

## Samaritans of Grantham

Annual General Meeting 31<sup>st</sup> July 2021

### **DIRECTORS REPORT**

You will remember that on 11<sup>th</sup> July 2020, due Covid, we held this AGM on Zoom which in the event proved successful with 29 vols attending.

So, it is so pleasing to be in your actual company this time especially as you have probably worked out by now that this is my last AGM. How can this be!!

I think we all thought that in July last year we would be coming out of lockdown and all would be well. But of course, November 20 to April 21 was another lockdown and our lives were still curtailed.

The Branch, though, continued on regardless. Many of you kind souls returned to listening duties and the rota never looked in danger of collapsing. Thanks so much to you all.

Let us be sure that all that we do at the Branch from being here at the AGM to cleaning the office is about our callers. We exist because of them and their overwhelming needs.

Its pertinent at the AGM to personally thank our New Trustees who are in post for 12 months and to the Branch Leadership Team who will soldier on in style until at least January 13th 2022!!

I am now going to talk about all our teams that are running the Branch.

The first I would like to mention is that of **TREASURER.** Money is so important for the Branch to function and to have the many aspects well organised is a dream for a Director. Andy 3 has been in post about a year now and has put the Branch into the Digital Age and the accounts are now expertly managed with the help of Xero accounting software. I know this is one of the things that tends to run in the background but believe me it is such an important thing.

Thank you, Andy.

**FUNDRAISING** ably lead by Martyn 2 goes hand in hand with the Treasurer. Through Martyn's good offices we have been very successful in gaining funds before and during this Covid era. This is laid out in the accounts that have been approved this morning.

Thank you Martyn .....The right man in the right job at the right time !!

Martyn is stepping down from Fundraising Lead from today and Andy 4 is to take on this role. I am sure you will support Andy as we move forward.

The following are in no particular order:

### **Volunteer Care**

Mavis and her small but dedicated team have looked after us all....including me.... during this Covid era. It has always been such a relief to know that volunteers have had someone to turn to in their hour of need. Private conversations, stress relieving discussion and verbal hugs dispensed with care.

Thank you Mavis and Team

### **Recruitment and Selection**

Maureen has been a tower of strength as we have been negotiating the virus.

Face to Face interviewing ceased in Lockdown but Maureen and her Zoom team came to our rescue

Organising of Information Days and Interviews on Zoom is no mean feat. Thanks so much to all the interviewing team. Doing it all on Zoom is, I know, an acquired art!!

The new Branch Management Tool is now live. Given a little time this is an online application that will track our Interview, Application and Training information in one digital space hopefully giving all an easier time, particularly less admin work.

Thank you, Maureen and Team.

### **Training and Mentoring**

In February 2021 Carole 4 stepped down as DD for Training. I record here my many thanks to her for the excellent job that she did. I worked with Carole when I was DD for Training and I think we made a great team during that time.

Since then, Jessica 1 and Steve 3 have taken up the reigns with amazing thoroughness and expertise.

Through the Training Team's good works we have just welcome 9 new faces to our Branch some of whom are among us today.

You will know that Jess wrote a piece in the June issue of the Branch Newsletter which I reproduce here:

"A very warm welcome to all our new volunteers, who finished their ten weeks of core development training at the end of May. Please make Petra, Tyler, Heather 2, Lisa, Donna, Emily, Jen, Joyce and Rob feel very welcome when you see them in the Branch. They've been an absolutely fantastic group to train and I suspect that we're going to be feeling very lucky indeed, as a Branch, to have so many wonderful new Sams joining us. A HUGE thank you also needs to go to those who helped with this first round of online training. Special thanks to the trainers (Andy 4, Genevra, Gordon, Richard 3, Ros, Fiona and Sarah) for all the effort they put in to making this run smoothly. The new Ps are very lucky to have had such a fabulous team helping them through. And I also just wanted to say a very big thank you to all the skills practitioners - they turned up, always with big smiles on their faces, brought their best acting skills to the table and left our trainees feeling reassured and well supported. It's been a pleasure to work with you all."

Mentoring has grown successfully and 14 of you are now trained Mentors. Fiona 2 organised the Training. So well done!! Thank you so much.

Another 12 new PVs started training online last Wednesday 28<sup>th</sup> July. The Branch will then have 76 volunteers. This I think is partly due to Covid making people aware of what we do.

Thank you Jess, Steve and Team including all our Mentors and Skills Practice Vols

## **Prisons**

You will know that for quite a few years now we have been supporting HMP Stocken through the Samaritans Listener scheme.

Gordon is our BPSO.... Branch Prison Support Officer.

Covid has made this job extremely difficult. During much of 2020 no access to the Prison for our Prison Support team was allowed.

Gordon and Carol 16 then devised a scheme that allowed them to phone the Listeners on some Tuesdays. I believe the Listeners in Prison appreciated this.

Now the team has resumed visits to Stocken and the Stocken Safer Custody Governor is very supportive of our team's efforts.

The whole can be a complicated and sometimes frustrating area of our work.

A special thank you to Gordon, Carol 16 and their team of Lynn, Frances and Ken.

### **Caller Support Team**

You will know that Caller Support considers callers who are going through a particularly difficult time and require a short period of assigned support. Particularly suitable when a caller is working through or towards a life changing event and repeating their circumstances is unhelpful

So our Caller support Team is involved in many ways to help support our more vulnerable callers.

You will know that we are supporting 2 callers at the moment.

Recently Jane 4 has taken on the mantle of leading this team with Eunice and Julie 4. Fiona 2 is always there to give support.

There will shortly be a new national CS Hub. This will change things a little in Branch but I hope all will support these new moves.

Thank you to Jane 4 and the team

### **Outreach**

This is the team that has maybe suffered most at the hands of Covid and only a small amount of work has been achieved. But these have been exceptional times. Sam and Maureen did a talk to the The Inner Wheel in November 2020 and they donated £105. Similarly, Lynn and Jessica delivered a talk to Payplan which generously donated £3000. The audiences are always really interested in what we do.

Network Rail/LNER work is about to get going again under the CO leadership of a wonderful Yorkshire lady named Aimee Maguet. This promises to be a big piece of work linking in all the branches that are on the East Coast Mainline. We have two stations Grantham and Newark Northgate.

Sam has been pursuing the erecting of large Samaritans posters at strategic points in Grantham.

Thank you to Sam2 and his team who have achieved lots under difficult circumstances. Sam is stepping back from this work atm for personal reasons. A new team is being forged as I speak

There are many other Teams to thank too

### **Duty Managers.**

When I first took up the reigns as Director Grantham Branch, I was aware that we did not have a day-to-day manager to field the issues and queries that inevitably crop up. I talked to other branches, many of which had always had such a post and it was Covid that helped Duty Managers to come into being in Oct 20. I have

now found it such a relief that I am not doing it all on my own. This was particularly the case in the dark days of Lockdown.

Thank you to our 6 Duty Managers. They are Mavis, Joan, Andy 3, Carole4, Maureen 1 and Rachel 3. I depend on you a lot. We could do with more DMs if you feel like giving it a go!

#### Rota Secretaries

For a long time, the Rota had been run by everybody in the Branch. 2 of us would take on the role of Rotas Secretary for a month to try and make sure the Rota shifts were filled. This to a lesser or greater degree worked but as is the nature of humans, volunteers approached this task in different ways. I learnt that some other branches had permanent Rotas Secs and when I asked you guys about whether you would like to do it, 6 of you said yes. So, our Permanent Rota Secs were borne. The Rota is now managed by vols that do it regularly and know the issues well. Before you might only do the job once a year and you forgot how to do it. Please support and be in contact with them if you need to. It is all noted on Three Rings

Anne17, Mavis 1, Jonathan, **Rolf**, Frances 1 and Eunice. Thank you so much to Jess who stepped down recently and to Eunice who stepped up !!

#### Shift Leaders

You know that our callers are supported by 3 volunteers on every shift. One of these is the leader who is at home to support the co-sams who are on shift. 15 of us are Leaders and I consider them to be the glue that holds our shifts together.

Thank you to Debbie for recently leading the Leaders. For a few months I will be leading the Leaders as Debbie is indisposed.

#### Other Changes

Ops room refurb. This was essentially driven by Covid concerns. After the initial concerns about change I think this has been successful. Martyn secured the funds through CO and the Pears Foundation and Andy 3 managed the whole thing from start to finish. Team work at its best.

Added to this, and borne out of a need to upgrade our Information presentation to you all, is a new BRANCH HANDBOOK which brings together the many facets of Information that the Branch needs. All essential particularly for PVs. Andy 3's own work carried out with aplomb!!

#### Webchat

Not all Branches in the Region are doing webchat. Thanks again to Fiona we started Webchat on Thursday 27<sup>th</sup> May 21 and now have 2 shifts the other being on Mondays. Big thank you to the 14 of you who signed up for Webchat training. It is telling how many young people are using this service.

Fiona also keeps our Twitter account on the go. It's a good publicity vector. Thank you again

### Three Rings

Jenny Shaw ably manages Three Rings behind the scenes. Putting red shifts on for Webchat is not done by magic. Jenny does it. She also edits and publishes "The Branch" newsletter. **I have always felt that we can expand the way we use this newsletter and what material is in it. Please talk to Jenny or me if you have ideas.**

If I have missed Anything or Anybody out who deserves a mention, I apologise.... it is not intentional.

You will have picked up no doubt that Teams and Team work is mentioned a lot. I feel sure this is the way forward. More cooperation between us and working together.

So this is my last AGM. My 3 years leading Grantham Branch... that's you!!!... has not panned out as I had expected.

We have all had plans changed since March 2020. The plans I had in February 2020 have not happened or been late in coming to fruition. But I have had enormous support from many of you. Can I take this opportunity to thank those that have listened to me in dark times, cheered me up and been there when I needed you most. You know who you are. I could not have done this job without you.

Finally thank you all for what you do for the Branch

John 22 Director Samaritans of Grantham 31<sup>st</sup> July 2021



**SAMARITANS OF GRANTHAM**

**STATEMENT OF ACCOUNTS - FOR THE YEAR ENDED 31 MARCH 2021**

**INCOME & EXPENDITURE ACCOUNT**

	YEAR ENDED Mar-21			YEAR ENDED Mar-20		YEAR ENDED Mar-19	
	£	£	£	£	£	£	£
<b>Income</b>		Restricted	Unrestricted				
Donations, Covenants and Tax Recovery	15,954	-	15,954	15,533		13,522	
Sundries	31	-	31	517		672	
Efforts	2,996	-	2,996	2,729		4,534	
Grants	20,485	19,959	526	1,535		-	
Bank and Building Society Interest	267	-	267	234		139	
	39,734	19,959	19,775		20,548		18,867
<b>Expenditure</b>							
Office Equipment	20,941	12,589	8,351	2,302		962	
Telephone	1,558	-	1,558	1,425		1,535	
Volunteers' Expenses	1,083	649	434	1,248		1,657	
Training Expenses	122	-	122	254		1,697	
Advertising and Publicity	-	-	-	77		376	
Printing, Stationery and Postage	200	-	200	526		781	
Rent, Rates, Light & Heat	8,030	-	8,030	6,277		6,780	
Insurance	229	-	229	-		229	
HQ Levy	4,941	-	4,941	3,621		2,248	
Centre Sundry	941	-	941	572		332	
Professional fees	-	-	-	-		144	
Independent examiners fees	-	-	-	360		216	
Sundries	606	-	606	974		762	
	38,650	13,239	25,411		17,636		17,719
<b>Net Income for the year</b>	<u>1,085</u>	<u>6,721</u>	<u>(5,636)</u>	<u>2,912</u>		<u>1,148</u>	
<b>Reconciliation of funds:</b>							
Balance brought forward 1st April 2020	55,992	-	55,992	53,080		51,932	
Net Income for the year	1,085	6,721	(5,636)	2,912		1,148	
Balance carried forward 31st March 2021	<u>57,077</u>	<u>6,721</u>	<u>50,356</u>	<u>55,992</u>		<u>53,080</u>	
<b>Split of Funds:</b>							
General Fund	50,356	-	50,356	55,992		53,080	
Restricted Fund	6,721	6,721	-	-		-	
	<u>57,077</u>	<u>6,721</u>	<u>50,356</u>	<u>55,992</u>		<u>53,080</u>	
<b>Represented by:</b>							
Lloyds TSB Bank : Samaritans of Grantham	18,772			15,862		38,183	
Lloyds TSB Bank : Grantham Samaritans	-			2,092		2,092	
Melton Mowbray Building Society Account	38,305			38,038		12,805	
	<u>57,077</u>			<u>55,992</u>		<u>53,080</u>	

The Trustees confirm, in accordance with the Charitable Incorporated Organisations (General) Regulations 2012, that at the year end the CIO did not have any outstanding guarantees to thirds parties nor any debts secured on assets of the CIO.

Signed by: A J BEDDOWS TREASURER  
Dated: 10 JUL 2021  
On behalf of Trustees



**THE SAMARITANS - GRANTHAM BRANCH**

**INDEPENDENT EXAMINERS REPORT TO THE TRUSTEES OF  
THE SAMARITANS - GRANTHAM BRANCH**

I report on the accounts of the Charity for the year ended 31 March 2021 which are set out on page 2.

**Respective responsibilities of trustees and examiner**

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed:

It is my responsibility to:

- examine the accounts under section 145 of the 2011 Act;
- follow the procedures laid down in the general Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act; and
- state whether particular matters have come to my attention.

**Basis of independent examiner's statement**

My examination was carried out in accordance with the general Directions given by the Charity Commission. An examination included a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a "true and fair view" and the report is limited to those matters set out in the statement below.

**Independent examiner's statement**

In the course of my examination, no matter has come to my attention:

(1) which gives me reasonable cause to believe that, in any material respect, the requirements:

- to keep proper accounting records are kept in accordance with section 130 of the 2011 Act; and
- to prepare accounts which accord with the accounting records and comply with the accounting requirements of the 2011 Act

have not been met; or

(2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

IAN PHILLIPS FCA  
Duncan & Toplis Limited  
Chartered Accountants  
14 London Road  
Newark  
Nottinghamshire  
NG24 1TW

Dated: 2 July 2021




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*10 JUL 2021*  
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IAN PHILLIPS FCA  
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Chartered Accountants  
14 London Road  
Newark  
Nottinghamshire  
NG24 1TW

Dated: 2 July 2021