

# Annual Report 2021





## Director's report 2020-21

It's been a very unusual year since the last AGM, with lockdown and restrictions easing before they were fully applied at the end of 2020. Now we're still waiting for the remaining lockdown measures to be eased and hence this is another AGM on Zoom. After such a long pandemic, and so many different categories of lockdown and uncertainty it has been a hard time to plan things and launch new initiatives.

I must pay tribute to the dedication and flexibility that has been shown by so many volunteers during the pandemic to keep the vast majority of shifts open. Volunteers have adapted to a new cleaning regime for keyboards and phones, additional ventilation leading to some chilly shifts in winter months, and stepping in at short notice to cover shifts for self-isolating volunteers.

The strategy for the branch during the pandemic and in the period shortly afterwards is one of consolidation. To return the number of volunteers at the branch to pre-pandemic levels. A number of longer serving volunteers stepped down during the pandemic after long periods of self-isolation and the Recruitment and Training Teams were unable to recruit and train as many new volunteers as usual due to the lockdown restrictions. This has resulted in volunteer numbers falling from 158 on 1 June 2020 down to 145 on 1 June 2021.

To keep in touch with the volunteers who stepped down and with other former volunteers, Friends of Chiltern Samaritans has been launched and when lockdown eases will allow events to take place with former volunteers and to keep them abreast of things happening in the branch.

In 2020 the Training Team were only able to get 12 volunteers completing Core Training, with 8 of those completing their Core Training immediately prior to the start of the pandemic. Contrast that to 2021 where 5 volunteers have already completed Core Training and 16 volunteers are booked on 2 Core Training courses that are scheduled this year, one in June and one in the Autumn. This means 9 more volunteers will complete Core Training in 2021 than could in 2020. This is due to the tremendous efforts of the Training Team in re-structuring the on-line training course to allow more volunteers to be trained on each course without compromising on the quality of training provided.

After a pause in Recruitment due to the pandemic and a change in the Recruitment & Selection Process directed by Central Office, Recruitment & Selection has now restarted. There is a new process in place with volunteer selection taking place as part of a more involved interview with there being no separate selection events. The Recruitment Team have done a fabulous job to move to on-line recruitment during the pandemic whilst also implementing a whole new recruitment process. The next stage of this is to get more of the Recruitment Team trained in the new interview process and comfortable at being judgmental when conducting interviews of potential volunteers.

The branch finances remain strong. Despite our very successful the annual cycling event not being able to be held in 2021, there have been some very creative alternatives, the highlight being a Silent Auction which raised over £10,000 for the branch in the spring.

The fabric of the building has required some attention, and all of the upstairs windows in the branch were replaced, which has allowed much better ventilation of the Operations Room which is an important factor in the pandemic which I hope gives reassurance to volunteers that their safety comes first. The chairs in the Operations room have also been replaced to ensure that volunteers are comfortable on their shifts.

There has been much less activity in the way of Outreach due to the pandemic, but some activity has continued. The branch received a grant from the High Wycombe Community Board during 2020 to help reduce the incidence of suicides in the town and raise awareness of mental health support. We were also involved in the 1st Bucks Free Press Health & Social Care Awards where at a virtual awards ceremony the branch presented the Care Home Worker Award.

I'd like to thank everyone who has supported the branch during the last 12 months. We are all volunteers and without the huge support we receive we wouldn't be able to carry on being there for our callers.

Best wishes,

Stephen  
Director

### Chiltern Samaritans Trustees from April 2020

Stephen Weir	Director	Ex-Officio from Jan 2021
Peter Cooper	Treasurer	Ex-Officio from June 2018
Simon Rubin		Elected from July 2018
Linda Rawlinson		Elected from July 2019
Buff Davis		Elected from June 2020
Keith Bradford		Elected from June 2020

### We'd like to express our thanks to all those who have contributed to Chiltern Samaritans during the past 12 months.

**Businesses/Organisations:** Malt the Brewery, The Entertainer, Rowan Garden Centre, Orvis – Amersham, Mountain Warehouse – Amersham, The Nags Head, Pepper's Ghost, The Shanly Foundation.

In addition we give our special thanks to the numerous individual donors, and those who have given a donation.



	Y/E 31 March 2021	Prior Year to date	
Sales			
Gift Aid & Personal Donations	3,400	2,732	
In Memoriam/Legacies	25,750	750	
Local Organisations & Business	9,210	4,417	
Grants & Prisons	1,445	410	
Local Councils & Churches	35	3,287	
Fund Raising - Branch & Local Activity	27,128	43,833	
Volunteer Retention Project	5,000	0	
Interest from Assets	2,202	2,581	
	74,170	58,009	
Direct Expenses			
Marketing	802	302	
Telephones	1,604	1959	
Outreach	102	266	
Caller Support	32	613	
Prisons	137	128	
Volunteer Recruitment & Training	1,372	2289	
Fundraising - Branch and Local Activities	3,549	10,590	
Volunteer Duties Expenses	2,170	4,153	
	9,767	20,299	
Overheads			
Administration Expenses	224	1,713	
Housekeeping	3,827	2,884	
Property Maintenance	7,348	13,832	
Branch Furniture & Equipment	981	1,313	
Fuel And Power	4,843	2,208	
Property & Water Rates	1,358	1295	
Property & Public Liability Insurance	958	947	
Professional Fees	35	572	
Annual Contribution to Samaritans	15,329	2061	
	34,903	26,825	
<b>Excess of Income over Expenditure</b>	<b>29,500</b>	<b>10,885</b>	

To the Trustees of Chiltern Samaritans on accounts for the period ending 31<sup>st</sup> March 2021 set out above.

In connection with my examination, no matter has come to my attention which gives me reasonable cause to believe that any material respect the requirement:

- to keep accounting records in accordance with section 130 of the 2011 Act, and
- to prepare accounts which accord with the accounting requirements of the 2011 Act have not been met.

Vince Parry, Independent Examiner  
Amersham

BALANCE SHEET 31 <sup>st</sup> MARCH 2021			
<b>Fixed Assets</b>			
Investments			63,500
<b>Current Assets</b>			
Sundry Debtors/Prepayments	420		
Reserve Account	30,002		
Bank Account - No 1	47,505		
Bank Account - No 3	3,600		
		81,527	
<b>Current Liabilities</b>			
Sundry Creditors	4,724		
Samaritans' Contribution	15,329		
Bucks Crisis Fund	4,699		
		24,752	
<b>Total Current Assets less Current Liabilities</b>			<b>56,774</b>
<b>Total Assets less Liabilities</b>			<b>120,274</b>
<b>Capital &amp; Reserves</b>			
Funds brought Forward		90,775	
Excess of Income over Expenditure		29,500	
			<b>120,274</b>

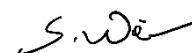
#### Note to Accounts for the year ended 31st March 2021

Income and Expenditure are accounted for in full, in one unrestricted fund. The value of investments at the 31st March 2021 was £64,457.

#### Reserve Policy

We have no guaranteed source of income. Our reserves policy states that unrestricted reserves will be kept in the region of 125-150% of the average annual running costs of the previous three years. This policy is reviewed annually in the first quarter of the new financial year.

On behalf of the Trustees:



Stephen Weir  
Branch Director



Peter Cooper  
Treasurer