

BRIGHTON, HOVE & DISTRICT

SAMARITANS

Registered Charity No. 262742

ANNUAL REPORT

2010/2011



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web www.brightonsamaritans.org

visit Dubarry House, Newtown Road (near Hove Park Villas), Hove, East Sussex, BN3 6AE

Who are we?

Patron:

Arthur Bostrom

Director:

Colin 1353

Deputy Directors:

Angela 1354

Andrew 1506

Dave 1475

Gail 1490

Jane 1199

Jo 1443

Lindsay 1498

Nick 1329

Tracey 1505

Branch Trustees / Management Committee:

Chair: Denise 1527 (*elected*)

Vice Chair: Dean 1153

(*elected, stood down July 2010*)

Director: Colin 1353 (*ex officio*)

Treasurer: Peter 1514A (*ex officio*)

Secretary: Jackie 1465 (*ex officio*)

Deputy: Tracey 1505 (*ex officio*)

Chris 1512 (*elected, stood down Oct 2010*)

Anna 1510 (*co-opted*)

Roy 1338A (*elected*)

Marcus 1266 (*elected*)

Peter 1515A (*co-opted*)

Toni 1589 (*co-opted*)

Independent Examiner:

Maggi Sladen

Consultants:

The Branch is served by several Honorary Consultants, including a Psychiatrist, Clinical Psychologist and General Practitioner.

AGM Report March 2011

Administration telephone:
01273 738115

Administration email:
brighton@samaritans.org

OUR VISION, MISSION AND VALUES

Samaritans' Vision is that fewer people die by suicide. 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.
- Influencing public policy and raising awareness of the challenges of reducing suicide.

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.

DIRECTOR'S REPORT

Welcome to the 2010-2011 Annual Report from Brighton, Hove and District Samaritans. I have pleasure in reporting another successful year for the charity, and positive outlook for the future.

The past year has been one of steady progress towards our goals as a branch. We have increased our reach in the community to offer support to those that need it, improved the stability and reliability of our service from the local branch, and strengthened our finances, all the time providing crucial emotional support to those that are sometimes making very difficult decisions about their lives.

Some days our service relies on 30 different people providing support from our centre in Hove, at our outreach venues, or being on-call. We currently have around 180 volunteers, of which just less than 140 directly provide this listening support. It is a significant task of coordination and management, let alone emotional commitment, intelligence and care, to keep our work going.

All of this work is based on voluntary endeavour, and the efforts of those who are willing to make sacrifices and face the challenges of what do so that others can have confidential, non-judgmental support at times of need, and somewhere to turn when there seems to be nowhere else. We are proud to be an organisation led by volunteers running services provided by volunteers. The past year has seen much debate and discussion about the role of volunteering and community organisations in our society. Being a volunteer organisation makes the support we provide different, and makes the relationship we have with those that use our service different. It does not replace what the statutory services offer, and we wouldn't want it to. It is a unique and distinct contribution to the emotional health of our communities and to reducing the number of people who die by suicide.

The rest of this report gives more detail on our outreach work, the perspective from our Trustees, and our fundraising efforts in the past year, as well as our annual financial report. It would be impossible to cover all of the efforts that our volunteers put in to running our service day in day out, all through the year, but if you'd like to know more about what we do – or how you can support our work – we'd always be happy to hear from you.

This report marks the end of my term of office as Director and I would like to extend my grateful thanks to my fellow volunteers for their support in the past two years, and my very best wishes to our new Director, Angela 1354, who I am sure will enjoy the same.

Colin 1353

Reaching out

Lindsay 1498
Deputy Director, Outreach

2010 has been a good year for our Outreach Team, and we have made steady progress in reaching out to our local community and listening to vulnerable people in their own environments.

Most notable is the listening service set up in August at the West Pier Project, which is a local authority run hostel for people with a connection to the city and are homeless. Many in this hostel have a mental health problem and addiction to alcohol or drugs. This means that although the listening skills we employ are essentially the same we use in our other contacts, we are continually developing those skills further and pushing ourselves to find ways to support those in need.

I am extremely proud of the volunteers who keep this service going. It is not always been easy to do this kind of listening, and the environment in which we do it is often far from ideal. We have to think on our feet and although challenging I know our volunteers find this work ultimately extremely rewarding. Myself and all our callers are indebted to them.

Our other work in reaching out to those that need us includes fulfilling requests from many community groups to talk to them about what we do and also expanding our schools team. We have some wonderful

volunteers who are especially keen to expand these activities and we hope to do more of this work in the coming year. We have also been working with colleagues at Brighton Station as part of the national partnership between Samaritans and Network Rail to reduce suicides on the railway. This is also looks set to grow in 2011.

Finally, we have started to develop our outreach activity to include “looking after the people who care” – particularly those who look after others in a professional capacity – stressing the importance of them looking after their own emotional health and recognising that our service is available for all.

Our thanks to all volunteers who have been part of our outreach work this year, and I look forward to even greater things in 2011.



Our work supporting prisoners in HMP Lewes continues to be a hugely important activity for the branch. With prisoners far more likely than the rest of the population to take their own lives, the support we provide through training and supporting peer Listeners and the prison itself is an illustration of how keen we are to reach those that most need our support.

In 2010 the prison team trained twenty-five new Listeners. Those Listeners in turn dealt with over a thousand face-to-face contacts, some with very suicidal feelings, others who just needed support in circumstances where people they can trust and turn to are few and far between. The work we carry out at Lewes Prison is very worthwhile and never dull. Listeners move on to other prisons or return home, and so the need to train more Listeners is always there, as is the need to support our existing Listeners with twice-weekly visits to allow them the chance to debrief and gain support themselves.

It has been my privilege to visit Lewes Prison for the last seven years. It is easy to take for granted the fact that as volunteers we can walk about relatively freely in a prison housing nearly 500 offenders. The Officers, in particular Steve Ottley, must be thanked for allowing us to carry out the work we do and supporting us through it.

I want to express my admiration and gratitude to the Listeners, some of

whom are the most interesting characters I have ever met. At the end of a visit I return to the warmth and security of my home; they remain in custody and have to deal with their own problems as well as helping others cope with theirs.

Our prison team also provide support to residents at Approved Premises in Brighton, and we have continued to build up relationships with those living there. Even if they may not need our support at the time of our weekly visits, the contact establishes valuable links and this process of 'building bridges' hopefully plants seeds for the future when they might hit troubled times and remember us. Some residents at the Approved Premises have also been involved recently in supporting our charity shop.

The Prison Team is an amazing group of Samaritan volunteers. I cannot thank them enough for their total and unflinching support. In particular I would like to extend my thanks to Meg 1246 who left us this year after twelve years visiting Lewes, and Denise 1527 whose busy schedule as Chair of the Management Committee prevents her from continuing for the time being. They will be a great loss to the team.

I have pleasure in handing over the Branch Prison Coordinator role to Abi 1470. I have absolutely no doubt that they will achieve much in the future.

2010 in numbers

In 2010 our branch:

(2009 in brackets)

Answered **37,000** phone calls on our three phone lines (34,000)

Replied to more than **1,150** emails from people in distress (1,100)

Had **200** visits to our branch in Hove for face to face support (160)

Supported someone outside the branch on **251** occasions in our outreach face to face services (0)

Sent nearly **5,000** text messages providing emotional support through our SMS service (6,500)

Made follow-up support calls to **250** people who contacted us and accepted the offer of ongoing support (70)

Support our Listeners in Lewes Prison, who were asked for help over **1,000** times by fellow prisoners

Our service was provided by **136 listening volunteers** (140) and **43 support volunteers** including those who work in our charity shop

We received **410 enquiries** about volunteering, **114 applications**, and welcomed **45 new listening volunteers** to the branch after completing our training programme

The Trustees of the Branch form the Management Committee who are responsible for the finances and fabric of the branch premises. We are responsible for ensuring that the Centre is a safe and pleasant environment for both our volunteers and our face to face callers when they visit, and for our compliance to charity law.

In 2010 we replaced the windows in the Operations and Meeting Rooms with double-glazing thanks to a generous grant from Sussex4Sussex Masonic Charity and also repaired the damp proofing to the walls and windows in the Training Room and Director's office. In 2011 we are looking to provide new computers as part of a national project to improve our infrastructure, and working on providing disabled access to the building, improvements in the shop and many other projects.

Our Charity Shop in George Street is going from strength to strength and our thanks go to all the staff and shop volunteers who have worked so hard in the last year. We employed a new Shop Manager in October and Assistant Shop Manager in December and future prospects for the shop look very promising as our income rises from this source. We have new shop

volunteers as well who are proving to be real assets and behalf of the Committee we would like to thank everyone for their continued hard work and support. There is a further report regarding the shop from our new Manager in this review.

The Branch took part in the first Brighton Marathon last year which proved to be a huge success, mainly down to all the hard work of Roy 1338A, our Marathon Coordinator. Everyone who participated from the runners to the supporters did a marvellous job and thanks to amazing sunshine on the day it was great fun and enjoyed by everyone. We are now moving forward to the next Marathon in which we are one of the official local charities and hopefully, through sponsorship of our runners, we will raise even more money to continue our work.

Finally, on behalf of the Management Committee I would like to thank and extend our appreciation to all the volunteers who work tirelessly behind the scenes keeping the Centre running day in day out – both listening and support volunteers. Without these endeavours we wouldn't be able to provide our service so all deserve our thanks.

Fundraising

Roy 1338A
Chair of Associate Volunteers

The branch has had a real focus on fundraising in recent years, and much of this work is undertaken by our dedicated group of Associate volunteers – volunteers who support the branch in ways other than providing our listening service. Outside of the Brighton Marathon, and major grants and donations, our fundraising efforts raised £5293 last year, less than we'd hoped for but this seems to be a reflection of the times economically and heightens our need to find other ways of bringing in extra funds.

Over half of our total funds raised came from our street or shop collections and we hope to increase the number of these in 2011. Our annual Xmas collection and book-wrapping at Waterstones was again a big contributor to our funds bringing in £850 over the two days our volunteer were there. We had a surprise donation during the year when we found that the proceeds of a wishing well in the Old Needle Factory in Lewes were being donated to us, and grateful to Wealden Caving and Mining Society for recovering the £669 that awaited us at bottom of the well. Our annual quiz competition with Worthing Samaritans was another success, not only in raising funds but as we won the

competition and have the trophy back in our branch.

The big event of the year was of course the Brighton Marathon and we were fortunate to be a part of the very first run. I think everyone who took part agreed that it was an amazing event and an unforgettable experience. We had 12 runners raising funds for us and they collected an incredible £8420, supported on the day by lots of our associate and listening volunteers cheering them on.

I would like to thank everyone who has helped us over the past year and I hope that we can rely on your support in the coming year. I include all those who have raised funds for the branch by other means.



As part of a long-term fundraising strategy to enable more reliable income for Brighton, Hove and District Samaritans the branch opened a charity shop in George Street in June 2009 after a great deal of hard work by volunteers and members of staff.

I took over as manager of the shop in October 2010 and since then I have worked with a fantastic team of volunteers to maximise on the hard work the previous manager, assistant manager and their team had put in to continue to take the shop forward and realise the ambitions of raising regular funds for the branch.

Over the months we have continued to build a sound customer base and the donations have continued to pour in – showing the willingness of the community to support our work. There is a really strong sense of the shop being part of a community and many of the customers are complimentary about the shop and the positive and helpful attitude of the staff here. Overall the shop has gone from strength to strength and is now making a significant contribution to the income of the branch which we hope we will sustain in the coming year.

All of this is thanks to our strong team of hard working volunteers, and our Assistant Manager Richard. Our volunteers are very different – some are looking to

learn new transferrable skills that will promote their chances of future employment, and we have tried hard to recruit a wider range of volunteers recently. However different they all share a commitment to the charity and know that they are raising valuable funds for a good cause.

Over 2011 we will be looking at diversifying ways to generate more funds and to become a greater presence in the local community with schemes that if successful, will involve educational establishments here in Brighton and Hove and raise awareness of the work Samaritans does.

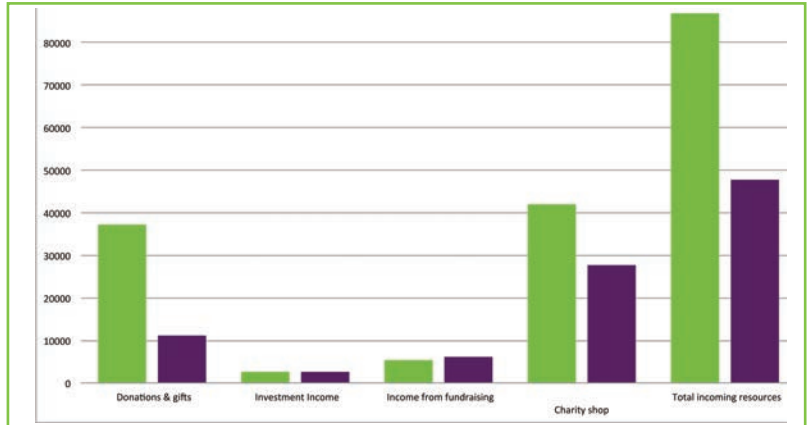
My thanks to all of those who have supported the shop in the last year for their hard work and commitment, and we look forward to the challenges that the next year will bring!



Income

	2010	2009
Donations and gifts	£37,152	£11,139
Investment income	£2,659	£2,697
Income from fundraising	£5,261	£5,998
Charity shop income	£41,900	£27,806
Total incoming resources	£86,972	£47,640

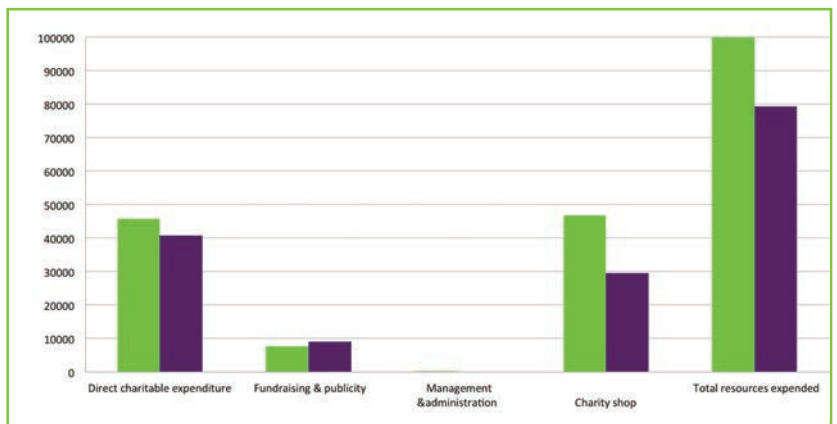
■ 2010
■ 2009



Expenditure

	2010	2009
Direct charitable expenditure	£45,803	£40,836
Fundraising and publicity	£7,694	£8,996
Management and administration	£170	£0
Charity Shop expenditure	£46,838	£29,513
Total resources expended	£100,505	£47,136

■ 2010
■ 2009



Treasurer's Report

for year ending 31 December 2010

The branch saw an improvement in its income and a reduction in the deficit for the year in 2010. We received a very generous anonymous donation in the early part of the year and approx £8,000 was raised by our runners in the Brighton Marathon. In addition we received a generous grant of £10,000 towards the £12,000 cost of new windows on the North side of the centre. The running costs of the centre were very much in line with those for 2009, but expenditure shows higher as a result of this maintenance work.

The deficit for the year was £12,972 compared to £31,704 for 2009. Against this is offset an increase in the value of our investments of £3,025 (2009-£3,896).

The first months of the year were difficult at the shop, which we opened in 2009 to establish a more regular income for the charity, with turnover not achieving our targets. The latter part of the year showed an improved picture however, with sales rising steadily and bringing the shop in to surplus for the first time since opening. I am pleased to be able to report that this improvement has continued into 2011, with sales achieving record levels in both January & February. If the present level of sales is maintained for the whole year the shop will make a very useful contribution to our income.

Taking this and our success in fundraising throughout the year and controlling our costs the branch remains in a healthy financial position with sufficient liquid funds in reserve to continue the work for some time to come.

Peter Harrow
Treasurer

Donors and Supporters

Our very grateful thanks to all individuals and organisations who helped to keep our branch going with financial and operational support in 2010, including: The Acupuncture Clinic, St Nicolas church, The Old Needle Factory, Wealden Caving & Mining Society, Orpheus choir, Patcham Silver band, Brighton Thistle hotel.

Plus all the shops, companies, pubs, colleges, universities and other organisations who have been kind enough to allow us to place a collection pot with them. If you think you could help us raise funds please contact us at brighton@samaritans.org

The summary information on page 10 is provided as part of the treasurer's report to show details of the Branch's income and expenditure for the year. It has been extracted from the full financial accounts which have been independently examined. Copies of the full financial statements can be obtained from the branch at the address shown on the front page of this report.

The trustees acknowledge their responsibility to assess and manage the risks that face the organisation, and in the year ahead will continue with a formal process to manage and monitor this.

BRIGHTON, HOVE & DISTRICT

SAMARITANS

Registered Charity No. 262742

What we do

- Offer 24 hour confidential, emotional support by phone, email, text message, and face-to-face, at our centre in Hove
- Visit Lewes Prison regularly to train and support those who volunteer to be 'Listeners' for their fellow prisoners
- Give talks and hold workshops on emotional health, listening skills, and the service we offer for local schools, colleges and community groups
- Work with other organisations that share our vision and values to reduce suicide and promote emotional health
- Attend community events providing information and promoting the availability of our service
- Develop our service for the future, working together with the 200 other branches of Samaritans across the country

To find out more about the work of Samaritans in the UK and Ireland go to www.samaritans.org

Our Area

Brighton, Hove and District Samaritans covers a large part of Sussex, from Shoreham in the west, to Newhaven in the east and Haywards Heath and Burgess Hill in the north, and including of course the city of Brighton and Hove. The map shows our neighbouring branches in the South East.



Support Us

To find out more about how you can support us, either through volunteering, fundraising, or making a donation to enable us to continue our work, visit www.brightonsamaritans.org