

# HUDDERSFIELD SAMARITANS ANNUAL REPORT 2022/23



**HUDDERSFIELD SAMARITANS,  
14, NEW NORTH PARADE,  
HUDDERSFIELD HD1 5JP  
REGISTERED CHARITY 1171206**

**HUDDERSFIELD SAMARITANS SHOP  
144, WESTBOURNE ROAD, MARSH,  
HUDDERSFIELD HD1 4LF**

# TABLE OF CONTENTS

|                                  |     |
|----------------------------------|-----|
| Director's Report                | p3  |
| Treasurer's Report               | p4  |
| Trustees Who Have Served         | p5  |
| Shop Report                      | p6  |
| Recruitment and Selection Report | p7  |
| Building Report                  | p9  |
| Training Report                  | p10 |
| On Going Mentoring Report        | p12 |
| Outreach Report                  | p12 |





Shop Volunteers Completing Their First Aid At Work Course

“To provide the best service possible, recruiting and retaining more volunteers who continue to reflect our community. We aim to be a branch always there for our callers and to provide support and raise awareness in our local environments, whilst maintaining our inclusive and supportive culture.”

Huddersfield Branch Vision

## DIRECTOR'S REPORT

This year saw our quality monitoring visit take place when the wider organisation comes in order to see what is happening in the branch. It was a very supportive visit and it helped us to shape our plans for the coming years. While it was a virtual visit, the quality mentors were able to hear from our volunteers and look through all that we have been doing over the last two years. We want to thank everyone who helped with the process and particularly our mentors Andy Donnell and Samantha Walters. Carmen Penfold, who has been our regional support for the last few years was an amazing support with the process and I would particularly like to thank her for her constant help with the process and with supporting the branch in general.

This year Michael George finished his time as regional director and the branch would like to express how proud we are of all his hard work for the regional as well as his amazing contribution to our branch.

Sadly we are saying goodbye to some of our volunteers this year who are stepping down after a long period of service at the branch. Our Thursday team of Ruth and Graham have been amazing volunteers and added so much to the branch; Ruth as one of the best email writers I have ever seen and Graham as a fantastic trainer and mentor. Thank you to them both for everything.

We are also very proud of some of our longest serving volunteers. We will recognise many of these at the AGM but it is important to recognise the tremendous service of Brenda and Sally at the shop who have worked there for 25 years and Margaret who has also been with us for 20 years. Without the team at the shop, we could never carry out our listening service. At the branch, we are also marking the 20 years service of Ian, who has been an amazing listening volunteer as well as a great supporter of other volunteers.

Once again, I would like to thank everyone for the hard work they do in so many ways that allows us to support people at their lowest points.

**Richard Woffenden, Director**

# TREASURER'S REPORT

## BALANCE SHEET

For the year ended 31 March 2023

|   | <u>2023</u> |                | <u>2022</u> |                |
|---|-------------|----------------|-------------|----------------|
|   | £           | £              | £           | £              |
| <b>FIXED ASSETS</b>                                     |             |                |             |                |
| Tangible Fixed Assets                                   |             | 196,320        |             | 212,545        |
| <b>CURRENT ASSETS</b>                                   |             |                |             |                |
| Cash at bank and in hand                                | 154,662     |                | 173,358     |                |
| Prepayments and Accrued Income                          | 1,330       |                | 1,330       |                |
| <b>LIABILITIES:</b> Amounts falling due within one year | 10,486      |                | 10,486      |                |
|   |             | 145,506        |             | 164,202        |
| <b>NET ASSETS</b>                                       |             | <b>341,826</b> |             | <b>376,747</b> |
| <b>FUNDS</b>  |             |                |             |                |
| Unrestricted income funds                               |             | <b>341,826</b> |             | <b>376,748</b> |
|   |             | 0              |             | -2             |

The accounts for the year ending 31st March 2023 have been seen and approved by our nominated independent examiner. Income for the year was £71k, down approx. £10k against 2022. Donations fell by £17k, mainly due to a large one-off contribution in 2022. This was partly offset by increased shop takings compared to the previous year.

Shop costs increased by £9k, up to £32k. Rent, wages and significantly higher utility costs were all factors in the increase.

Other costs of £74k in the year were up by £20k compared to the previous year. The main factors of the increase were:

- Building Repairs and Maintenance – up £6k.
- Branch Contribution – up £3k.
- Higher Utility/Building Costs (including Insurance) – up £6k.
- Donation to Regional Samaritans – up £3k.

Overall, this left a net deficit for the year of £35k. This deficit was noted and will continue to be monitored by the trustees, although conscious efforts were made this year to invest in building and maintenance, such as spending on the new shop fire alarm system. Unrestricted funds at the year-end were £342k, including cash balances of £155k and fixed assets of £196k. Reserves held are healthy, and still well above the minimum set out in our reserves policy.

**Matthew Seward, Treasurer**

## TRUSTEES WHO HAVE SERVED

|                      |                      |
|----------------------|----------------------|
| <b>Director</b>      | Richard Woffenden    |
| <b>Vice Director</b> | Fameeda Ahmed        |
| <b>Secretary</b>     | Cath Horn            |
| <b>Treasurer</b>     | Matthew Seward       |
| <b>Trustee</b>       | Alison Chown         |
| <b>Trustee</b>       | Cecile Gennevieve    |
| <b>Trustee</b>       | Richard Holliday     |
| <b>Trustee</b>       | Clare Townend        |
| <b>Trustee</b>       | Tim Varga            |
| <b>Trustee</b>       | Christine Pickavance |
| <b>Trustee</b>       | Glennys Scrivener    |
| <b>Trustee</b>       | Amy Freear           |



## SHOP REPORT

The shop has been very busy as usual and we are slowly trying to get our shop takings back up.

The till takings have gone from -15% in June to -8% in August to -5% in September, we are aiming by the end of the year to get us back to a plus, even though last year's takings were epic... we still want to smash our record!

Even better news is that our book sales which John kindly does for us is up by 8% compared to last year.

And brace yourselves ... our eBay sales which Richard does is up by 129%!!!

All this combined means our 6 months sales total for 2022 was £30,170 and for 2023 is £29,732 which now means we are only -1.4% down.



Our Shop Display For Halloween

We have had a few new volunteers start this year and would like to welcome them to our lovely team.

Our Duke of Edinburgh Award students have done well too and have completed their bronze certificate by helping in the shop, so well done to them.

We have also had a deep clean and move around in the shop ready for winter, giving it a fresh new look.

I would like to thank our volunteers again for all their hard work and commitment and for making it such a great place for everyone to work in.

Thank you.

**Emma Bowker, Shop Manager**

## **RECRUITMENT & SELECTION REPORT**

This year, we have returned to a more normal way of working.

Last year's pattern of hybrid interviews has continued and works well for potential Samaritans and for interviewers. We continue to have a mix of Listening and Support volunteers helping with Recruitment.

We have reduced the waiting list significantly and are planning to move towards offering interviews on a more regular basis in order to capitalise on the keenness of applicants! However, there has been a drop in the number of applications in certain areas of Yorkshire and Humberside. We are considering how else we might reach out to potential volunteers, via Outreach and specific events in the community.

In the year April to April, the numbers selected for training were:

7 for February

3 through the national on-line training

14 for May

10 for October



R & S has continued to be supported by the regular team, but we are always happy to train new volunteers, either at regional level or online. We have a good induction system, which allows volunteers to observe interviews before taking a more active role.

Thanks go, as usual, to our willing band of volunteers:

Alison

Christine

Loretta

Margaret

Mary

Richard

Joanna

Michael

Sophie.

We are looking forward to welcoming Emma and Kath from the shop to the team shortly.

Please do drop me an e-mail or a message if you would be interested in joining the team. Support and Listening volunteers both welcome.

We are looking forward to another productive year.

**Loretta Gibbons**

**Deputy Director- Recruitment & Selection**



Repairs To The Shop Roof

## BUILDING MAINTENANCE 2023

Both the shop and branch buildings have benefited from roof work. The shop roof had deteriorated with blocked gutters and loose slates, also the skylights had started leaking. We have had the skylights removed, and all the other issues resolved. The fire risk assessment highlighted the need to improve the fire alarm. Our contractors have extended the existing wiring, to install an addressable system which if needed can be changed to suit our requirements as time goes by. We had wanted to make some changes to the front entrance, in order to make the shop more accessible, unfortunately after discussions with the council this has not been possible.

Meanwhile at the branch, we carried out repairs to the roof at the front and the rear of the building. Internally we are looking at improvements to the fire doors. These have been surveyed and measured, so the work can take place shortly. This also applies to the shop. The work should take place in the next 12 months.

Effort has been made to make better use of the branch building. Duty room 2 has now been in use for some months, and the basement has been decorated, making it more useable for interviewing and a quiet comfortable space. The basement's kitchen has also had shelves installed, to store outreach materials. Alongside these headline activities, a program of checking and maintenance continues in the background, allowing us to resolve issues before they become problems.

**Tim Varga, Trustee - Premises and Building**



ROOF MAINTAINANCE AT THE BRANCH

## TRAINING REPORT

The team has been really busy this year we completed a group after the AGM last year and we have had 2 more sessions in 2023 and now on the final one for the year.

The New Year brought some tweaks from Central Office to the training so it's always a challenge to absorb them and update our sessions ready to do the first cohort of the year.

We continued to provide training in the excellent training facilities in the Railway station thanks very much to Rich Holliday for his support and organising this it really is much appreciated by the team

I feel I have lots of thanks to give :

Firstly to Mark Jackson and Sam Eccles who have both worked with the training team since I became Deputy Director. Both have had to step down this year: Mark, unfortunately due to work commitments and the difficulty of travelling from Bolton

and secondly Sam again due to his crazy work schedule. We are eternally grateful for the support they have given the training team and we really do miss them. I can only hope when time allows they can return as Samaritans .

Next my thanks go out to Natalie and Alastair who have stepped down from their roles working with the embedded training. Thank you for all your hard work and time; it really is much appreciated. Our wonderful branch Director and the equally wonderful Shagufta are now the Embedding team and support all our new Samaritans on their journey to becoming a full number.

The skills practice team — or should I say Oscar nominees!! — has also grown this year big thanks to Rich, Shagufta, Richard W., Jan, Kay, Tim, Diane, and Michelle as well as Neil and Annette who have joined most recently recently. They are a great source of support to the new trainees and we are exceptionally grateful to them giving up their time to support.

Thanks also to our mentors who have supported all the new volunteers through those early learning shifts I am sure they like me feel a sense of pride when a mentee flies the nest and moves on to doing shifts as a probationary volunteer (P) and then as a full number.

Finally to Julie and Carol who have given up many Tuesday evenings and latterly Thursday evenings plus all the extra time we put in to deliver the best training we can, I really could not do this role without their continued support.

We look forward to 3 more groups completing their training in 2024.

If anyone would like to join the skills practice team or indeed our training team please get in touch.

**Clare 1409, Deputy Director for Training**



## ON GOING MENTORING REPORT

In January this year we restarted Ongoing Mentoring for existing listening volunteers. Previously known as Peer Mentoring, the programme was suspended during the covid years.

Training was run once a month by Rich 1413 and myself, alternating between evening and weekend sessions, to ensure all volunteers were able to attend the updated training for Mentors.

Within the last 10 months almost all full volunteers, (new volunteers are exempt for the first 12 months) have undertaken a full 4 hour shift, where they have been listened to/ observed by a colleague. The new core competency checklist has been standardised for new and existing volunteers, creating consistency and continuity.

Feedback from volunteers has been heartening. Face to face training and working with people other than their shift partners and regular leaders, has been an enjoyable experience, with most appreciating the chance to review their skills and bask in the positive reinforcement of their colleagues.

**Shagufta 985**

**Deputy Director Volunteer Development**

## OUTREACH REPORT

Thanks to all the brilliant support from our volunteers, Huddersfield's outreach programme has gone from strength to strength in the last year. We have continued to attend at our old favourite events such as the local shows like Honley and Emley, reached out to new different and more diverse members of our local community, going to new events such as the Food and Lifestyle Festival at Savile Town and further deepened relationships across the community and with local partners. Most importantly we have touched the lives of hundreds of people in this work, whether that's from providing in person emotional support or spreading the word of what we do by distributing thousands of pens, leaflets and lollipops!

Just some of this year's activity:

- o Smash Food Store Almondbury – we regularly attended this food bank and are on hand to offer emotional support to anybody that needs it
- o Post-vention work at Slaithwaite and Mirfield train station – when very sadly there were fatalities at these stations we were able to follow up soon afterwards to provide support at the location
- o Little Deer Wood Christmas Fayre – we had a stand at this event in Mirfield
- o Brew Monday at Huddersfield Railway station and Dewsbury - our annual event with Network Rail where we share a cuppa and a chat with commuters whilst sharing the word about what we do
- o Huddersfield Pride
- o Great Health and Wellbeing Festival in Batley
- o The Great Yorkshire Show
- o Emley Show
- o Yorkshire Agricultural Machinery Show – a huge event with 11,000 farmers attending – we were able to tell as many as we could about Samaritans and as an added bonus more than one of us got to fulfil our dreams of riding on a tractor!
- o Probation service and Foundation UK outreach presentations – following direct requests we met with two local organisations who work with ex-offenders and presented about the work we do and how we may be able to help both then team themselves and their service users
- o Honley show – this gave some of our volunteers the opportunity to hear first-hand from some members of the public how Samaritans had helped them in the past
- o Young Farmers' Rally in Thirsk – another great day with Sams from other branches cementing relationships and raising awareness as part of the Rural Outreach initiative

- o Kirklees Suicide Memorial & Bereavement Quilt Roadshow– we had a stand at a number of locations this quilt toured Kirklees
- o Saville Town Family Fun Day
- o Kirklees College – letting students and staff know about the work we do

And that's to name but a few! We have more support volunteers than any other branch helping out with Outreach, which means we get to meet more people, spread the word and provide support. Thank you so much to everyone, we make a great team!

**Michelle 1438 – Outreach Deputy Director**



A BIT OF MUD AT EMLEY SHOW



SUPPORTING THE KIRKLEES SUICIDE MEMORIAL  
QUILT ROADSHOW



**Special Thanks to  
TransPennine Express**

**Huddersfield War Memorial Trust**

**Huddersfield Train Station**

**Eye Clinic Staff at Calderdale Royal  
Hospital and Acre Mills Outpatients**

