

SAMARITANS

***"I found the absolute anonymity
and acceptance of my difficult feelings
without judgment
the most useful part.***

***Others simply did not understand,
but Samaritans helped without
needing to understand everything,
just by being there
and being prepared to listen."***

A caller, interviewed anonymously by Nottingham University for SAMARITANS.

Samaritans Annual Report 2010 /11

Herts / Essex (Ware) Branch

Director's Report

I feel very privileged to have been selected as the Director of Samaritans at Herts & Essex in Ware for the next 3 years. We have outstandingly committed and caring volunteers, I have a great team of deputies who support me and offer wise counsel, and I follow in the footsteps of 4 previous Directors whose leadership I greatly respect.

In my term in this role I want to ensure we have a good number of volunteers who share our values and that we develop our volunteers so we have a sustainable organisation to continue in the future to support our callers in the challenging and threatening world they face. We will continue to ensure that our caller care meets the expectations of those who call us and I am keen that we reach out with more evident presence beyond Cross Street to extend our support to those at risk, in particular young people. I know that there is a strong appetite among our volunteers at Ware to do this.

We already provide a face to face service at Cross St for visiting callers and our text service is in much demand by young people at high risk to themselves, as is the email service. However the great majority of our contacts with people in need are by phone. Our total contacts in 2010 were 28,481 with a substantial increase in demand over the last 3

months, so we are currently running in excess of 30,000 contacts per annum. The economic plight faced by many is clearly a factor here and we know from research undertaken by the University of Nottingham the value our support provides to those in need.

At the end of 2010 we had 101 active volunteers, with 6 support volunteers. We also have 23 new Samaritans in training. This is essential with the higher turnover of volunteers faced by all charities these days given the increased mobility of people and the career pressures on volunteers who work. We undertook a branch survey during the year with all our volunteers. This indicated great enthusiasm for the role they perform and high satisfaction with what we were achieving. Our volunteers felt very well supported on their duties and overall volunteer care and safety was highly rated, all hugely important to ensuring that our volunteers can best support those who call us.

Volunteers continue to embrace the new technologies we introduce to improve the way we support callers and a great many exceed their expected commitment in attendance at on going training. Indeed the training offered within the branch continues to impress both new and serving volunteers.

We hugely value the financial support from a number of sources. The Cheshunt Friends of Samaritans for their money and the visible presence they provide in the community we serve. Hertfordshire County Council for their commitment to continue funding at current levels despite the cuts they themselves face; a tribute to the value they place on our service to the community. We have also benefited this year from the most generous support of a private charitable donor who greatly values the work our volunteers do to provide a 24/7 service to those in distress and despair. We, and I am sure our callers, appreciate the support of all our donors.

Samaritans at Ware is run entirely by volunteers. They provide an amazing service to their local community and

will continue to do so, invigorated by the values and ethos we hold. In addition to their listening duties, all volunteers are also asked to undertake roles to ensure the smooth running and sustainability of the charity. A huge thanks to all, and in particular Anne and her deputy directors Jeff, Jackie, Mike and Lucy who all completed their 3 year term of leadership. They leave their posts but remain in a thriving branch. Finally we must pay tribute to Mary 17 who retired as a volunteer after 40 years. This is truly outstanding service which both past and current volunteers had the opportunity to celebrate with Mary last summer. As ever, our sincerest thanks to all the families and friends of those who support our volunteers at Ware.

John Hughes



Chairman's Report

This year has seen further changes and developments as we pursue our mission to alleviate the suffering and misery that leads people to believe that ending their life is the only option available to them. As you will see elsewhere in this report, we are continuing to reach out to the community through a number of initiatives that aim to make contact with people where they are. These ventures are not entirely new to our Branch but it is good that we are "revisiting" some old ideas. We can draw on the strength and experience that we have gained in the past of the value of such outreach.

We are grateful to Anne as she steps down as Director and thank her for all her hard work over the past three years. We congratulate John on his selection as our next Director and our good wishes go to him and his team of deputies.

Again this year we have held small-scale social events that celebrate many achievements. We marked the enormous contribution of one of our longest-serving volunteers, Mary 17, as she stepped down from active volunteering and we gave presentations to Anne and her husband as she handed on the baton of leadership. Such events also help to bind us together as a team because we have few opportunities to meet as a group except when training.

Which brings me to a mention of our Training Team. We take ongoing training very seriously because it keeps us sharp, alert and focussed on our task. The quality of on-going training in the Branch is extremely high and some elements of the sessions can be very challenging, yet

are delivered with humour and humanity. On behalf of all of us, I thank the Team for their efforts.

As a representative of the Trustees of the charity, I can report that its objectives are being met consistently and that the morale of the Branch is high. Our expenditure is being managed very skilfully and we are fortunate to have among our members those with the necessary skills and experience to keep the Centre running satisfactorily as a place where people are at work.

This year we have spent a sum of money on essential maintenance of the exterior of our premises: mainly to prevent the ingress of damp but also to improve safety and appearance. This includes the boundary walls and guttering. Such expenditure is inevitable, sooner or later, for any property owner and we completed the work before last winter's hard weather set in. Part of the role of the Committee is to ensure that people working in and visiting the Centre are safe. Accordingly we have continued with the on-going process of reviewing and maintaining our safety and health risk assessments.

As in previous reports, I would like to thank the Committee members for their dedication to the Branch and also to thank those who cheerfully carry out other tasks in the Centre that may not always be recognised but which help to make coming to the Centre, week by week, so worthwhile.

Jeremy White, Chairman.

Reaching Out

We continue to reach out to vulnerable people who may need our support and to recruit new volunteers for the centre. Volunteers have also been active in networking with those who will enable us to better engage with those in need of our service.

We prominently advertised across the region we cover for new volunteers at the turn of the year to capture those making New Year resolutions to volunteer. The branch also ran several information sessions at the centre throughout the year which are open to all and advertised on our website. As a consequence we are training new volunteers at near maximum capacity.

We have had a very visible presence at a number of events throughout the year including the Ware Carnival and their Dickens evening before Christmas. Branch members had a stand at Kaleidoscope, a popular multi ethnic event, and at the largest Scout meeting of the year in the county, and we were represented at the Hertfordshire County Show. We ran training for the street pastors operating in many of the towns on weekend evenings and did several talks to a variety of groups across our patch. We took part in the Samaritans national 24/7 Smart car rally and have taken up the opportunity of radio interviews in particular in connection with our "Men on the Ropes" campaign. We continue to be indebted to Diana and her team who undertake schools talks on request.

A number of volunteers support the East of England regional Events team and the Festival branch of Samaritans, the experience from which will support our future outreach plans.



As well as our continued membership of Hertfordshire's Suicide Prevention Strategy team, we have supported the police with information for all their custody units in the county and have developed our relations with the mental health teams at various events where we have promoted ourselves. We know from our wider relationship with Hertfordshire County Council that our service attracts the highest regard with them. We have embraced the Network Rail partnership and have 3 priority stations with whom we are working, being Harlow, Harlow Mill and Sawbridgeworth.

In line with Samaritans' national strategy we are keen to reach out beyond our Cross Street centre to vulnerable young people and others at risk, and we have been learning from other branches who have already embarked on this. We see this as an exciting focus for outreach in the coming year and an important development in supporting those in distress and despair within our community.

Debbie Bishop

The Trustees' Annual Report for 2010

1. Reference and administration details

Herts & Essex (Ware) Samaritans at 1 Cross Street, Ware SG12 7AH is a registered charity no. 259755, governed under a constitution dated 16 May 2006.

Telephone Nos. 01920 464099
 01279 421110
 01707 332222
National No. 08457 90 90 90
E-mail: jo@samaritans.org
Text 07725 90 90 90
Website: www.waresamaritans.org.uk

The trustees and officers of the branch in 2010/11 are:

Chairman	Jeremy White	Elected
Director	John Hughes	Ex officio
Secretary	Joyce Hutchings	Elected (Acting)
Treasurer	Lynn Aldridge	Ex officio
	David Ager	Elected
	Joyce Gibbs	Elected
	Liam Dunne	Elected
	Andrew Manwaring	Elected
	Joyce Hutchings	Elected
	Susan Eden	Elected
	Nickie Hancock	Elected

Hon. Professional Consultant
Prof. C. Hawley MB BS MRC Psyc

Bankers
Lloyds TSB plc, 18 High Street, Hoddesdon, EN11 8EZ
CAF Bank, West Malling, Kent ME19 4TA

Investment Managers
Sarasin & Partners, 100 St Pauls Churchyard, London EC4M 8BU

Solicitors
Longmores, 24 Castle Street, Hertford SG14 1HP

Auditor
Sylvia Jenkins BSc, Mimram House, Tewin Water, Welwyn AL6 0AB

2. Structure, Governance and Management

The charity is registered and regulated by a model constitution for branches of Samaritans approved by the Council of Management of Samaritans. This details the objects, governance structure, membership and rules of the organisation.

Trustees are invited for election from among the volunteers and appointed by the members at an election at the Annual General Meeting for a term of three years or by co-option for the term of a year. This role is renewable but they are not entitled to vote. Ex-officio members may also be appointed, and may vote, but may not comprise the majority of those entitled to vote.

All elected trustees, and indeed currently all other trustees and officers are fully trained Samaritans and familiar with the objects and organisational structure of the charity. Training in trusteeship is available to all, and new trustees are familiarised with their responsibilities on joining the committee. The committee meets at least quarterly and additionally, as sub-committees when appropriate. Minutes of all committee meetings are displayed and available for all members of the charity.

Statement of Trustees' Responsibilities in Respect of the Accounts

The trustees are required by the Companies Act 1985 to prepare accounts for each financial period which give a true and fair view of the state of affairs of the charity and its subsidiary and of the surplus or deficit for that period.

In preparing those accounts, the trustees are required to:

- Select suitable accounting policies and then apply them consistently;
- Make judgements and estimates that are reasonable and prudent; and
- Prepare the accounts on a going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The trustees are responsible for keeping proper accounting records, which disclose with reasonable accuracy at any time, the financial position of the charity and to enable them to ensure that the accounts comply with the Companies Act. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Risk Management

Risk management is an on-going activity and risks to callers, volunteers and the reputation and sustainability of the charity are considered regularly by the trustees and within the management and organisational structure of the branch.

3. Objectives and Activities

Samaritans at Ware provide completely confidential emotional support 24 hours a day by telephone, face to face, e-mail, text and letter. We also support a network of 201 other branches in the UK and Republic of Ireland. The charity's main objectives are:

- To provide assistance to individuals who are suicidal, despairing or in distress in order to reduce the incidence of suicide; and
- To advance education by providing society with a better understanding of suicide, suicidal behaviour and the value of expressing feelings that may lead to suicide.

This is reflected in Samaritans' mission, vision and values statement which is set out on page 15.

4. Achievements and Performance

The Director's and Chairman's reports on pages 2 and 4 provide details of the branch's activities during the year.

5. Financial Review

The total income in the year was £40,825, down by £5,000 on last year due to an exceptional grant in 2009 and the Harlow Friends who retired from fund raising after more than 20 years. We were however most grateful for a donation of £10,000 from an anonymous charitable donor this year. Our Cheshunt Friends' support and the grant from Hertfordshire County Council remain hugely important and consistent sources of funds to the charity. The income from the 300 Club grew to £3,000 after some active marketing thanks to Liam 468. Limited income was drawn down from our investment portfolio in the year allowing the portfolio to grow which resulted in an investment gain to reserves of £21,626.

Our operating costs were £40,683 up £8,000 on last year due principally to external repairs and access and safety improvements to our premises of approx £10,000. The other major items of expenditure cover volunteer recruitment advertising and training, and our contribution of approaching £5,000 to Samaritans national office for their services and support.

We continue to be pleased with the performance of the funds managed by Sarasins and in the course of the year we transferred a further £30,000 from our cash deposits so together with gains this portfolio stands now at £180,116. These funds provide assurance to the financial sustainability of the charity which has served the local community for over 40 years.

The Unrestricted General Fund stands at £23,333, approximating to 8 months future operating costs, which is a reasonable level of reserves given the risks to our income levels in the current economic climate.

Again we are indebted to all our donors and supporters, including GSK and John Lewis who have donated goods in-kind, and of course our volunteers, the value of whose time exceeds £400,000 per annum.

6. Investment Policy

The funds represented by the Income Generating Reserve and Property Maintenance Reserve are invested in funds administered on a flexible pooled basis with Sarasin & Partners with broadly an overall mix of assets of 30% fixed income and 70% equities and other assets. Surplus cash is on deposit at Lloyds TSB.

7. Plans for Future Periods

We have a record of achievement, with an outstanding reputation for providing emotional support in the community we have served for over 40 years and we are keen to build on this in meeting the needs of the future.

8. Auditors/Examiner

A resolution for the reappointment of Sylvia Jenkins will be proposed at the next Annual General Meeting.

Report and Accounts approved by the Trustees on 20th April 2011 and signed on their behalf by:

Jeremy White
Chairman

John Hughes
Director

Lynn Aldridge
Hon. Treasurer

Notes to the Accounts for the year ended 31 December 2010

Accounting Policies

(a) Basis of Preparation

The accounts have been prepared under the historic cost convention. The financial statements follow the guidelines of the revised Statement of Recommended Practice for Accounting by Charities, issued in March 2005 ("The Charities SORP 2005") and use applicable accounting standards.

Continued on page 12

SAMARITANS HERTS/ESSEX (WARE)**Statement of Financial Activities for the year ended 31st December 2010**

	2010 £	2009 £
INCOMING RESOURCES		
Voluntary Income		
Donations	18107	7385
Generated Income		
Friends of Samaritans	10558	15000
300 Club	3000	1800
Shop Surplus	<u>0</u>	<u>71</u>
	<u>13558</u>	<u>16871</u>
Grants Income	5998	14998
Bank Interest & Investment Return	1320	5219
Other Income	<u>1842</u>	<u>1255</u>
TOTAL INCOMING RESOURCES	<u>40825</u>	<u>45728</u>
RESOURCES EXPENDED		
Governance Costs	1113	750
Charitable Expenditure		
Emergency Telephones	1868	2049
Volunteers Training & Support	6801	4718
Adverts, Publicity & Printing	4075	5881
Director's Expenses	1014	511
Stationery & Postage	1802	1611
Water, Light & Heat	2317	2398
Household Expenses	989	923
Repairs, Renewals & Servicing	12191	2253
Equipment Purchase & Hire	2481	4271
Office Telephone	505	1123
Insurance & Legal	773	695
Branch Affiliation Fee	3470	3887
Branch Reserves Equalisation Fund	<u>1284</u>	<u>1094</u>
	<u>39570</u>	<u>31414</u>
TOTAL RESOURCES EXPENDED	<u>40683</u>	<u>32164</u>
NET INCOME SURPLUS for the year	142	13564
Gains (losses) on Investment Funds	<u>21626</u>	<u>14004</u>
NET MOVEMENT IN FUNDS	<u>21768</u>	<u>27568</u>
RESERVE BALANCE at start of year	<u>447176</u>	<u>419608</u>
RESERVE BALANCE at end of year	<u>468944</u>	<u>447176</u>

SAMARITANS HERTS/ESSEX WARE
Balance Sheet as at 31st December 2010

2009			2010	
£	£		£	£
		FIXED ASSETS		
270529		Freehold Property at Cost		270529
		CURRENT ASSETS		
128490		Investments (Market Value)		180116
		Sarasin & Partners Portfolio		
		Bank Balances		
	9156	Lloyds TSB - Current Account	12228	
	43997	Lloyds TSB - Deposit Account	9015	
53768	<u>615</u>	CAF Bank - Gold Account	<u>616</u>	21859
		Net Debtors/Creditors		
	-4981	Samaritans GO BAF & BREF	-3470	
<u>-5611</u>	<u>-630</u>	Creditors	<u>-90</u>	<u>-3560</u>
<u>447176</u>		TOTAL NET ASSETS		<u>468944</u>
		RESERVES		
		Designated		
270529		Fixed Asset cover		270529
		Property Maintenance Support		27000
27000		Income Generating Reserves b/f	126456	
	102452	Investment Gains/Losses	21626	
	14004	General Fund Transfer	<u>0</u>	<u>148082</u>
<u>126456</u>	<u>10000</u>			
423985		Unrestricted - General Fund		
	19627	Balance b/wd	23191	
	13564	Movement In Year	142	
23191	<u>-10000</u>	Transfer to Designated Reserves	<u>0</u>	<u>23333</u>
<u>447176</u>		TOTAL RESERVES		<u>468944</u>

The accounts were independently examined by Sylvia Jenkins, with the full Examiner's report to the trustees, dated 26 April 2011. The full report is available from the Secretary.

Notes to the Accounts for the year ended 31 December 2010

(b) 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 donors or that have been raised by the charity for particular purposes. Costs relating to such funds are charged against the specific funds.

(c) Incoming Resources

All incoming resources are included in the Statement of Financial Activities when the charity is legally entitled to the income, there is reasonable certainty of receipt and the amount can be quantified with reasonable accuracy. Income is identified by category.

(d) Resources Expended

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the appropriately identified category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of the resource.

(e) Taxation

Herts and Essex (Ware) 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 and Corporation Taxes Act 1998 and section 256 of the Taxation of Chargeable Gains Act 1992. No tax charge has arisen in the year.

The 300 Club

The club raises funds for the branch which are much appreciated. Have you thought of joining the club?

It costs £30 per year for a chance to win during 2011, a prize of £50 and another of £25 in the monthly draw plus £100 in the quarterly draw and £1000 in the half -yearly draw.

Prize winners during 2010 are shown opposite.

Many thanks to Liam for running it this year.

Apply to the branch to join.

January	Prize £40	Mr P Benson
February	Prize £40 £100	Mrs S Wilson- Stephens Mr AR Neale
March	Prize £40	Mrs M Stock
April	Prize £40	Mrs M Stock
May	Prize £40 £100 £1000	Mrs J Catlin Mr J Wallace Ms J Parsons
June	Prize £40	Mrs M Dorrington
July	Prize £40	Mr P Fox
August	Prize £40 £100	Mrs P Mitchell Mrs J Miller
September	Prize £40	Mr D Hunt
October	Prize £40	Mrs P Benson
November	Prize £40 £100 £1000	Mrs J Anderson Mrs M Cannon Mrs M Bright
December	Prize £40	Mr G Lee

Cheshunt Friends of the Samaritans

Another year gone by – much too quickly as usual.

It has been a good year for us – in both meeting lots of people and arranging all the events.

Last year we had all our normal events: Four quizzes (Spring, Summer, Autumn & Winter -the Christmas quiz was a pretty special event). Our Annual Christmas Dance with Todd Miller and the Joe Loss Orchestra also went very well. This year we are trying a new event, a Pamper Evening where you can come along for a massage, reflexology or maybe a mini facial. We are going to have stalls as well that will be selling Jewellery, Cup cakes, books and lots more items.

We had a amazing collection outside Tesco's at Brookfield Farm on Christmas Eve where we collected over £1100 in only six hours.

I would once again like to thank The Bakers and Sweeps for their generous donation which we receive from the Mayor of Broxbourne at the Bakers & Sweeps AGM. Also a thank you to Roger Allen for allowing us to collect at Brookfield Farm, Cheshunt. A thank you to all the people who donated prizes for our events, please keep them coming as they keep the costs down at events, so we make more money to give to the Samaritans.

We have set the programme for the coming year and hope that we will see some of you at our events.

Last but not least I must say a thank you to my committee who do a lot of the hard work.

Brian Gibbs (Chairman of Cheshunt Friends)



Interested in helping Samaritans?

The following are the ways that you could help Herts/Essex Samaritans. If you would like to find out more about any of these ways of helping then please telephone the branch on 01920 464099.

Become a Samaritans volunteer

Are you over 18, non-judgmental, able to be sympathetic without becoming emotionally involved, and able to commit approximately 20 hours a month, (which will include one overnight)? If you can answer yes to these questions, then you may be just the person we are looking for.

We require ordinary folk who are willing and able (with thorough preparation) to join us at Samaritans. In particular we are looking for people who can attend our centre and be available for callers in the late evenings, at night and at the weekend when there is a high demand for our service.

All prospective volunteers will receive preparation and individual mentoring until they are ready to take calls on their own in our centre. You will be fully supported throughout your training, and never made to feel that you are on your own.

Become a fundraiser

You may have read our page about the Friends' fundraising events. Our Friends group always needs help and support with their events. Or, if you live in an area other than Cheshunt, then you may know someone who would be willing to start another Friends' group. We rely on these people to help fund our work, and anyone who is willing to help will be guaranteed a very warm welcome.

Join the 300 Club

The 300 Club has been running for many years raising valuable funds for the branch. The annual membership fee is £30 which means your membership number goes into the monthly draw. Last year's prize winners and details of prize allocations are listed on page 12.

Make a gift under the Gift Aid scheme or a legacy

A donation given to us under the Gift Aid Scheme allows us to claim back substantial additional sums of money from the Inland Revenue.

Alternatively you could make out a bequest to Herts/Essex Samaritans in your will. Our Treasurer will gladly provide you with the forms and explain the details to you.



Photo Christmas hamper donated to our Friends by Proctor and Gamble

Samaritans Vision, Mission and Values

Vision

Samaritans **Vision** is that fewer people die by suicide.

Mission

We work to achieve this Vision by making it our **Mission** to alleviate emotional distress and reduce the incidence of suicidal feelings and suicidal behaviour.

We do this by:

- Being available 24 hours a day to provide emotional support for people who are experiencing feelings of emotional distress or despair, including those which may lead to suicide.
- Reaching out to high risk groups and communities to reduce the risk of suicide.
- Working in partnership with other organisations, agencies and experts to achieve our Vision.
- Influencing public policy and raising awareness of the challenges of reducing suicide.

Values

We are committed to the following **Values**:

- Listening, because exploring feelings alleviates distress and helps people to reach a better understanding of their situation and the options open to them.
- Confidentiality, because if people feel safe, they are more likely to be open about their feelings.
- People making their own decisions wherever possible, because we believe that people have the right to find their own solution and telling people what to do takes responsibility away from them.
- Being non-judgemental, because we want people to be able to talk to us without fear of prejudice or rejection.
- Human contact, because giving people time, undivided attention and empathy meets a fundamental emotional need and reduces distress and despair.

People are stronger together

SAMARITANS

Herts/Essex (Ware) Branch

1 Cross Street, Ware, Herts SG12 7AH

Registered Charity 259755

Phone

01920 464 099

National Phone

08457 90 90 90

Emotional support by email

jo@samaritans.org

Emotional support by Text

07725 909090

Website

www.waresamaritans.org.uk

Other neighbouring branches

Cambridge 01223 364455

Chelmsford 01245 357357

Enfield 020 8889 6888

Hitchin 01462 455333

Luton 01582 720666

Watford 01923 233333