

CHAIR OF TRUSTEES AND DIRECTOR'S ANNUAL REVIEW

2021

Another year has passed so quickly! Looking back so much has been achieved despite the ongoing Covid-19 situation.

The branch itself has had an update and we now have a 'break out' area in the main lobby, a refreshed training room and a more secure ops room (a door lock is coming to the ops room so confidential materials can be kept secure when we're able to open our doors to the public again).

Our training team have worked tirelessly, and we have a new group of volunteers to welcome to the branch so welcome Joy 587, Matt 588, Jess 589, Brendan 590, Beth 592 and Claire 586!

I'd also like to welcome three new Deputy Directors to the Branch Leadership Team. Pam 553 will be taking over as Deputy Director for Outreach and Patty 584 and Amanda 568 are now Deputy Directors for Volunteer Support. Patty and Pam have also been nominated as trustees. A warm welcome to the leadership team to all three of you!

We also have a few volunteers who have sadly decided to move on, and we wish them well, especially Sylvia and Judy. For many of us, Sylvia and Judy were the first people we met when we joined the branch and their years of service to our branch will always be appreciated. I propose that we have a get together to celebrate Judy, Sylvia and past volunteers when things become safer.

As far as service delivery is concerned, the main developments recently have been the safeguarding changes affecting emails, call 'listening in' and the upsetting revelations about some volunteers from other branches taking advantage of our callers. These developments are still ongoing and being trailed but I just want to reassure everyone that Central Office is being open with developments and is including us in all decisions. We're working hard to ensure that these measures benefit both callers and volunteers. If anyone would like to discuss the ongoing process with me then please give me a call.

I understand these changes can be unsettling, but change is inevitable as we develop as a charity, and we have to move forward to make sure the great work we do in our branch is not overshadowed by the minority from elsewhere.

This will be my last directors report as in Feb next year we will begin the process of choosing a new director and they will take over at the end of June. So I still have a while to go but just want to say a million thank yous for all the help, support and laughs you've given me. Leek branch has truly been a gift to me.

**Ground Floor - Alexandra Mill, Queen Street Leek,
Staffordshire ST13 6LP**

Leek and District Samaritans is a Charitable Incorporated Organisation registered in England and Wales (1173725). Our registered office is located at Ground Floor - Alexandra Mill, Queen Street Leek, Staffordshire ST13 6LP.

Vickie 536

Branch Director

PUBLICITY AND FUNRAISING ANNUAL REVIEW

Pears Funding

We've been immensely fortunate this year by receiving 2 large grants from Severn Trent Water and the Pears Foundation. The Pears funding was designated to improve the environment of the office, increase capacity and safety measures for Covid-19. We had to apply for each item specifically and had great help from Barnaby Hopson at Central Office to guide us through the process and advise what items were suitable.

The end result is that we now have a break-out area in the main lobby where we can debrief after shift, mentor, call our leader, take a break etc. The idea was to make the lobby less office like and give us a space to prepare for and wind down after a shift. In the ops room we have new pictures, notice boards and cabinets. Many thanks to Andrew for putting all these on the wall. Also, Vic, Steve, Dave, Mick, Beverley, Pat, Sue, Pam and apologies for anyone I've missed who helped out with the moving and arranging of everything. We focused a great deal of the spending on Covid-19 safety measures, installing hand sanitiser stations, soap and towel dispensers etc.

It's been a mammoth task but thanks to all who have helped out the branch is looking great!

Hopefully as next year comes around we'll be able to get out and about more!

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**Leek & District Samaritans
Receipts and Payments Account
For the period 1st April 2020 to 31st March 2021**

Charity number 1173725