment and selection

Our recruitment and selection team has been kept busy again this year with three sets of recruitment and selection interviews being held for prospective volunteers. We received a total of 55 incoming enquiries (down on the 72 we received last year). 18 of these withdrew for a variety of reasons, 6 did not respond when we contacted them, one transferred to another branch and 30 were selected and moved on to start their training.

The recruitment challenge is one which the Samaritans organisation, as a whole, has been working hard to address as the statistics have shown a slowing down in enquiries since Covid. Our main source of enquiries is generated through the Samaritans Website and comes through to the Branch Management Tool, the Samaritans automated system, with just a handful from direct emails and from Samaritans Cymru Central Office.

We have been using the Branch Management Tool for managing recruitment and training course lists since the end of April 2021. The system handles a large percentage of the administration, usually carried out by a couple of individuals in the branch, which has helped with automated collection of references and emails sent out to potential volunteers.

Our thanks go to Dave, our deputy director for recruitment and selection, and his team for supporting the branch and embracing the system of remotely interviewing and selecting potential volunteers and for being there right at the start of those potential volunteers’ journey in becoming full listening volunteer members of Bridgend Samaritans.

Volunteer training

Our training team, led by Gabby, is small but effective. They have the task of training our new volunteers as well as ensuring the skill levels of all our active listeners is maintained through regular mandatory training sessions. They also train our outreach team members to equip them for delivering our service outside of the branch and our branch leadership team members.

Our new volunteers undergo six months of training before becoming active listening volunteers and this involves our core and embedding training, along with a period working with a mentor. Part of the training is skills practice, and we have a small team of trained skills practitioners who use remote skills sessions to help prepare our new volunteers for their role as listening volunteers. This year the team delivered over 160 hours of core and embedding training, which enabled 24 new Samaritans to start taking calls in our operations room (last year 30). The role of the mentor is crucial in helping these new recruits move forward to take calls. Maintaining safe social distancing when mentoring proved to be a challenge. Despite this, the team managed to pair up all new starters to ensure they had the best possible experience from nurturing volunteers who are devoted to helping the development of their new colleagues.

Our ongoing volunteer development has seen some interesting and successful online training modules made available this year. This has included topics such as safeguarding and various updates to our policies. Our volunteers have been steadfast in completing the mandatory modules to meet target deadlines set by the UK charity. We are now looking forward to re-starting on-going volunteer mentoring, which monitors quality of calls and also a mix of face to face and online volunteer continuous development.

We are very grateful to Gabby and her team of trainers, skill practitioners and mentors for all they do in ensuring our volunteers are provided with the training they require to meet the needs of our callers.

Support for volunteers

Listening to users of our service and providing emotional support can be challenging. It is therefore important for us to have a robust structure in place to care for our volunteers. Our specially trained leaders and volunteer care team members provide the support needed to enable our volunteers to help others while maintaining personal well-being.

Leaders

Our leaders are known as the “eyes and ears of the branch.” They undertake leader duties in addition to their listening shifts. They are trained to support volunteers throughout their shift, and after, if necessary, by providing guidance and emotional support.

There are currently 19 active, regular and experienced leaders within the branch, though this number has fluctuated significantly over the last year. Recruitment of leaders from within the branch has proved an enormous challenge and remained a priority throughout the year. Two new leaders have been recruited but we still need more. When recruiting new leaders, it is important to choose people with the right skills and attributes and for them to have the time to undertake the additional workload. The leaders must be available by telephone throughout the shift they are leading. As a result of limited numbers of leaders, the capacity of the team is stretched resulting in some leaders doing two or even three leaders’ shifts a week. The team includes volunteers who take on numerous other significant roles, whether that be in branch, e.g., deputy directors and trustees, and/or the wider Samaritans organisation.

On the plus side, as a result of having well experienced and capable leaders, the team is strong and competent and always willing to learn and review quality. Being keen to ensure and develop quality within the Branch the leader team has developed a Leaders’ prompt list and they also invite volunteers with different skill sets and knowledge to speak at their meetings, such as the Branch Prison Liaison Co-ordinator so as to improve their support to volunteers taking calls from prisoners.

Elise, the deputy director for Leaders, plans to review the role description for leaders in the coming year to better explain the responsibilities and functions of the role to ensure the support structures around the team are clear for potential leader candidates.

Our thanks go to Elise and her team of Leaders, who are vital to keeping shifts on our rota open.

Volunteer Support

The other vital role in our volunteer support structure is that of volunteer support. We have a hard-working team of 12 volunteers, led by Vicky our deputy director for volunteer care. They support all our volunteers helping where

needed to enable us all to maintain good health and wellbeing and establish good working relations within Bridgend branch.

Each team member is assigned a number of branch Samaritans to care for and support. Their role being to ensure they make regular contact to check all is well. This may be worries about their role or a recent call they have taken, or a personal worry or concern. Whatever the circumstances, the Volunteer Support team provides the required back up in complete confidence. The ethos of Samaritans is "The Care of Others" so therefore it is important we care for our own wonderful hard working branch volunteers. Thank you to Vicky and her team for helping us when we need it.

Hub liaison

Within Samaritans we have a Caller Support & Safeguarding (CSS) Hub and Quality & Service Improvement (QSI) Hubs. The CSS Hub provides support for our most complex callers that initially are supported by a phone call to a branch via 116 123 and also offers a safeguarding advice and guidance service. The QSI Hub exists to ensure we meet our core aim of providing a safe, effective, and positive experience for callers and volunteers. Every branch has a Liaison officer who is champion of these services and a contact point in branch, so that we can work together as branches and central services. This might include providing feedback on any caller support concerns we have, likewise any safeguarding forms that we submit, and to be a point of knowledge for our branch on any caller support, safeguarding and quality resources and training. We are grateful to Wendy for recently agreeing to fulfil this role.

Long service awards

It is important that we acknowledge and celebrate key milestones in our volunteers' journeys with us and as is customary, this year we are celebrating the following long service awards with heartfelt thanks for their hard work, dedication, and support.

Elise	5 years
Sian	5 years
Maria	10 years
Megan	10 years
Doug	15 years
Rose	15 years

Structure, governance and management

Samaritans Bridgend CIO (registered charity number 1170848) is governed by its constitution dated February 2016. The charity is an affiliated branch of the Samaritans (charity 757372), and its service delivery is governed by an operating agreement with that national charity.

The charity is led by a Branch Director (who is also a trustee and the Chair of Trustees) and the trustees who are responsible for its general management. The Branch Director and trustees pay due regard to the public benefit guidance issued by the Charity Commission in deciding what activities the charity should undertake. Bridgend Samaritans does not charge for the charitable services it provides.

The trustees and Regional Director for Wales consult with all branch members and then select who should be appointed as Branch Director for a term of three years. Trustees are elected annually by the members at the Annual General Meeting. The members are the currently serving volunteers at Samaritans Bridgend CIO. The minimum number of trustees is 3 and the maximum 13.

Up to two trustees may be appointed by the existing trustees if any gaps in expertise are identified on the Charity's Board of Trustees. Such trustees are required to retire and seek re-election at the next AGM. Trustees may serve for up to 6 consecutive years.

In addition, a team of deputy directors support the Branch Director in the day-to-day operational management.

Risk management

The trustees have considered the principal risks to which the organisation is exposed and have developed strategies and action plans to mitigate the effects of these where possible.

Key risks identified include the health and safety of volunteers, maintenance of the branch premises, ongoing recruitment and retention of volunteers and the continued financial viability of the charity.

The trustees complete an annual review of the risks and controls at the charity, this review was completed in 2022 and safety improvements are underway as a result of this review.

Financial review

We are grateful to our generous supporters who in total gave the branch £33,370 (last year £37,337), the reduction being due to a one-off substantial gift last year.

Running costs were maintained at £21,556 (last year £22,511) with additional expenditure of £6,489 on materials, recruitment and events supported by Great Western Railway (note 8).

The trustees have adopted a low-risk investment strategy and funds are held with Lloyds Bank and CCLA (see note 6).

Future plans

The charity continues to develop new plans to achieve its objectives for the helpline, prison support and local outreach. In the coming year the trustees plan to make premises safety improvements, the expected cost of £15,000 has been set aside as a designated fund.

Reserves policy

The trustees have set a minimum level of free reserves of 12 months of operating costs, this amounts to approximately £30,000. Reserves have not fallen below this level in either year.

	31 Dec 2023	31 Dec 2022
Total unrestricted – general funds	106,114	112,934
Less fixed assets	(37,332)	(38,094)
Free reserves	68,782	74,840

Statement of Trustees' Responsibilities

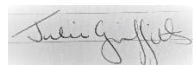
Bridgend Samaritans Branch Trustees are required to prepare financial statements for each financial year which give a true and fair view of the state of the charity and of the surplus or deficit of the charity for that period.

The Trustees are responsible for keeping proper accounting records, which disclose with reasonable accuracy at any time the financial position of the charity. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention of fraud and other irregularities.

In preparing those accounts, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities Statement of Recommended Practice;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statement on the going concern basis unless it is inappropriate to presume that the charity will continue in existence.

The trustees' report was approved by the Board of Trustees on 16th May 2023.



JL Griffiths, Branch Director and Chair of Trustees

Independent Examiner's Report

Independent examiner's report to the trustees of Bridgend Samaritans CIO (Charity no. 1170848)

I report to the trustees on my examination of the accounts of the Charity for the year ended 31 March 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').

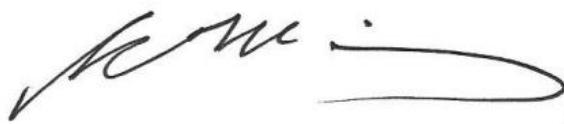
I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

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 giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the Trust as required by section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair view which is not a matter considered as part of an independent examination.

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



21/5/23

Peter Whiting – Chartered Accountant.

Thaw Cottage, City, Cowbridge

Statement of Financial Activities

Year ended 31st March 2023

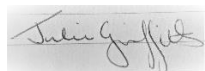
	Note	Unrestricted Funds	Designated Funds	Restricted Funds	Total Funds 2023	Total Funds 2022
INCOME						
Voluntary income	2a	29,031	-	4,339	33,370	37,337
Charitable income	2b	413	-	-	413	1,637
Interest income		873	-	-	873	23
TOTAL income		30,316	-	4,339	34,655	38,997
EXPENDITURE on						
Generating funds		452	-	-	452	428
Charitable activities:						
General expenditure	3	21,556	-	6,489	28,045	22,511
Grant to Samaritans (national)		4,366	-	-	4,366	5,286
Depreciation	5	762	-	-	762	-
TOTAL expenditure		27,136	-	6,489	33,625	28,225
Net income / (expenditure) for the year		3,180	-	(2,150)	1,030	10,772
Fund reconciliation:						
Fund balance brought forward		112,934	5,000	2,150	120,084	109,312
Net income / expenditure		3,180	-	(2,150)	1,030	10,772
Fund transfers		(10,000)	10,000	-	-	-
Fund balance carried forward	8	106,114	15,000	-	121,114	120,084

Balance Sheet

As at 31st March 2023

	Note	2023 £	2023 £	2022 £	2022 £
Tangible Fixed Assets	5		37,332		38,094
Current Assets					
Bank deposits	6	91,086		91,323	
Prepayments		2,026		2,093	
Total current assets		93,112		93,416	
Current Liabilities					
Creditors		3,380		2,454	
Accruals		5,950		8,972	
Total current liabilities		9,330		11,426	
Net current assets			83,782		81,990
NET ASSETS	7		121,114		120,084
Unrestricted funds			106,114		112,934
Designated funds			15,000		5,000
Restricted funds			-		2,150
TOTAL FUNDS	8		121,114		120,084

Approved by the Trustees on 16th May 2023 and signed on their behalf by:



JL Griffiths, Branch Director and Chair of Trustees

Notes to the Financial Statements

1. Statement of Accounting Policies

Basis of Preparation

The accounts have been prepared under the historical cost convention. The financial statement followed the guidelines of the revised Statement of Recommended Practice for Accounting Charities, effective from 1st January 2015 (the Charities SORP FRSSE version) and uses applicable Accounting Standards.

Going Concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus, the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

Fund Accounting

Unrestricted funds are available for use at the discretion of the Trustees, in furtherance of the objectives of the charity and have not been designated for other purposes. Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. Restricted funds are funds that are to be used in accordance with specific restrictions imposed by the donor.

Incoming Resources

Incoming resources are included and recognised in full when deposited in the charity's bank accounts.

No amounts are included in the financial statements for services donated by volunteers.

Resources Expended

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to that category.

Fundraising costs are those costs incurred in seeking and receiving voluntary contributions.

Fixed Assets

Assets costing under £1,000 have been expensed in the year of purchase as they have been deemed to be minor in nature. Freehold property was previously not depreciated, but from April 2022 it is being written down at 2% per year to better reflect the estimated lifetime of the premises. All other assets are depreciated on a straight-line basis at 20% per year.

Taxation

Bridgend Samaritans is a registered charity and is therefore potentially exempt from taxation of its income and gains to the extent that they fall within section 505 of the Income & Corporation Taxes Act 1998 and section 256 of the Taxation of Chargeable Gains Act 1992. No tax charge has arisen this year.

2. Income

2a. Voluntary income	Unrestricted funds	Restricted Funds	Total 2023	Total 2022
Donations	24,695	4,339	29,034	30,916
Grant from Samaritans	-	-	-	3,075
Collections and boxes	3,700	-	3,700	3,296
Legacies / in memoriam	636	-	636	50
Total voluntary income	29,031	4,339	33,370	37,337

2b. Income from charitable activity	Unrestricted funds	Restricted Funds	Total 2023	Total 2022
Events & raffles	343	-	343	1,449
Sales	70	-	70	188
Total income from charitable activity	413	-	413	1,637

3. General Expenditure

	Unrestricted funds	Restricted Funds	Total 2023	Total 2022
Premises	10,135	-	10,135	10,158
Volunteers and training	4,172	1,665	5,837	3,038
Publicity and advertising	-	-	-	-
Materials and literature	2,829	3,221	6,050	2,718
IT and telephones	2,055	1,209	3,264	3,760
Van annual costs	1,217	394	1,611	1,874
General insurance	1,148	-	1,148	963
Total general expenditure	21,556	6,489	28,045	22,511

4. Employees and Trustees

None of the trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year. Trustees were reimbursed for eligible expenses incurred in the year amounting to £1,492 (2022 £4,636).

The charity has no employees (2022 – none).

5. Tangible Fixed Assets

	Freehold Property	Vehicles	Equipment	Total 2023	Total 2022
Cost:					
Brought forward	38,094	24,823	1,225	64,142	64,142
Disposals	-	-	(1,225)	(1,225)	-
Carried forward	38,094	24,823	-	62,917	64,142
Depreciation:					
Brought forward	-	24,823	1,225	26,048	26,048
Charge in year	762	-	-	762	-
Disposals	-	-	(1,225)	(1,225)	-
Carried forward	762	24,823	-	25,585	26,048
Net book value:					
Brought forward	38,094	-	-	38,094	38,094
Carried forward	37,332	-	-	37,332	38,094

Our branch premises are at 2 Green Street, Bridgend, its freehold is held in the name of the charity and is included above at its original cost. Owning the freehold enables the charity to operate without paying commercial rent. The new 2% depreciation charge on freehold property is made to better reflect the revised estimated lifetime of the premises.

The disposal shown above was a stairlift which was removed during the year.

6. Bank deposits

	2023 £	2022 £
Lloyds Bank	12,946	44,051
Lloyds Bank – term deposits	30,000	-
CCLA	48,110	47,272
	91,086	91,323

The Lloyds Bank term deposits mature on 20 July 2023 (£10,000) and 18 Nov 2023 (£20,000). All other funds are available without notice.

7. Analysis of Net Assets between Funds

Current period	Unrestricted funds	Designated Funds	Restricted Funds	Total Funds 2023
Tangible fixed assets	37,332	-	-	37,332
Current assets	78,112	15,000	-	93,112
Current liabilities	(9,330)	-	-	(9,330)
Net assets 31 March 2023	106,114	15,000	-	121,114
Prior period	Unrestricted funds	Designated Funds	Restricted Funds	Total Funds 2022
Tangible fixed assets	38,094	-	-	38,094
Current assets	86,266	5,000	2,150	93,416
Current liabilities	(11,426)	-	-	(11,426)
Net assets 31 March 2022	112,934	5,000	2,150	120,084

8. Movement in Funds

Current period	Opening funds	Incoming resources	Outgoing resources	Fund transfers	Closing Funds 2023
Unrestricted – general funds	112,934	30,316	27,137	(10,000)	106,114
Designated – building fund	5,000	-	-	10,000	15,000
Restricted funds – GWR	2,150	4,339	6,489	-	-
Total funds	120,084	34,656	33,626	-	121,114
Prior period	Opening funds	Incoming resources	Outgoing resources	Fund transfers	Closing Funds 2022
Unrestricted – general funds	104,312	36,847	28,225	-	112,934
Designated – building fund	5,000	-	-	-	5,000
Restricted funds – GWR	-	2,150	-	-	2,150
Total funds	109,312	38,997	28,225	-	120,084

The designated reserve of £15,000 (2022 - £5,000) comprise funds set aside for premises safety improvements due to be completed in the year to March 2024

The restricted fund in these years was the generous support from the GWR Communities and Education and Community Cohesion Programme which was used to create publicity, awareness raising and recruitment of new local volunteers to support local communities over the last 2 years.

9. Ultimate control and related parties

The charity is controlled by its members who are the currently serving volunteers at the Samaritans Bridgend CIO, the charity trustees are also members of the charity.

Samaritans Bridgend CIO is an affiliated branch of Samaritans (charity 219432).

There were no disclosable related party transactions during the year (2022 - none).

Accounts

The logo for Samaritans, featuring the word "SAMARITANS" in white capital letters on a green rectangular background. Below this, the word "Bridgend" is written in white capital letters on a teal rectangular background.

SAMARITANS

Bridgend

**Annual Report
and
Accounts
April 2021 - March 2022**

Contents

<u>Objectives</u>	4
<u>Report from the Branch Director</u>	6
<u>Structure, Governance and Management</u>	8
<u>Statement of Trustees Responsibilities</u>	9
<u>Income and Expenditure</u>	10
<u>Balance Sheet as at 31st March 2022</u>	11
<u>Notes to the Accounts</u>	12
<u>Analysis of Fundraising</u>	13
<u>Analysis of Expenditure</u>	13
<u>Financial Review</u>	14
<u>Independent Examiners Report</u>	15
<u>The Role of the Volunteer</u>	16
<u>Statistics</u>	17
<u>Caller Support</u>	18
<u>Leaders</u>	19
<u>Outreach</u>	21
<u>Prison Listening</u>	24
<u>Recruitment and Selection</u>	26
<u>Training</u>	27
<u>Volunteer Care and Support</u>	28

Bridgend Samaritans

Registered Charity Number:	1170848
Registered Address:	Bridgend Samaritans, 2 Green Street, Bridgend, CF31 1HF
Website:	www.samaritans.org/bridgend
The Trustees of Bridgend Samaritans as of 31st March 2022:	
Director & Chair of Trustees:	Ms. C. Pearcey
Secretary:	Mrs. M. Thalayasingam
Treasurer:	Miss C. Wellings
Trustees	Mrs. J.L. Griffiths
	Mr. A. Marshall
	Mrs. W. Xerri
Bankers:	Lloyds Bank plc, East Ham Branch
Independent Examiner:	Mr. P. Whiting
Solicitors:	David & Snape

Call us:	116 123
	0808 164 0123 – Welsh language line
Write to us:	Freepost SAMARITAN LETTERS
Email us:	jo@samaritans.org
Visit Bridgend Branch:	2 Green Street Bridgend CF31 1HF

Objectives

Samaritans provide completely confidential emotional support 24 hours a day every day by telephone, face to face, e-mail, letter and text and outside our branches at festivals, prisons, hospitals, schools, workplaces and with the homeless, through a network of 201 branches in the UK and Republic of Ireland.

Our purpose is to:

Enable persons who are experiencing feelings of distress or despair, including those who may be at risk of suicide, to receive confidential emotional support at any time of the day or night from appropriately trained Samaritans in order to improve their emotional health and to reduce the incidence of suicidal feelings; and

Promote a better understanding in society of suicide, suicidal behaviour and the value of expressing feelings which may otherwise lead to suicide or impaired emotional health.

This is reflected in Samaritans Mission, Vision and Values statements.



Our vision



Every life lost to suicide is a tragedy, and our vision is that fewer people die by suicide.

Our mission



To be there for anyone who needs someone. To give people ways to cope and be there for others. And to campaign to make suicide prevention a priority.

Our values



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-judgmental

We want people to be able to talk to us without fear of prejudice or rejection.

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.

Report from the Branch Director

I am so proud to be able to write this report again this year, the final year of my tenure as Director of such a devoted branch of volunteers.

Well, we came out the other side! I'm sure I will be amongst quite a few other Directors around the UK that will probably be known as the 'Covid Directors' for quite some time!

My first AGM as Director in 2020 saw an unprecedented and successful online meeting via Zoom! We then found ourselves needing to do it again the following year, so it is such a pleasure to be able to welcome volunteers, donors, and partners alike, to our first face to face AGM since 2019

Throughout my tenure, although Covid challenged us persistently, I have been lucky enough to be supported by an amazing leadership team.

Again, this year, we have managed to meet around 80% of our shifts regularly and consistently thanks to a dedicated team of over 100 volunteers: listening and support volunteers.

At Bridgend we continued to make some adjustments to ensure the safety and well-being of our volunteers, thanks to generous donations received from the public and some very generous grants.

We were fortunate to receive a significant donation from Coychurch Crematorium, Bridgend, which has ensured we remain fully functional and available to callers and also some important upgrades within the branch.

We have grown and maintained the number of our listening volunteers to well over 100. Recognition and thanks need to be handed to the Selection, Training, and Mentoring teams for helping us achieve this. The current level of active listeners has made it simpler both for the Rota team and the Leadership team to ensure we fulfil our shift requirements.

Bridgend has always been a flagship for Samaritans with our outreach work, offering a strong presence both locally and in support of national events across Wales. Unfortunately, this halted for the duration of the pandemic. We are so happy to have finally started to recommence some of these activities and grateful for a grant from Great Western Railways to help train and update over 20 volunteers in readiness.

The Welsh Language Line has been running smoothly with regular evening shifts across Wales, of which Bridgend is proud to be a part of. I thank the Welsh speakers for their efforts and for keeping the Welsh Language Line shifts open at Bridgend.

I am so honoured to be a member of this branch. Volunteers' whose dedication and generous donation of time has enabled us to grow the amount of support we are able to offer our callers and we now look forward to the ever-evolving services we provide to our callers, with Bridgend looking forward to commencing online chat service to ensure callers have many channels in which they can speak to a Samaritan.

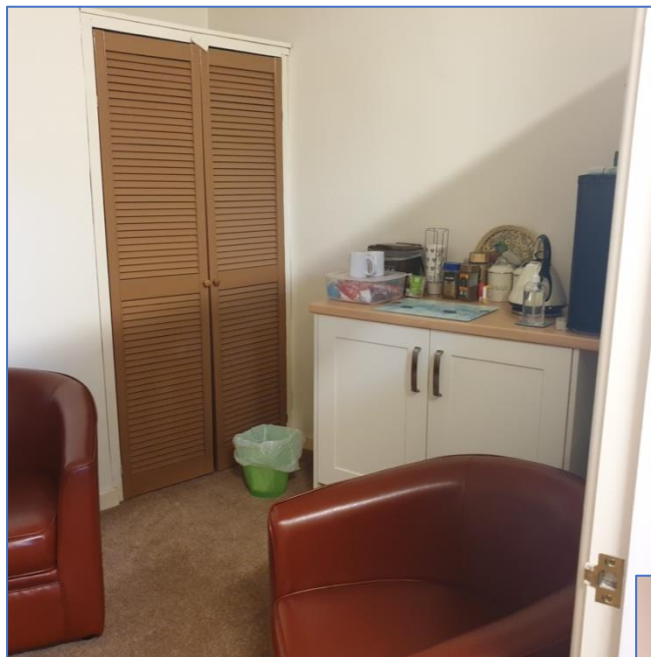
My final thanks are to our donors, supporters, partners and of course each and every volunteer for all that they do and especially to my team of deputy directors whose support has meant that I could continue to work full-time, keep my family happy, and has helped to

ensure the continuing success of the branch. Without their support I would have been unable to undertake my role.

Whilst it has been challenging on times, I can honestly say it has been rewarding as well as an honour and a privilege to serve the branch as Director for the last 3 years and although I look forward to my sabbatical, I also look forward to returning to the fold under the new Directorship of Penny and her team and take relish in handing over the reins to a worthy successor.

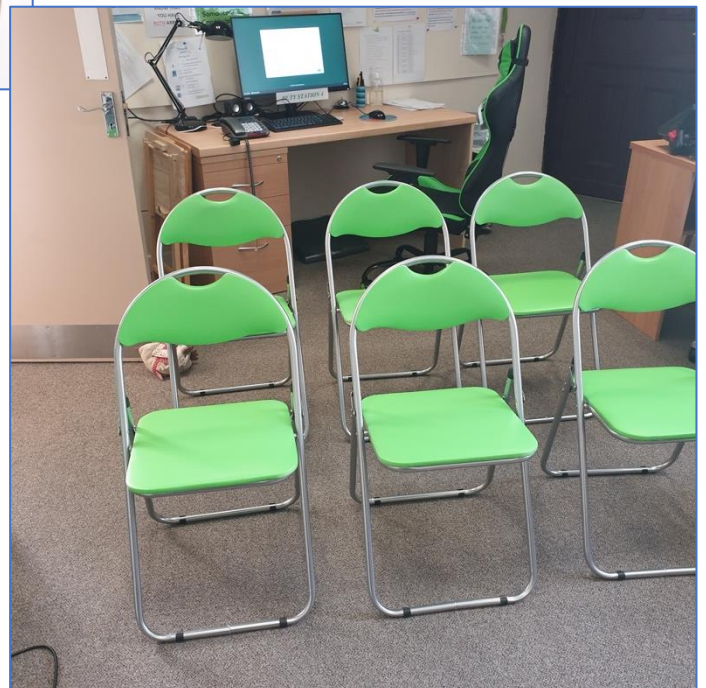
Thank you to everyone for your unwavering support and encouragement and best wishes to Penny and her team.

Gabby, Bridgend Branch Director



*Refurbished Volunteer Rest Room
"Abbie's Room"*

New chairs for the Training Room



Structure, Governance and Management

Samaritans is a charitable company limited by guarantee. It was incorporated as a company on 11th April 1963, having been founded by Prebendary Dr. Chad Varah on 2nd November 1953.

In addition to the charitable company, the organisation as a whole includes 201 Samaritan branches, including Bridgend, operating in the United Kingdom, the Republic of Ireland, the Channel Islands and the Isle of Man. The branches are either incorporated charities affiliated to Samaritans, each of which is a separate charitable organisation, or are part of Samaritans Central Charity.

Samaritans is governed by a **Board of Trustees** of between 10 and 15 members, a majority of whom must be volunteers in Samaritans branches. The Board is supported by both staff and volunteers serving as Regional Directors, Regional Officers and Functional Leads.

The Trustees are also directors of the company and are appointed by the Nominations Committee - apart from the Chair, who is appointed by the Board of Trustees, following an appointment process overseen by the Nominations Committee.

Trustees can serve a maximum of six years, or up to eight years in the case of a Chair who has already served as a Trustee. The Board meets at least four times a year.

Regional Councils, comprising of the Branch Director and Regional Director from each region, advise and guide the board.

Although the Trustees are responsible for directing the affairs of the charity, much of the day-to-day operational activity is delegated to staff at Samaritans Central Charity (SCC), led by our **Executive Leadership Team**.



Statement of Trustees Responsibilities

Bridgend Samaritans Branch Trustees are required to prepare financial statements for each financial year which give a true and fair view of the state of the charity and of the surplus or deficit of the charity for that period.

In preparing those accounts, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities Statement of Recommended Practice (SORP);
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statement on the going concern basis unless it is inappropriate to presume that the charity will continue in existence.

The Trustees are responsible for keeping proper accounting records, which disclose with reasonable accuracy at any time the financial position of the charity. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention of fraud and other irregularities.

Approved by the Trustees on 29th May 2022.



C. Wellings Treasurer



C. Pearcey Director

Bridgend Samaritans

2 Green Street

Bridgend

CF31 1HF

Income and Expenditure

<u>Income</u>	2021/22			2020/21	
	<u>Unrestricted</u>	<u>Designated</u>	<u>Restricted</u>	<u>Total</u>	<u>Total</u>
Fundraising	36,824	-	2,150	38,974	29,808
Bank interest	23	-	-	23	62
	36,847	-	2,150	38,997	29,870
<u>Cost of Generating Funds</u>					
Fund Raising Cost	428	-	-	428	548
Net Income Resources	36,419	-	2,150	38,569	29,322
<u>Expenditure</u>					
Advertising	-			-	-
Publicity	2,467			2,467	698
Utilities	1,744			1,744	2,032
Insurance	1,919			1,919	1,978
Travel/Mileage	2,490			2,490	1,861
Subsistence	-			-	-
Volunteer Care	548			548	234
Training	-			-	-
Printing & Photocopying	73			73	280
Postage & Carriage	177			177	170
Office Stationery	-			-	-
Telephone & Broadband	1,450			1,450	1,639
Office Equipment & Supplies	5,240			5,240	3,753
Restricted funds Expended	-			-	-
Premises Expenses	1,402			1,402	1,300
Cleaning	4,048			4,048	3,198
Vehicle Expenses	918			918	644
Refurbishment	-			-	-
Memberships	35			35	35
Branch Contributions	5,286			5,286	8,394
Depreciation	-			-	-
	27,797			27,797	26,216
Surplus/Deficit for year	8,622		2,150	10,772	3,106

Balance Sheet as at 31st March 2022

<u>Fixed Assets</u>	<u>2022</u>	<u>2021</u>
Property	38,094	38,094
Van	24,823	24,823
Stairlift	1,225	1,225
Less depreciation	<u>-26,048</u>	<u>-26,048</u>
	38,094	38,094
<u>Current Assets</u>		
CCLA Investment Account	47,272	47,253
Deposit Account	42,571	32,468
Current Account	1,480	1,748
Sundry Debtors	-	-
Prepayments	<u>2,093</u>	<u>978</u>
Sub Total	93,416	82,447
<u>Less Current Liability</u>		
Sundry Creditors	2,454	2,318
Accruals	<u>8,972</u>	<u>8,911</u>
	11,426	11,229
<u>Net Assets</u>	<u>120,084</u>	<u>109,312</u>
<u>Unrestricted Funds</u>		
Open Balance	104,312	101,206
Less Funds to Designated	-	-
Add Funds from Designated	-	-
Add Funds from Restricted	-	-
Year's Result	<u>8,622</u>	<u>3,106</u>
Closing Balance	112,934	104,312
<u>Designated Funds</u>		
Opening Balance	5,000	5,000
Funds from Unrestricted	-	-
Less Funds Expended	<u>-</u>	<u>-</u>
Closing Balance	5,000	5,000
<u>Restricted Funds</u>		
Opening Balance	-	-
Receipts	2,150	-
Funds Released to		
Unrestricted	-	-
Less funds Expended	<u>-</u>	<u>-</u>
Closing Balance	<u>2,150</u>	<u>-</u>
	<u>120,084</u>	<u>109,312</u>

These Financial Statements were approved and signed by the members of the committee on 29th May 2022.



C Pearcey (Director)



C Wellings (Treasurer)

Notes to the Accounts

1. Accounting Policies

Basis of Preparation

The accounts have been prepared under the historical cost convention. The financial statement followed the guidelines of the revised Statement of Recommended Practice for Accounting Charities, effective from 1st January 2015 (the Charities SORP FRSSE version) and uses applicable Accounting Standards.

Fund Accounting

General Funds are unrestricted funds that are available for use, at the discretion of the Trustees, in furtherance of the objectives of the charity and have not been designated for other purposes. Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. Restricted funds are funds that are to be used in accordance with specific restrictions imposed by the donor.

Incoming Resources

All incoming resources are included only when deposited in the charity's bank accounts.

Resources Expended

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to that category. Fundraising costs are those costs incurred in seeking voluntary contributions.

Depreciation

Assets costing under £1,000 have been expensed in the year of purchase as they have been deemed to be minor in nature. All assets, other than property, being depreciated on a straight-line basis at 20% per year.

Taxation

The Bridgend Samaritans is a registered charity and is therefore potentially exempt from taxation of its income and gains to the extent that they fall within section 505 of the Income & Corporation Taxes Act 1998 and section 256 of the Taxation of Chargeable Gains Act 1992. No tax charge has arisen this year.

2. Description of Reserves

- | | |
|-------------------------|---|
| General Funds: | Fund held available for ordinary purposes of the charity. Included in the General Fund is £38,094 which is invested in the charity's fixed assets and, therefore, not available for other purposes. |
| Designated Fund: | This comprises the funds that have been set aside for the purpose of property maintenance costs of £5,000 which is held in the Investment Account. |
| Reserve Level: | The balance in the General Fund at 31 st March 2022 that is available for use is £74,840 and it represents the equivalent of approximately 2¾ years forecast expenditure. |

Analysis of Fundraising

Philanthropic Organisations	£15,750
Donations Received	£7,012
Statutory Bodies	£5,200
Collection Boxes	£3,296
Grant - Samaritans	£3,075
Grants	£2,150
Charitable Activities	£1,333
Sponsorship	£233
Sale of Christmas Cards	£188
Amazon Smile	£186
Churches	£256
Give As you live	£95
Raffles	£60
Fayres & Events	£56
In Memory - Funeral donations	£50
Interest Received	£23
Sumup Card Payments	£18
PayPal Giving Fund	£16
Total for the year	£38,997

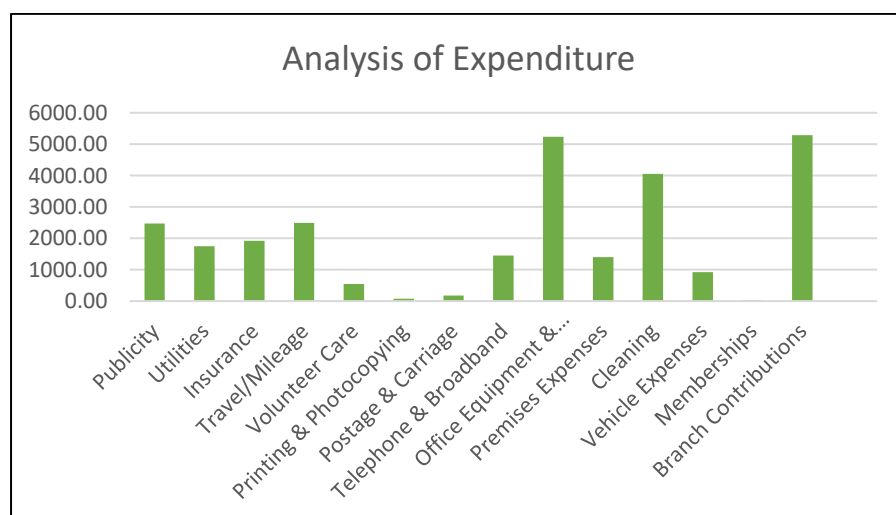
Our thanks this year are extended to all individuals and local organisations who have donated money to Bridgend Samaritans to help us continue to run the branch in these difficult times.

We especially extend our thanks to one of our support volunteers Jan Watson who, as usual, has done an exceptional job raising funds through the collection boxes placed in various shops through the Bridgend area. This work continued throughout 2021 despite the Covid pandemic. We are lucky to have Jan's continued persistence in collecting full boxes of change and there are over 100 boxes out in the communities of Bridgend.

The top ten collecting boxes are:

- | | |
|--------------------------------------|----------------------------------|
| 1. Spar Store, Brackla | 6. Boverton Post Office |
| 2. Llew's Take-away & Diner, Brackla | 7. Llanharan Service Station |
| 3. Craft Cwtch, Bridgend Market | 8. Costcutter, Pontycymer |
| 4. Verlands Stores, Pencoed | 9. Bryntirion Post Office |
| 5. Finnegan's, Broadlands | 10. Finnegan's Extra, Bryntirion |

Analysis of Expenditure



Financial Review

This year is the fifth year of reporting for Bridgend Samaritans CIO (Charitable Incorporated Organisation), and as such the figures shown above relate only to the new charity.

The unincorporated Bridgend Samaritans charity account retains a £100 as agreed.

It was decided at the committee meeting on 14th February 2019 that we would retain £5,000 in the designated fund to cover any unexpected building maintenance.

The trustees have agreed to keep the amount at £5,000 for this year.

This year we have made a surplus of £10,772 which will ensure the charity can continue for the next few years. This is partly down to having received another grant from Samaritans Central Charity to help support the running costs, but mainly due to the generous donation received from Coychurch Crematorium. We also received a donation from GWR at the end of the year which has been restricted to costs within Outreach for the coming year. Without this much needed funding income would have been down significantly and we would have had to dip into our reserves to keep running.

High reserves have also meant that we have had to pay an amount in Branch Contribution which enables Samaritans as a whole to offer the best services to our callers. The balance sheet remains strong and the cash balances will continue to be monitored during the coming year to ensure that all returns are being maximised.

Using funds received from Samaritans Central Charity we have invested heavily in new equipment within our branch to help keep everyone safe and well, this equipment is easier to clean which again we have spent a significant amount on this year.

We would like to thank all our donors who have continued to support us as much as they are able to, so that we can continue the support that is needed even more so than ever.

This is my third and final year as Treasurer as we have a change of trustees again this year. I hope Samaritans Bridgend Branch continues to thrive and help as many people as possible in the years to come.



Caroline Wellings, Treasurer

Independent Examiners Report

Independent examiner's report to the trustees of Bridgend Samaritans CIO (Charity no. 1170848)

I report to the trustees on my examination of the accounts of the Charity for the year ended 31 March 2022.

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 all 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 giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the Trust as required by section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair view which is not a matter considered as part of an independent examination.

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


Peter Whiting – Chartered Accountant.

Thaw Cottage, City, Cowbridge

4/6/2022

The Role of the Volunteer

The role of the general volunteer is as a Listening Volunteer who talks to anyone that calls, emails or visits our Samaritans branch and via our Outreach programme within the local community.

On 31st March 2022 our branch consisted of 107 volunteers, of whom 73 were listeners, 7 new volunteers in training, 15 support volunteers and we had 12 volunteers off rota. All our Samaritan roles are carried out using volunteers, we have no paid staff.

Most listening volunteers agree to do a minimum of 2.75 hours per week including one weekend and one overnight duty each month. Our duty shifts are either 3 or 4 hours long.

SAMARITANS

Bridgend

Branch news

Thank you for being here!

Throughout the pandemic, Samaritans stayed open, 24/7. Thanks to you, we have continued to be here for the people who need us most.

Over the last two years, we have

- Answered over 32,000 phone calls
- Sent over 2,500 emails
- Made over 100 outbound phone calls
- All done by the 114 Listening Volunteers that have given their time to Samaritans.

(Sorry we couldn't fit everyone in to the photo collage)

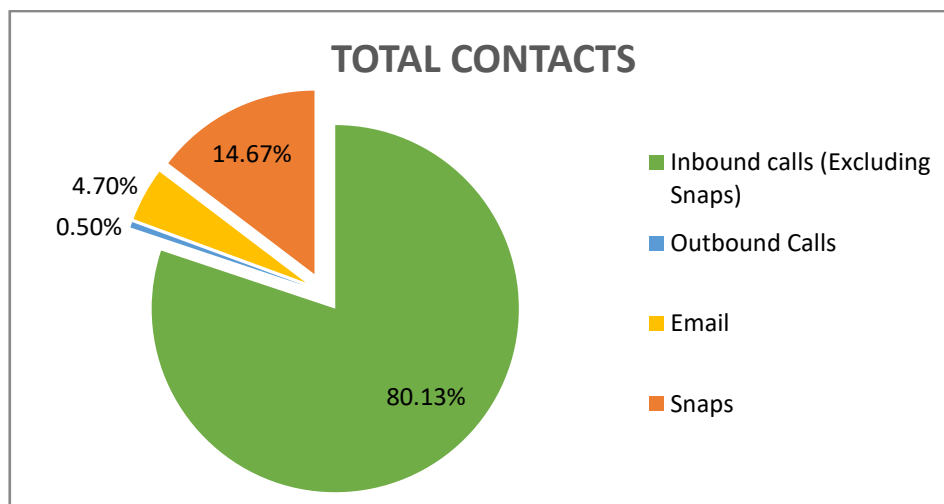
We couldn't do what we do with out the support of each and every one of you. Thank you !

Bridgend Samaritans is a registered charity.

Statistics

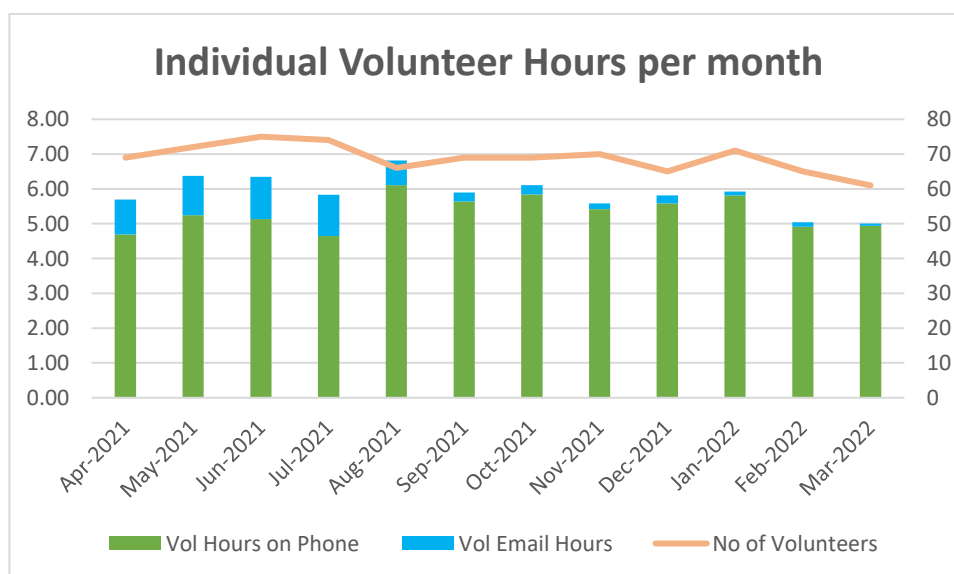
The statistics in this report cover the 12 month period from 1st April 2021 to 31st March 2022 and are collected from the official Samaritans reporting systems, supplemented by additional information contained in the eLog.

During the period the branch received 19,515 contacts from callers. This includes 18,500 inbound phone calls, 97 follow up calls and 918 emails. As part of our Outreach programme, we supported 40 callers and talked to 246 people during awareness raising events. Throughout the year our average of 69 listening volunteers spent 4,401 hours on the phone.



The majority of the callers were offered emotional support, but 2,863 callers made ‘snap’ calls, where the contact was less than 10 seconds. Where the gender of contacts could be determined 44.2% percent identified as male, 52.2% percent identified as female and 0.3% identified as transgender or some other preferred term. The gender of a caller was unable to be determined in 3.3% of callers.

The breakdown of hours spent on each service is shown below.



Wendy, Branch Statistician

Caller Support

Caller support is a process that ensures our volunteers are able to extend the support we offer to callers who are in need of more than just an ad hoc phone call. The team have worked throughout the year to ensure safeguarding and support have been paramount for our callers.

Changes to the UK charity saw a Caller Support and Safeguarding Hub emerge and although this meant individual branches no longer needed a dedicated team of volunteers, the team continued to support the transition to the now fully implemented process.

The Caller Support and Safeguarding Hub is a volunteer led service which supports callers where we are worried about their safety, or that they are being hurt either by their own actions or by someone else and we want to help them to find the best way to keep themselves safe. We'll do this by listening and by talking to a caller about what they want to do. Most of the time whatever a caller tells us will stay between the caller and Samaritans. However, if we feel that a caller is unable to make decisions for themselves, sometimes we might need to tell someone else what we've been told to be able to help that caller.

A big THANK YOU to Helen and her team for doing such a sterling job in Bridgend Branch for almost 3 years!



*Wendy & Vicky working at Bridgend College
Wellbeing Festival – May 2022*

Leaders

This past year for the Bridgend Leaders has been another challenging one with the continuation of the Covid-19 pandemic amongst other challenges. Yet, once again, they have stood up to those challenges and have continued to keep our shifts open and our branch an amazing place to be.

The role of the Branch Leader is an extremely important one within the Samaritan organisation. The Leader is responsible for every shift whether it's a traditional telephone shift in our branch or one of the many outreach shifts that Bridgend branch does. One of the most difficult things about being a Leader can be keeping on top of the changes within the charity and within the branch and also keeping on top of our caller support information and our Leaders in Bridgend do an amazing job of all of this.

We currently have 22 brilliant Leaders covering 30 weekly shifts in the branch, both day and night, as well as the many outreach activities that are starting to return following the Covid-19 pandemic.

Our Leaders responsibilities include:

- ensuring that every shift has a Leader in charge of the shift including throughout the night;
- reaching out to volunteers to ensure that all our shifts are filled (or the branch has to close);
- keeping themselves up to date with everything that's happening in the branch and in the wider Samaritan community;
- ensuring that help, support and information is provided to our listening volunteers from the start to the end of each shift and that they are at the end of the telephone to immediately respond to anything that the volunteer may need;
- taking a debrief from volunteers at the end of the shift so that they can go home without any worrying thoughts;
- being available between shifts to respond to any queries from volunteers or to listen to anything that may be worrying them from previous shifts;
- ensuring that they stay on top of caller support information;
- attending leader team meetings to share information and continue with ongoing training.

These past two years have been a very challenging time for our Leaders who have had to provide additional help and support to ensure that our shifts stay open and that the environment is safe at all times for our volunteers, during such a difficult and worrying time for all.

I would therefore like to say an extra special thank you to the Bridgend Branch Leader Team for the past three years, during my role as Deputy Director for Leaders. They have been hard working, dedicated, helpful and supportive and always – without exception – gone the extra

mile for our charity, our branch, our volunteers and for our callers. My job would have been so much harder if they weren't so amazing!

Thanks to all – we wouldn't have a branch without you!

Gemma, Deputy Director for Leaders



A visit in May 2022 from Julie Bentley, CEO of Samaritans.



On Saturday 30 October, Listening Walk's David Matthews completed his incredible and epic journey, walking 6,100 miles to every Samaritans branch in the UK and Ireland to raise awareness of our services. On 18th May 2021, volunteers Dave & Wendy joined him to walk the last 7 miles into Bridgend Branch.

Outreach

In response to the COVID-19 pandemic the Samaritans was forced into introducing restrictions to our face-to-face activities and this has obviously impacted on our outreach work once again this year. What we have managed to do is outlined below

In the past, Bridgend has undertaken a great variety of outreach work and we will resume once restrictions have been lifted. This outreach work enables us to provide emotional support and raise awareness of our services directly in our local community. This is often achieved by working in partnership with other organisations and we are grateful to all of them for their support and look forward to continuing our work with them

In a typical year, members of our outreach team spend around 1,000 hours making contact with individuals. These outreach activities are in addition to volunteers' listening shifts in branch and it can often involve long days and require much preparation beforehand. Paul, our schools' lead, and Vicky, our lead for feet on the street and the Princess of Wales, have been a great support during my three years as deputy director for outreach and I know they join me in saying that what we achieve would not be possible without our volunteers' ongoing support, commitment and enthusiasm for outreach work and that every one of them deserves our heart-felt thanks.

Work Undertaken This Year

Working with partners

- a) Contact made with organiser of food pantries in Bridgend and supplies of leaflets, pocket cards, etc, given for distribution.
- b) Libraries in Bridgend County Borough Council and the Vale of Glamorgan Council now kindly distribute our bookmarks when library users borrow books from their libraries.
- c) We have been asked to join the Western Vale Suicide Prevention Project which is being run by the Neighbourhood Policing Team in Llantwit Major. Through this we have been working closely with the local community police, the Vale of Glamorgan Council and Dunraven Estates to replace our signage along the Heritage Coast. We have also provided the Neighbourhood Police Team with pocket cards which they now carry with them and hand to members of the public when they feel appropriate.
- d) We are now in contact with a relatively new organisation founded in Barry called Metalidads, the plan being to support them with information about Samaritans and provide delivery of workshops. It is a community support group for dads, promoting positive mental health by using their love of alternative music as common ground and encouraging dads to talk.

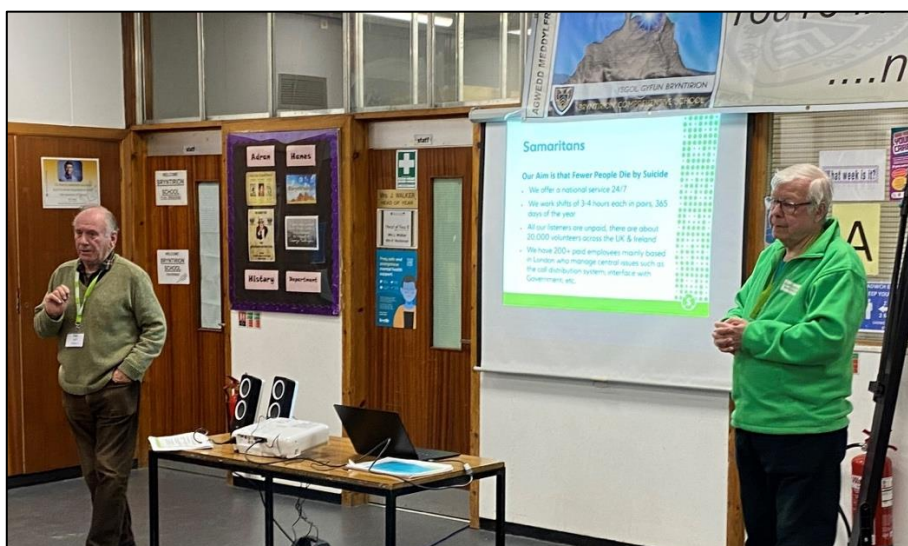


Members of the Western Vale Suicide Prevention Project following the first meeting.

- e) Through the Rector of St Illtud's Church, Llantwit Major, we have developed a partnership with the churches along the Heritage Coastal path. St Illtud's has one of our stands with literature permanently displayed in the church. As part of the church's events to mark World Mental Health Day, we spoke at their Open Mic night to raise awareness of Samaritans and took our van to Llantwit Major on the same night to deliver our feet on the street service to raise awareness of our services in the town.

Talks and Presentations

- a) Our Working with Compassion presentation was delivered to the National Training Federation for Wales (NTfW) via zoom and in person to 28 attendees at St Illtud's church, Llantwit Major.
- b) We delivered a presentation about the Samaritans to Mental Health First Aiders across Wales in the Department of Work and Pensions through the use of zoom.
- c) Provided a talk on Samaritans to 45 young people at Bryntirion Comprehensive School. They have chosen Samaritans as the charity they wish to research for their Welsh Baccalaureate qualification.



Bill and Paul at Bryntirion School.

Other Activities

- a) Support was provided at a community meeting in the Ogmore Valley following the unexplained death of a young man living there. Volunteers took the van, handed out information and provided emotional support for those in need.
- b) On World Suicide Prevention Day, we went on a 'pub crawl' along the heritage coast delivering drink mats, listening tips cards and posters to 7 public houses, the cafe at Nash Point and the visitor centre in Southerndown. Everyone was very welcoming and grateful that we had called.



Rose, designated driver on our 'pub crawl' on World Suicide Prevention Day



Delivering drink mats and literature to the Horseshoe Inn, Marcross

- c) Attendance at the Bridgend Mental Health Partnership Drop-in Event, which is a Sarah Murphy MS initiative providing a Bridgend Mental Health Pathway website.
- d) We regularly attend the Cwm Taf Morgannwg Suicide and Self Harm Prevention Third Sector Engagement Group meetings.

Outreach Future

We are committed to resuming our outreach work as soon as it is permissible and safe to do so. So, if you are interested in finding out more about our outreach work, please get in touch with the Deputy Director for Outreach to see what we can do.

Penny, Deputy Director for Outreach

Prison Listening

The mission for Samaritans is to reduce deaths by suicide. We do this by providing a confidential emotional support service every day and every night, every day of the year. We are there for people who are struggling to cope and for people who are stressed or worried and need to talk to someone. By making our service confidential it gives people the courage to open up about their deepest darkest feelings.

Supporting prisoners is important. People in prison are ten times more likely to commit suicide than people in the general population. The Samaritans provide emotional support to prisoners in two key ways:

- (i) Samaritans in branches talk to prisoners who phone us;
- (ii) by operating the Listener scheme inside prisons.

The Samaritans also provide confidential help and emotional support to prison staff and to prisoners' families. This support is free to access, confidential and available around the clock.

The Listeners is a special scheme run by the Samaritans inside prisons. The Listeners are prisoners who have been selected and trained by the Samaritans to enable them to act as "the Samaritans" inside the prison so that they can provide face-to-face confidential emotional support to their fellow prisoners.

At Bridgend Samaritans we have a small, dedicated Branch Prison Support Team that supports our local prison, HMP & YOI Parc. We also rely on the Selection Team and the Training Team in our Branch to help us recruit, select and train new Listeners. HMP Parc is a male prison for about 1700 inmates. It is a private prison run on behalf of the Prison Service by G4S. We generally have around 20 trained Listeners in Parc who provide emotional support to their fellow prisoners. Our Listener Scheme does save lives and the support our Branch gives to HMP Parc means we can continue to help prisoners who are desperate and despairing without judging them. Our Branch is grateful for the support we receive from the Management and Safer Custody staff at HMP & YOI Parc for our Listener Scheme.

In September 2021 the Samaritans celebrated THIRTY YEARS of the Listener Scheme. The first Listener Scheme in the UK was initiated by Samaritans' Swansea Branch at HMP Swansea in 1991, following the tragic death of a young man on remand at that prison. From these early beginnings the Listener Scheme spread and nowadays there are Listener Schemes operating in 142 UK & ROI prisons. Each one is supported by the local Samaritans Branch.

The Listener Scheme at HMP & YOI Parc began in November 1997 when the prison opened, and Bridgend Samaritans have provided continuous support for the Listener Scheme at Parc ever since. During the 30th Anniversary Celebrations, we held two weeks of events from 27th September until 10th October 2021 in Parc. There were posters, banners, leaflets and booklets for the prisoners and the Staff to raise awareness of the Listener Scheme and to recognise the hours of time given by our volunteers (Listeners & Samaritans) and by Prison Staff who together make the Listener Scheme work for everyone. Our Listeners received a special 30th Anniversary goodie bag to thank them for their dedicated service. At Bridgend Samaritans we were delighted that the HMP Parc Listeners organised two sponsored events

during the 30th Anniversary to raise funds for our Branch – a sponsored cycle ride (in the prison gym) and a sponsored walk around the prison residential blocks. An amazing £227 was raised from the prisoners and this was fund-matched by HMP Parc/G4S.

This year has marked our second year of coping with the impacts and restrictions associated with the Covid-19 pandemic. There have been weeks when prisoners have been confined in their cells for 23 hours per day; there have been times when prisoners have not been able to enjoy face-to-face visits with their family and friends and their work and education opportunities inside prison have been stopped or restricted and there have been periods when our weekly support meetings for the Listeners inside Parc have had to be suspended. The better news is that the Covid restrictions are slowly being lifted and as we look forward to 2022/23 life inside HMP & YOI Parc is slowly returning to “normal”.

A heartfelt “Thank you” goes to all the Branch Prison Team and to all the other Samaritans in our Branch who have been there to support prisons this year.

Grace, Branch Prison Support Co-ordinator



Dave returning to Parc Prison after a gap due to lockdown

Recruitment and Selection

During this year three cohorts of recruitment and selection interviews were held for prospective volunteers. We received a total of 72 incoming enquiries, which is significantly less than the 116 we received last year.

Selected and moved on to Core training	22
Withdrawals for a variety of reasons	10
Did not respond to emails & texts	22
Referred to other branches in Wales	2
Potential volunteers on waiting list	16

The recruitment challenge is one which the Samaritans organisation as a whole has been working hard to address as the statistics have shown a slowing down in enquiries. Our main source of enquiries is generated through the Samaritans Website and comes through the Branch Management Tool, the new Samaritans automated system, with just a handful from direct emails and Samaritans Cymru Central Office.

We have been using the Branch Management Tool for recruitment and training courses since the end of April 2021. The system handles a large percentage of the administration usually carried out by a couple of individuals in the branch, which has helped with automated collection of references and emails to prospective volunteers but there have been teething problems with the system throughout the past year creating a lot of work in resolving issues. Samaritans Central Office are constantly working hard to fix all the bugs in the system as and when they appear.

I would like to thank all our Recruitment & Selection Team for supporting the branch and embracing the system of remotely interviewing and selecting potential volunteers and for being there right at the start of those potential volunteers' journey to become full listening volunteer members of Bridgend Samaritans.

Dave, Deputy Director for Recruitment & Selection and BSRA



Training

We pride ourselves in Bridgend in rising to any challenge and during lockdown and beyond we have continued, successfully, to train many potential volunteers to become listening volunteers

Core and embedding training

April 2021 up to and including April 2022 we trained 4 cohorts to take on their volunteer journey in Samaritans Core training and subsequently the embedding training. Initially all through Zoom and we have now moved to a combination of face-to-face sessions and Zoom.

Whilst we are all social butterflies and like to get together, there was a noticeable commitment from volunteers involved to attend consistently and Zoom actually supported the process even when some had illnesses or contracted Covid and would normally not been able to attend if face to face.

This year the branch's very small training team delivered:

- Over 100 hours of Core training to 4 Cohorts – 42, 43, 44, 45 (42 started the training)
- 60 hours of Embedding training, the second part of initial Core training.
- 30 new Samaritans completed the training and made it to the Operations Room in Bridgend.

The training team is a small team of very dedicated volunteers who give their time over and above their duties as listening volunteers. Bridgend is also lucky to have the support of trained Skills Practitioners and have been using remote skills sessions to help prepare our potential volunteers.

Volunteer Development

Again, we have seen interesting and successful online training modules in Safeguarding and various updates to our policies, with volunteers steadfast in completing to meet target deadlines set for the UK charity.

Now we have returned to being able to meet face-to-face we look forward to re-starting on-going Mentoring, which monitors quality of calls and also a mix of face-to-face and online volunteer continuous development throughout 2022-2023.

Mentoring

Whilst mentoring has been challenging when maintaining safe social distancing, Bridgend took on the challenge and managed to pair up all new starters to ensure they had the best possible experience from nurturing volunteers devoted to developing their new colleagues.

A big thank you to the Training team, skills practitioners and mentoring volunteers for helping us to grow our numbers to ensure we continue to support our callers when they need us.

Gabby, Deputy Director for Training

Volunteer Care and Support

Volunteer Support is an important role, supporting and maintaining good health, trust, and good relations within the working environment of Bridgend Branch.

There is a hardworking and dedicated team of ten volunteers. Each member of the team looks after an allocated number of volunteers to care for and support.

It their responsibility to regularly contact their group of volunteers to update and check all is well. If, however, there are any worries or concerns, then the member of the Support Team will ensure all the necessary support and back-up is available. This is undertaken when perhaps there is a personal crisis, but always in complete confidence. We care for our callers, so it is vital that we care and support our own at all times.

Our branch has been very fortunate to have celebrated many Long-Term Service Awards within this past year. These are as follows:

Adrian	-	5 years
Bill	-	10 years
Gabby	-	10 years
Gail	-	15 years
Gemma	-	15 years
Harriet	-	5 years
Pauline	-	5 years
Penny	-	5 years
Peter	-	5 years
Philip	-	45 years
Tom	-	5 years

Many thanks and well done to each and every one of you. It is much appreciated!

Harriet, Deputy Director for Volunteer Support



Rose & Rhiannon at Bridgend Wellbeing Festival in May 2022

Accounts



SAMARITANS

Bridgend

**Annual Report
and
Accounts
April 2020 - March 2021**

Contents

<i>Objectives</i>	4
<i>Report from the Branch Director</i>	6
<i>Structure, Governance and Management</i>	8
<i>Statement of Trustees Responsibilities</i>	9
<i>Income and Expenditure</i>	10
<i>Balance Sheet</i>	11
<i>Notes to the Accounts</i>	11
<i>Analysis of Fundraising</i>	13
<i>Financial Review</i>	14
<i>Independent Examiners Report</i>	15
<i>The Role of the Volunteer</i>	16
<i>Statistics</i>	17
<i>Caller Support</i>	18
<i>Equality Diversity & Inclusion</i>	19
<i>Leaders</i>	20
<i>Outreach</i>	21
<i>Prison Listening</i>	24
<i>Recruitment and Selection</i>	26
<i>Training</i>	27
<i>Volunteer Care and Support</i>	28

Bridgend Samaritans

Registered Charity Number:	1170848
Registered Address:	Bridgend Samaritans, 2 Green Street, Bridgend, CF31 1HF
Website:	www.samaritans.org/bridgend
The Trustees of Bridgend Samaritans as at 31st March 2021:	
Director & Chair of Trustees:	Ms. C. Pearcey
Secretary:	Mrs. M. Thalayasingam
Treasurer:	Miss C. Wellings
Trustees	Mrs. J.L. Griffiths
	Mr. A. Marshall
	Mrs. W. Xerri
Bankers:	Lloyds Bank plc, East Ham Branch
Independent Examiner:	Mr. P. Whiting
Solicitors:	David & Snape

Call us: 116 123
0808 164 0123 – Welsh language line

Write to us: Freepost RSRB-KKBY-CYJK,
Chris,
PO. Box 90 90,
Stirling,
FK8 2SA

Email us: jo@samaritans.org

Visit Bridgend Branch: 2 Green Street
Bridgend
CF31 1HF

Objectives

Samaritans provide completely confidential emotional support 24 hours a day every day by telephone, face to face, e-mail, letter and text and outside our branches at festivals, prisons, hospitals, schools, workplaces and with the homeless through a network of 201 branches in the UK and Republic of Ireland.

Our purpose is to:

enable persons who are experiencing feelings of distress or despair, including those who may be at risk of suicide, to receive confidential emotional support at any time of the day or night from appropriately trained Samaritans in order to improve their emotional health and to reduce the incidence of suicidal feelings; and

promote a better understanding in society of suicide, suicidal behaviour and the value of expressing feelings which may otherwise lead to suicide or impaired emotional health.

This is reflected in Samaritans Mission, Vision and Values statements.



Our vision



Every life lost to suicide is a tragedy, and our vision is that fewer people die by suicide.

Our mission



To be there for anyone who needs someone. To give people ways to cope and be there for others. And to campaign to make suicide prevention a priority.

Our values



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-judgmental

We want people to be able to talk to us without fear of prejudice or rejection.

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.

Report from the Branch Director

It is again with great pleasure that I write this, my second annual report. What can I say about 2020 that hasn't already been said by many? What a year!

We held our AGM in 2020 remotely, and although this is not normally our first choice, it did allow many people some extra flexibility to attend, where they may normally have missed through various other commitments. Plus, we were able to record and share it on our website so that many, many others could view at their leisure. So, here we are again!

At Bridgend we have made many adjustments to ensure the safety and well-being of our volunteers and although a third of our listeners were shielding, we still managed to maintain a consistent circa 80% of our agreed shifts.

It has been a very challenging time for our fundraising team. However, we are very lucky indeed to have received, and continue to receive, very generous donations from existing and new donors. We were also fortunate enough to receive a BAVO grant which helped us ensure each of our volunteers received a personal use headset and to increase cleaning by an extra two cleans per week, to ensure the branch was kept fully clean and hygienic. We were able to apply for a Supporting Samaritans Covid-19 grant from Samaritans Central Charity and we were successful in obtaining funds to help us set up our training room as an extra listening room, with two additional listening stations. It has also allowed us to provide some relaxation features for volunteers including a new fold-up bed and an extra coffee room, within Abbie's room (lovingly named after a previous volunteer who sadly passed away a few years ago).

All through the challenges that the pandemic threw at us, we saw the number of potential volunteer applications soar across the UK and we were lucky enough to see a marked increase in Bridgend too. The new recruitment journey had already been earmarked for implementation mid-2020, so we were able to trigger this off early enough to affect our numbers positively and you will see the numbers in the Recruitment update section of this report.

We have grown and maintained the number of our listening volunteers to well over 100. Recognition and thanks needs to be handed to the Selection, Training, and Mentoring teams for helping us achieve this. The current level of active listeners has made it simpler both for the Rota Secretary and the Leadership team to ensure we fulfil our shift requirements. Retention of membership, however, whilst a significant improvement has been made, still remains a focus for my directorship.

Bridgend has always been a flagship for Samaritans with our outreach work, offering a strong presence both locally and in support of national events across Wales. Unfortunately, this halted for the duration of the pandemic. We are now pleased to see signs that we will be restarting activities as soon as 'freedom day' allows.

The Welsh Language Line has been running smoothly with regular evening shifts across Wales, of which Bridgend is proud to be a part of. I thank the Welsh speakers for their efforts and for keeping the Welsh Language Line shifts open at Bridgend.

I am proud to be a member of this branch. Volunteers' whose dedication and generous donation of time has enabled us to grow the amount of support we are able to offer our callers and we now look forward to the ever-evolving services we provide to our callers with Bridgend about to play our part in the online chat service to ensure callers have many channels in which they can speak to a Samaritan.

My final thanks are to our donors, supporters and of course each and every volunteer for all that they do and to my team of deputy directors whose support has meant that I can continue to work full-time, keep my family happy, and has helped to ensure the continuing success of the branch. Without their support I would have been unable to undertake my role. It's surprising to think that my directorship now only has one more year before I hand to the next team!



Structure, Governance and Management

Samaritans is a charitable company limited by guarantee. It was incorporated as a company on 11th April 1963, having been founded by Prebendary Dr. Chad Varah on 2nd November 1953.

In addition to the charitable company, the organisation as a whole includes 201 Samaritan branches, including Bridgend, operating in the United Kingdom, the Republic of Ireland, the Channel Islands and the Isle of Man. The branches are either incorporated charities affiliated to Samaritans, each of which is a separate charitable organisation, or are part of Samaritans Central Charity.

Samaritans is governed by a **Board of Trustees** of between 10 and 15 members, a majority of whom must be volunteers in Samaritans branches. The Board is supported by both staff and volunteers serving as Regional Directors, Regional Officers and Functional Leads.

The Trustees are also directors of the company and are appointed by the Nominations Committee - apart from the Chair, who is appointed by the Board of Trustees, following an appointment process overseen by the Nominations Committee.

Trustees can serve a maximum of six years, or up to eight years in the case of a Chair who has already served as a Trustee. The Board meets at least four times a year.

Regional Councils, comprising of the Branch Director and Regional Director from each region, advise and guide the board.

Although the Trustees are responsible for directing the affairs of the charity, much of the day-to-day operational activity is delegated to staff at Samaritans Central Charity (SCC), led by our **Executive Leadership Team**.



Statement of Trustees Responsibilities

Bridgend Samaritans Branch Trustees are required to prepare financial statements for each financial year which give a true and fair view of the state of the charity and of the surplus or deficit of the charity for that period.

In preparing those accounts, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statement on the going concern basis unless it is inappropriate to presume that the charity will continue in existence.

The Trustees are responsible for keeping proper accounting records, which disclose with reasonable accuracy at any time the financial position of the charity. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention of fraud and other irregularities.

Approved by the Trustees on 21st June 2021

C. Wellings Treasurer

C. Pearcey Director

Bridgend Samaritans

2 Green Street

Bridgend

CF31 1HF

Income and Expenditure

	2020/21			2019/20	
<u>Income</u>	<u>Unrestricted</u>	<u>Designated</u>	<u>Restricted</u>	<u>Total</u>	<u>Total</u>
Fundraising	28,800	-	1,000	29,808	23,287
Bank interest	62	-	-	62	301
	28,870	-	-	29,870	23,588
<u>Cost of Generating Funds.</u>					
Fund Raising Cost	548	-	-	548	929
Net Income Resources	28,322	-	1,000	29,322	22,659
<u>Expenditure</u>					
Advertising	-			-	62
Publicity	698			698	1,123
Utilities	2,032			2,032	1,962
Insurance	1,978			1,978	1,992
Travel/Mileage	1,861			1,861	3,661
Subsistence	-			-	381
Volunteer Care	234			234	1,171
Training	-			-	280
Printing & Photocopying	280			280	554
Postage & Carriage	170			170	129
Office Stationery	-			-	415
Telephone & Broadband	1,639			1,639	1,716
Office Equipment & Supplies	2,753		1,000	3,753	4,643
Restricted funds Expended	-			-	-
Premises Expenses	1,300			1,300	1,249
Cleaning	3,198			3,198	1,526
Vehicle Expenses	644			644	391
Refurbishment	-			-	-
Memberships	35			35	70
Branch Contributions	8,394			8,394	3,786
Depreciation	-			-	246
	25,216		1,000	26,216	25,357
Surplus/Deficit for year	3,106		-	3,106	-2,698

Balance Sheet as at 31st March 2021

<u>Fixed Assets</u>	<u>2021</u>	<u>2020</u>
Property	38,094	38,094
Van	24,823	24,823
Stairlift	1,225	1,225
Less depreciation	<u>-26,048</u>	<u>-26,048</u>
	38,094	38,094
<u>Current Assets</u>		
CCLA Investment Account	47,253	47,197
Deposit Account	32,468	25,018
Current Account	1,748	1,455
Sundry Debtors	-	-
Prepayments	<u>978</u>	<u>1,099</u>
Sub Total	82,447	74,769
<u>Less Current Liability</u>		
Sundry Creditors	2,318	2,217
Accruals	<u>8,911</u>	<u>4,440</u>
	11,229	6,657
<u>Net Assets</u>	<u>109,312</u>	<u>106,206</u>
<u>Unrestricted Funds</u>		
Open Balance	101,206	103,904
Less Funds to Designated	-	-
Add Funds from Designated	-	-
Add Funds from Restricted	-	-
Year's Result	<u>3,106</u>	<u>-2,698</u>
Closing Balance	104,312	101,206
<u>Designated Funds</u>		
Opening Balance	5,000	5,000
Funds from Unrestricted	-	-
Less Funds Expended	-	-
Closing Balance	5,000	5,000
<u>Restricted Funds</u>		
Opening Balance	-	-
Receipts	1,000	-
Funds Released to Unrestricted	-	-
Less funds Expended	<u>-1,000</u>	<u>-</u>
Closing Balance	<u>-</u>	<u>-</u>
	<u>109,312</u>	<u>106,206</u>

These Financial Statements were approved and signed by the members of the committee on 21st June 2021.

C Pearcey (Director)

C Wellings (Treasurer)

Notes to the Accounts

1. Accounting Policies

Basis of Preparation

The accounts have been prepared under the historical cost convention. The financial statement followed the guidelines of the revised Statement of Recommended Practice for Accounting Charities, effective from 1st January 2015 (the Charities SORP FRSSE version) and uses applicable Accounting Standards.

Fund Accounting

General Funds are unrestricted funds that are available for use, at the discretion of the Trustees, in furtherance of the objectives of the charity and have not been designated for other purposes. Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. Restricted funds are funds that are to be used in accordance with specific restrictions imposed by the donor.

Incoming Resources

All incoming resources are included only when deposited in the charity's bank accounts.

Resources Expended

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to that category. Fundraising costs are those costs incurred in seeking voluntary contributions.

Depreciation

Assets costing under £1,000 have been expensed in the year of purchase as they have been deemed minor in nature. All assets, other than property, being depreciated on a straight line basis at 20% per year.

Taxation

The Bridgend Samaritans is a registered charity and is therefore potentially exempt from taxation of its income and gains to the extent that they fall within section 505 of the Income & Corporation Taxes Act 1998 and section 256 of the Taxation of Chargeable Gains Act 1992. No tax charge has arisen this year.

2. Description of Reserves

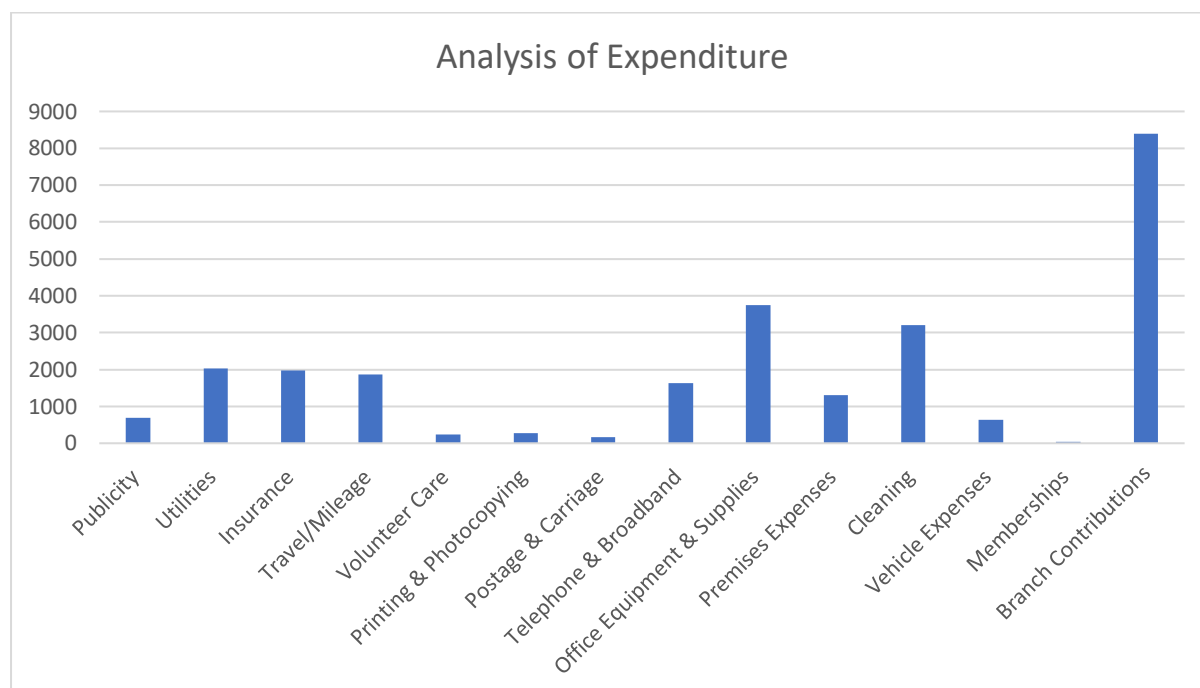
General Funds:	Fund held available for ordinary purposes of the charity. Included in the General Fund is £38,094 which is invested in the charity's fixed assets and, therefore, not available for other purposes.
Designated Fund:	This comprises the funds that have been set aside for the purpose of property maintenance costs of £5,000 which is held in the Investment Account.
Reserve Level:	The balance in the General Fund at 31st March 2021 that is available for use is £66,218 and it represents the equivalent of approximately 2½ years forecast expenditure.

Analysis of Fundraising

Donations Received	10704
Grant - Samaritans	7496
Statutory Bodies	4525
Collection Boxes	2829
Philanthropic Organisations	2000
Grants	1000
Sponsorship	394
Sale of Christmas Cards	289
Amazon Smile	166
Churches	160
Talks & Awareness	87
Paypal Giving Fund	80
In Memory - Funeral donations	50
Fayres & Events	18
Give As you live	10
Total for the year	£29,808

Our thanks this year are extended to all individuals and local organisations who have donated money to Bridgend Samaritans to help us continue to run the branch in these difficult times.

We especially extend our thanks to Jan Watson who, as usual, has done an exceptional job raising funds through the collection boxes places in various shops through the Bridgend area. This work continued throughout 2020 despite the Covid pandemic.



Financial Review

This year is the fourth year of reporting for Bridgend Samaritans CIO (Charitable Incorporated Organisation), and as such the figures shown above relate only to the new charity.

The unincorporated Bridgend Samaritans charity account retains a £100 as agreed.

It was decided at the committee meeting on 14th February 2019 that we would retain £5,000 in the designated fund to cover any unexpected building maintenance.

The trustees have agreed to keep the amount at £5,000 for this year.

This year we have made a surplus of £3,106, this is partly due to receiving grants from BAVO and a Supporting Samaritans Covid-19 grant from Samaritans Central Charity to help support the running costs during an unusual and very difficult year. Without this much needed funding, income would have been down significantly, and we would have had to dip into our reserves to keep running.

High reserves have also meant that we have paid an higher amount in Branch Contribution, which enables Samaritans as a whole to offer the best services to our callers. The balance sheet remains strong, and the cash balances will continue to be monitored during the coming year to ensure that all returns are being maximised.

We have invested in headsets for all our listening volunteers with matched funding of £1,000 from BAVO and we also received a grant from Samaritans main branch of £7,496 so that we can continue to do what we do without jeopardising the future of Samaritans Bridgend.

Unfortunately Covid-19 and the subsequent lock downs of the whole country has meant even more need and demand for the Samaritans as we continue in these uncertain times.

We would like to thank all our donors who have continued to support us as much as they are able to, so that we can continue the support that is needed even more so than ever.

This is my second year as Treasurer and although it has been a strange and challenging one I look forward to more years ahead with Samaritans Bridgend Branch.

Caroline Wellings – Treasurer

Independent Examiners Report

Independent examiner's report to the trustees of Bridgend Samaritans CIO (Charity no. 1170848)

I report to the trustees on my examination of the accounts of the Charity for the year ended 31 March 2021.

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').

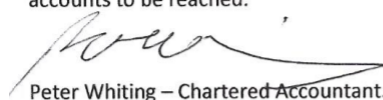
I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

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 giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the Trust as required by section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair view which is not a matter considered as part of an independent examination.

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

 20/6/21
Peter Whiting – Chartered Accountant.

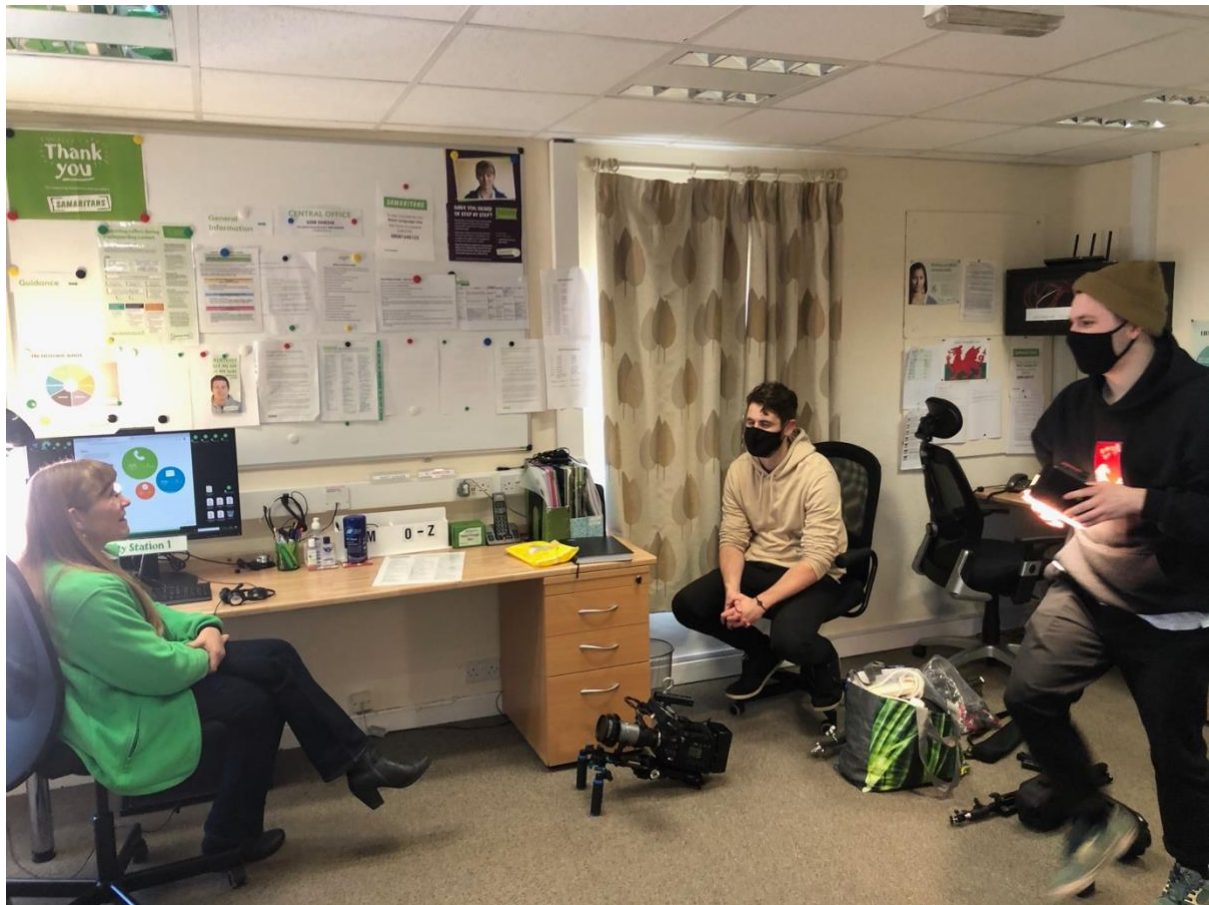
Thaw Cottage, City, Cowbridge

The Role of the Volunteer

The role of the general volunteer is as a Listening Volunteer who talks to anyone that calls, emails or visits our Samaritans branch and via our Outreach programme within the local community.

On 31st March 2021 our branch consisted of 116 volunteers, of whom 64 were listeners, 23 new volunteers in training, 13 support volunteers and we had 16 volunteers off rota, primarily due to the pandemic. All our Samaritan roles are carried out using volunteers, we have no paid staff.

Each listening volunteer agrees to do a minimum of 2.75 hours per week including one weekend and one overnight duty each month.

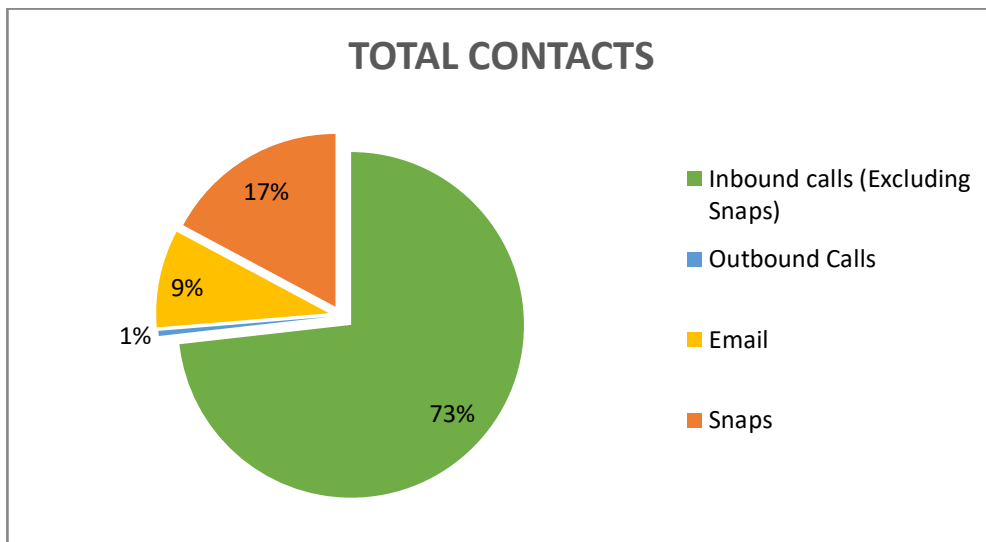


Filming the Welsh Language Samaritan S4C TV advert

Statistics

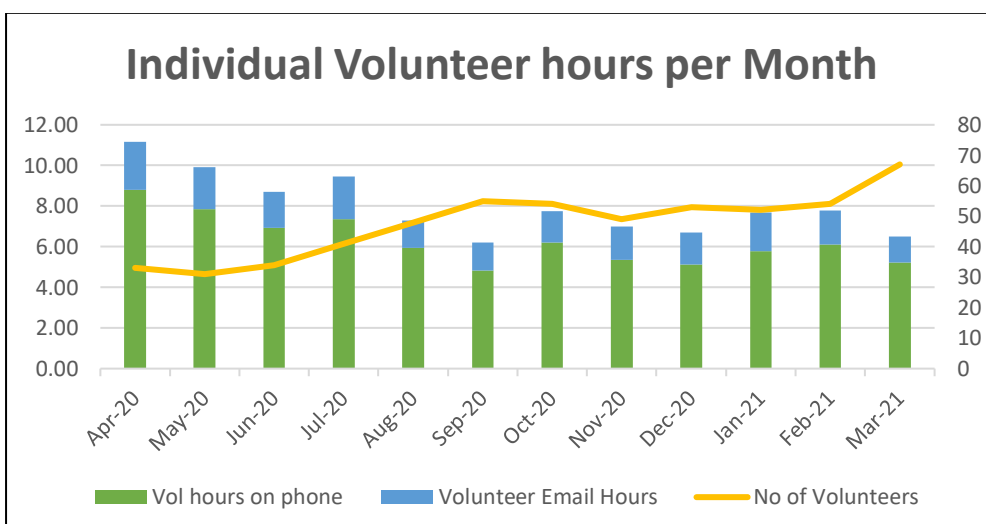
The statistics in this report cover the 12 month period from 1st April 2020 to 31st March 2021 and are collected from the official Samaritans reporting systems, supplemented by additional information contained in the eLog.

During the period the branch received 16,220 contacts from callers. This includes 14,789 phone calls and 1,431 emails. Due to Covid-19 all our face-to-face contacts were suspended. Throughout the year our average of 48 listening volunteers spent 3,469 hours on the phone.



The majority of the callers were offered emotional support, but 2,760 callers made ‘snap’ calls, where the contact was less than 10 seconds. Where the gender of contacts could be determined 42.9% percent identified as male, 52.8% percent identified as female and 0.6% identified as transgender. The gender of a caller was unable to be determined in 3.7% of callers.

The breakdown of hours spent on each service is shown below. In the early months of lockdown many volunteers were unavailable due to shielding, but the remaining volunteers increased their hours substantially to fill in the gaps in our rota. The reduction in March 2021 is due to a large recruitment of new volunteers in training, so not yet answering calls.



Caller Support

What do we mean by Caller Support? Caller Support is the “department” within every branch that makes sure, from the moment a caller first makes contact with Samaritans, the support we provide encompasses all aspects of our service.

The support we offer callers is in line with Samaritans’ Mission, Vision and Values, but also very much depends on that caller's individual needs. An example is a Samaritan Plan, this is a plan of support, agreed upon between our branch and the caller. The Plan is designed to give the best possible support to a caller who may need more consistent contact, often during a very distressing time. A Samaritan Plan is also a fantastic example of communication and cross working from the Caller Support Team to the wider branch. Obviously, the caller is at the heart of the Plan, but Leaders, Volunteers, Deputies, and the Regional Caller Support Officer all work together to make sure the caller's experience is maintained at a consistently high standard.

Other important Caller Support tasks are quality checking emails and on occasions limiting the service we offer a caller who is abusing the service. The latter is not taken lightly but keeping lines available for callers in need is vitally important.

I joined the Caller Support team as Deputy Director in July 2019. The Caller Support team remains a team of four, but other important contributors to caller support are Leaders, other Deputies, the branch statistician, and the Branch Prison Support Officer. All the members of the team have continued to work to ensure that our callers receive the best service on the telephone and via emails and I would like to take this opportunity to thank them for all their support and the hard work during this year.

Each member of the dedicated Caller Support team has access to Caller Support on the E-log, and The Forum via Samaritans Net. The latter enables us to share confidential caller information with other Branches across the UK. As a team, we share the Caller Support tasks, and offer support to each other regarding the management of callers.

During 2019 to 2020 I have attended all but one Leaders’ meetings. I am always happy to offer updates and support to the Branch regarding callers of concern, and adjustments to Caller Support regulations. Similarly, if training needs arise, the Team can suggest ideas to the Ongoing Training team. For example, our next training may be email skills, with the objective of keeping the quality of our written word service to a consistently high standard.

These educational sessions promoting best practice and keeps our service current for all active listeners within the branch

Due to the Covid lockdown, there have been two remote Caller Support Regional Meetings, which I did attend.

Helen, Deputy Director for Caller Support

Equality, Diversity & Inclusion

At the start of 2020 an introduction to the EDI agenda had been delivered to the branch during which people were introduced to the reasons we have the agenda using the example of unconscious bias as a practical example of what people could do as individuals to start thinking about this issue.

The point was made that this subject would become part of the on-going branch management agenda and these briefings were the start of the process.

Then Covid arrived and everybody's time and effort had to be diverted into keeping the service operating safely.

Whilst this was happening an EDI action plan for next year has been produced that includes monitoring the workforce, creating a working group and inviting volunteers to complete the EDI module in the Learning Centre. In the next year we hope to start working through this plan and ensuring that Bridgend branch fulfils its part in the delivery of this.

Our Diversity and Equality Policy is to:

- ensure that we recruit and retain the very best volunteers and staff from a wide variety of sources.
- value our volunteers and staff and the differences between them
- harness those differences to improve our service to callers
- promote diversity and equality in a proactive way to underpin our service to the callers
- ensure that all our Policies, Procedures and working practices are free from any form of unlawful or unfair discrimination

In carrying this out we will:

- eliminate any harassment or unjustifiable discrimination against anyone for any reason, including their race, colour, nationality, ethnic or national origin, religion, sex or sexual orientation, working pattern, marital status, gender reassignment, disability, age, political opinion or family status
- ensure the effectiveness of the policy by making it encompass all areas of our work
- ensure that we make every effort to achieve equality of access to all sites used by Samaritans
- ask branches to regularly review their activities in the light of the need to achieve the Diversity and Equality Policy
- display the Policy on all premises and sites used by Samaritans

Michael, Equality, Diversity & Inclusion Officer

Leaders

The hard work, commitment and dedication from our amazing team of Leaders at Bridgend Branch has, once again, been both amazing and invaluable during the past year.

Our Branch Leaders are responsible for every shift that takes place both inside our brick branch in the town and every outreach session that takes place outside of our branch and we could not be there for our callers or run our branch without them.

We currently have 22 amazing Leaders covering 31 weekly shifts. The amount of shifts taking place in the branch has grown recently so there are continuously more and more shifts to lead. Our Leaders work tirelessly to:

- make sure that every shift has a Leader in charge of the shift including in the middle of the night
- reach out to volunteers to ensure that all our shifts are filled (or the branch has to close)
- keep themselves up to date with everything that's happening in the branch and in the wider Samaritan community
- ensure that help, support and information is provided to our listening volunteers from the start to the end of each shift and that they are at the end of the telephone to immediately respond to anything that the volunteer may need
- take a debrief from volunteers at the end of the shift, helping them to leave the branch with a clear mind, or at least as clear as possible.

The Leaders team continue to have a close partnership with our Caller Support Team in the branch. They attend all of the Leaders meetings to support Leaders with the latest knowledge of our callers and the partnership has worked extremely well.

This past year has been a very challenging year for our Leaders who have had to provide additional help and support to ensure that our shifts stay open and that the environment is safe at all times for our volunteers, during such a difficult and worrying time for all.

I would therefore like to say an extra special thank you to the Bridgend Branch Leader Team who are enthusiastic, helpful and supportive and always – without exception – go the extra mile for our charity, our branch, our volunteers and for our callers. They make my job as Deputy Director a piece of cake! Thanks to all – we wouldn't have a branch without you!

Gemma, Deputy Director for Leaders

Outreach

In response to the COVID-19 pandemic, Samaritans were forced into introducing restrictions to our face-to-face activities and this has obviously impacted on our outreach work during the year. What little we have managed to do is outlined in below.

In the past, Bridgend has undertaken a great variety of outreach work and we will resume once restrictions have been lifted. This outreach work enables us to provide emotional support and raise awareness of our services directly in our local community. This is often achieved by working in partnership with other organisations and we are grateful to all of them for their continued support and look forward to working with them again soon.

To give an idea of the extent of the usual work we do, last year we delivered just over a 1,000 volunteer-hours and made contact with over 9,000 individuals. Outreach activities are usually in addition to volunteers' listening shifts in branch and it can often involve long days and much preparation beforehand. What we achieve would not be possible without our volunteers ongoing support, commitment and enthusiasm for outreach work.

The outreach activities and events usually supported by the Bridgend team are outlined below. This will hopefully give a view of the range of work usually included.

Outreach Activities

Our usual outreach activities are listed below.

I. Princess of Wales Hospital

We have a partnership agreement with the Princess of Wales hospital. Outreach volunteers go to the hospital on alternate Wednesday mornings. Our volunteers are there to provide emotional support and raise awareness about Samaritans to patients, visitors, carers and hospital staff.

Vicky co-ordinates our work with the Princess of Wales hospital.

II. Feet on the Street

There is a regular presence every other Saturday in Bridgend town centre between 21:00hrs and midnight. Our volunteers raise awareness and engage with people who frequent the local public houses and nightclubs.

Vicky co-ordinates our Feet on the Street activity.

III. Police Custody Suite South Wales Police

The Bridgend branch has a formal arrangement with South Wales Police and has a small, dedicated team of volunteers who provide support for detainees and staff in the Custody Suite in Bridgend.

We work on a Sunday evening every three weeks and are welcomed and well supported by the custody staff on duty.

IV. Network Rail Partnership

We support the partnership between Samaritans and Network Rail by providing support when needed following an incident and undertake awareness raising activities at local stations.

V. Crucial Crew

Crucial Crew is an educational scheme aimed at year 7 pupils. It is a multi-agency approach that aims to teach the pupils how to stay safe and the Samaritans is one of the agencies involved. Our team of volunteers who work in schools, led by Paul, undertake this work across a number of local authority areas.

VI. Schools and Colleges

We attend Freshers' Fairs and deliver emotional support presentations to students in schools and colleges.

VII. Other Organisations

We work with a range of organisations supporting events, delivering talks about Samaritans and delivering Compassion in the Workplace presentations.

VIII. Agricultural Shows

We have a presence at local agricultural shows.

Work Undertaken This Year

I. Branch Van

The busiest 'member' of the outreach team this year was the branch van! It popped up at a number of venues in the area during the year to help us raise awareness.



The branch van parked at Nathaniel Cars on Bridgend Industrial Estate to help promote our service during the Covid-19 pandemic

We were very fortunate in September to be given the opportunity by Mr Wayne Griffiths, of Nathaniel Car Sales, to park the van in their prime forecourt spot for a week. This helped us mark World Suicide Prevention Day and raise awareness.

II. Bridgend College

This year Bridgend College had a digi Freshers' Fair and we supplied them digital information for their website; a box of posters, pens and literature to distribute to their students; and resources for their lecturers.

III. Talks and Presentations

Through the use of Zoom we delivered a talk about the Samaritans to a local Women's Institute and a Wellbeing presentation for the Friday Night Lecture team in Atlantic College.

Outreach Future

We are committed to resuming our outreach work as soon as it is permissible and safe to do so. So, if you are interested in finding out more about our outreach work, please get in touch with the Deputy Director for Outreach to see what we can do.

Penny, Deputy Director for Outreach



SAMARITANS
Bridgend

We need volunteers to help light up the night

People often need us in the middle of the night when they have nowhere to else to turn.

Volunteer for us 
To find out more and apply, visit
samaritans.org/bridgend


Samaritans branches

Bridgend Samaritans is a registered charity.

Prison Listening

The Samaritans provide emotional support to prisoners in two key ways:

- (i) Samaritans in branches talk to prisoners who phone us;
- (ii) by operating the Listener scheme inside prisons.

The Samaritans also provide confidential help and emotional support to prison staff and to prisoners' families. This support is free to access and is available every day and every night, every day of the year.

As part of the Samaritans' activities to support to prisoners, we have a special scheme called Listeners. The Listeners are prisoners who have been selected and trained by the Samaritans to enable them to act as "the Samaritans" inside the prison to provide confidential emotional support to their fellow prisoners.

Supporting prisoners is important. People in prison are ten times more likely to commit suicide than people in the general population.

At Bridgend Samaritans we have a small, dedicated Branch Prison Support Team that supports our local prison, HMP Parc. HMP Parc is a male prison for about 1700 inmates. It is a private prison run on behalf of the Prison Service by G4S. We generally have around 20 trained Listeners in Parc who provide face-to-face confidential emotional support to their fellow prisoners around the clock. Our Listener Scheme does save lives and the support our Branch gives to HMP Parc means we can continue to help prisoners who are desperate and despairing without judging them. Our Branch is very grateful for the support we receive from the Management and Safer Custody staff at HMP Parc for our Listener Scheme.

Throughout the past year we have all been affected by the covid-19 pandemic and the various lockdown restrictions that have made our lives difficult. It has been particularly tough inside our prisons. Prisoners have spent months being kept confined in their cells for 23 hours per day. Prisoners have not been able to enjoy face-to-face visits with their family and friends and their work and education opportunities inside prison have been stopped or restricted.

Covid-19 restrictions meant that our Branch Prison Team had to suspend our regular weekly support meetings inside HMP Parc in March 2020 and these weekly meetings are still suspended. Lockdown conditions inside the prison over the year 2020/2021 have meant that Listeners could not always move around the prison to provide face-to-face emotional support. Lockdowns also meant we had to curtail our Listener training sessions in 2020. We had to find other ways to provide support – for Listeners, for prisoners, for prison staff and for prisoners' families.

For HMP Parc, we achieved this extra support through a weekly newsletter to our Listeners and a twice-weekly dedicated Listener Support Phonenumber. We worked closely with prison staff to ensure that all prisoners were regularly reminded about the free confidential phone service to the Samaritans from their in-cell phones. Samaritans Branches across the UK & ROI reported significant increases in the number of phone-calls received from prisoners as they struggled to cope with the isolation and tough prison regimes caused by covid-19.

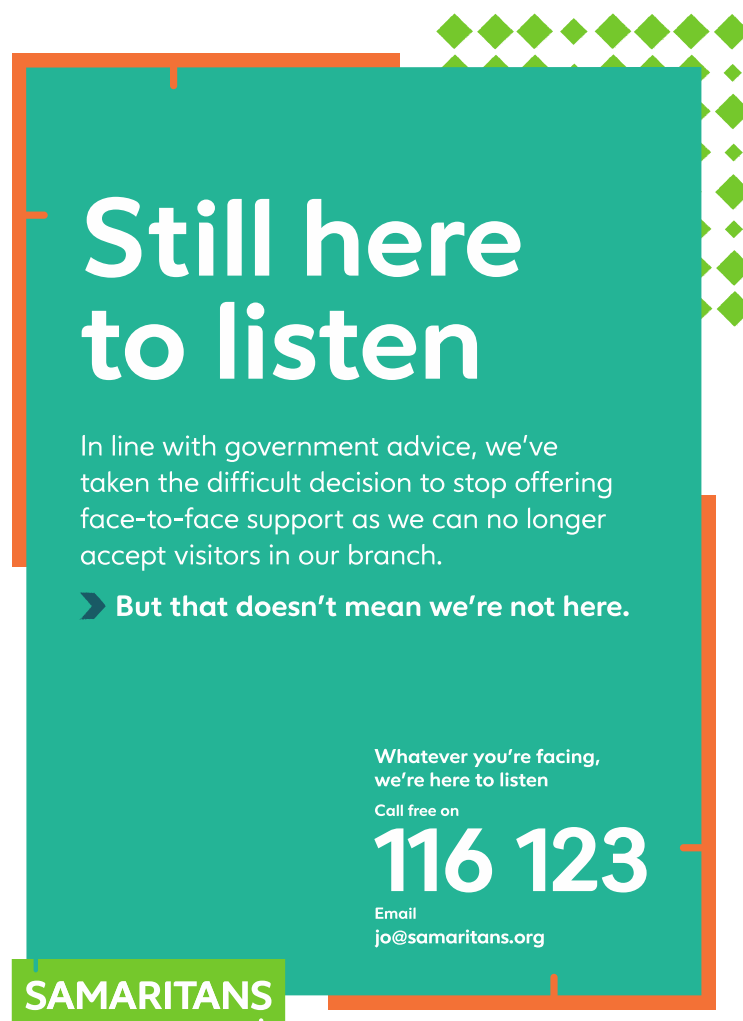
As an example of how much the phones calls from prisons to the Samaritans has increased during the pandemic, in December 2020 the Samaritans took over 35,000 calls from prisoners. This level of calls is nearly 15% of the total answered calls the Samaritans answered that month.

We regularly provided leaflets and pocket cards about the Samaritans and details of how to access our services for prison staff and we provided this information for prisoners' families through the Parc Supporting Families Unit.

This has been an unprecedented year for everyone. A huge "Thank you" goes out to everyone in our Branch Prison Team and to all the other Samaritan volunteers in Bridgend Branch who have been there to support prisoners, prison staff and prisoners' families throughout this tough and difficult year.

As an organisation, the Samaritans have been providing emotional support to prisoners since 1991. This means that in 2021 we will be marking 30 years of this service. Looking forwards, let us hope that during 2021 we can put the covid-19 pandemic behind us and celebrate this significant anniversary in style.

Grace, Branch Prison Support Co-ordinator



**Still here
to listen**

In line with government advice, we've taken the difficult decision to stop offering face-to-face support as we can no longer accept visitors in our branch.

➤ **But that doesn't mean we're not here.**

Whatever you're facing,
we're here to listen
Call free on
116 123
Email
jo@samaritans.org

SAMARITANS

samaritans.org

A registered charity

Recruitment and Selection

During the 2020-2021 year, four recruitment and selection events were held for prospective volunteers. We received a total of 116 incoming enquiries out of which:

Selected and moved on to Core training	39
Withdrawals for a variety of reasons	25
Did not respond to emails & texts	19
Referred to other branches in Wales	6
Potential volunteers on waiting list	27

The recruitment challenge is one which the Samaritans organisation as a whole has been working hard to address. A new pilot project was launched over 2 years ago via the main Samaritans website and it has proved very successful in attracting, selecting and retaining volunteers. Our main source for recruitment remains through the website at the Samaritans Volunteer and Recruitment Team at Samaritan Central Office and since the lockdown began numbers of applicants referred on to us has increased substantially at an average rate of two a week although there was a spike in January this year where it rose to 5 a week.

We are now also awaiting the arrival of a new automated system for the recruitment and training course processes called the Branch Management Tool which has been gradually rolled out across the UK & ROI and we in Bridgend are due to come on board with this new system at the end of April 2021. The system will handle a large percentage of the administration usually carried out by a couple of individuals in the branch which will be a huge relief as I personally have dealt with around 2,800 emails (incoming & outgoing) in connection with Selection, Recruitment, Reference and DBS checking alone over the past year.

I would like to thank all of our Recruitment & Selection Team for supporting the branch and embracing the new system of remotely interviewing and selecting potential volunteers and for being there right at the start of those potential volunteers' journey to become full listening volunteer members of Bridgend Samaritans.

Dave, Deputy Director for Recruitment & Selection and BSRA.



Training

Bridgend suitably rose to the Covid challenge and has delivered 3 cohorts of new volunteer training – now called CORE, all delivered 100% virtually using Zoom!

Whilst initially challenging this has now made us realise we can offer a combination of both face to face and remote/virtual training very successfully.

Core training for new volunteers:

This year the branch's small training team delivered:

- 90 hours of Core training to 3 Cohorts – 39, 40 and 41;
- 30 hours of Embedding training, the second part of initial Core training;
- 30 new Samaritans made it to the Operations Room in Bridgend.

The training team are a small team of very dedicated volunteers who give their time over and above their duties as listening volunteers. Bridgend are also lucky to have the support of trained Skills Practitioners and have been using remote skills sessions to help prepare our potential volunteers.

On-Going Training – now called Volunteer Development

This year we have seen online modules developed and volunteers completing updates.

Gabby, Deputy Director for Training



Volunteer Care and Support

The Volunteer Support team is a crucial part of the branch. Our main responsibility is essentially to support all volunteers within our branch. The current team consists of 10 people - Danny, Elise, Evan, Kate, Leah, Lois, Louise, Sid, Tina and myself Harriet.

Each member of the team supports between 8 – 10 volunteers. They regularly 'check in' for a catch up and chat. If in need, extra contact will be made if any concerns arise. For example, if one of our volunteers has received a difficult call as a listener, leader, etc. Also, extra support is given if they have any other worries going on in their personal lives. Confidentiality is adhered to within the team.

With the Covid-19 lockdown beginning in March 2019 it has been a particularly challenging time for many volunteers. The Volunteer Support team have pulled together to ensure contact and communication are a priority. We will endeavour to continue supporting all volunteers especially the ones returning to shifts after shielding. The 'buddy' system has worked marvellously well ensuring returning volunteers are welcomed, supported and guided.

Long Service Awards

The following are the long service certificates awarded to our volunteers from April 2020 – March 2021:

Imogen	-	20 years
Andrew	-	15 years
Caitlin	-	15 years
Kate	-	15 years
Mary	-	15 years
Grace	-	10 years
Dave	-	5 years
Helen	-	5 years
Lynne	-	5 years
Michael	-	5 years
Nigel	-	5 years
Peter	-	5 years
Poppy	-	5 years

On behalf of all at the branch, a much heartfelt 'THANK YOU'!! You are all incredible. We are so lucky to have you with us.

I would like to take this opportunity to say a massive "THANK YOU" to all of the Volunteer Support Team. It goes without saying I could not do this role without you.

Harriet, Deputy Director for Volunteer Support