

Always there, 24 hours a day

## Open Evenings

Tuesday 11 February 2010  
Monday 29th March 2010  
Thursday 22 April 2010  
Monday 21 June 2010  
Tuesday 20 July 2010

Thursday 19 August 2010  
Thursday 9 September 2010  
Monday 18 October 2010  
Monday 15 November 2010  
Thursday 16 December 2010

At 7.30pm. The Haven, 13 Bolton Road  
Eastbourne BN21 3JT

### I Would Like to Get Involved

- I would like to join Samaritans as a Listening Volunteer\*
- I would like to find out more about becoming a Supporting Volunteer
- I am not available to volunteer at present but enclose a donation of £
- I would like to find out how I can subscribe by Covenant

\* We will invite you to our next information event

Name \_\_\_\_\_

Address \_\_\_\_\_

Telephone \_\_\_\_\_

Email \_\_\_\_\_

Freepost RRSX-UJGH-ZCTC  
Eastbourne Samaritans, The Haven, 13 Bolton Road  
EASTBOURNE BN21 3JT

**SAMARITANS**

# SAMARITANS

## Eastbourne & District

# 2009

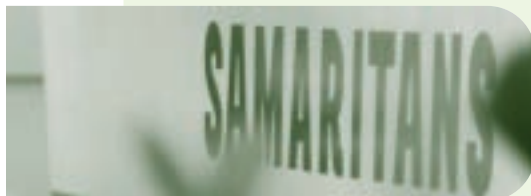
## Annual Report

Always there, 24 hours a day

<b>national</b>	08457 909090
<b>email</b>	jo@samaritans.org
<b>local</b>	01323 735555
<b>visit</b>	The Haven, 13 Bolton Rd Eastbourne BN21 3JT
<b>open hours</b>	10.30am - 10.30pm

# SAMARITANS

# Who Are We?



### Director

Sandra 289

### Directors Admin Assistant:

Brenda 761

### Deputy Directors

Dave 823

Margaret 427

Marion 394

Jo 856 (resigned March 2009)

Pat 851

Sandy 833 (resigned March 2009)

Sheila 887

### Branch Committee Trustees

**Chair:** Barbara 752 (elected)

**Deputy Chair:** Paula 921 (elected)

**Director: Sandra:** 289 (ex officio)

**Treasurer: Jeff S11** (ex officio resigned August 2009)

**Directors Deputy:** Dave 823 (ex officio)

**Secretary:** Ray 861 (ex officio)

**Publicity:** Dave 895 (ex officio resigned August 2009)

Anthony 871 (elected, resigned March 2009)

Carol 483 (elected)

Doreen 896 (elected)

Jean 907 (elected)

Jo 856 (ex officio resigned March 2009)

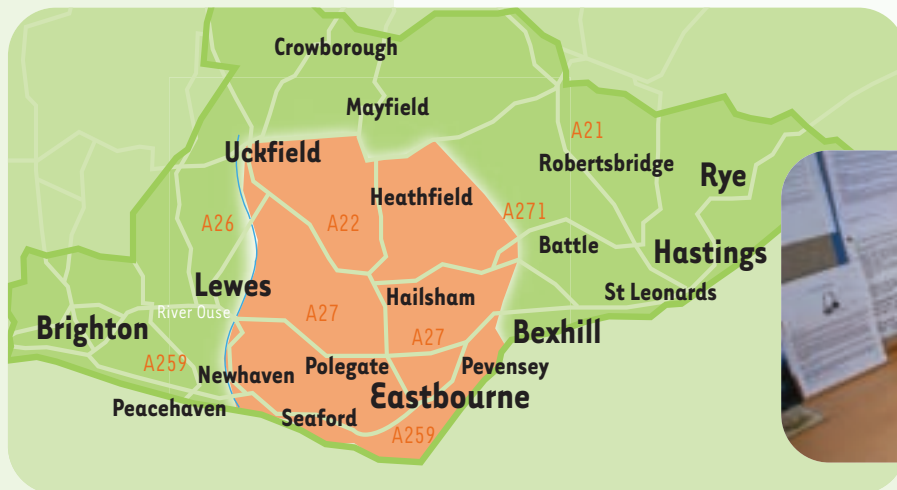
Keith 366 (elected)

Lyn 862 (elected)

Mary 716 (elected)

Mike 766 (elected, resigned Feb 2009)

Wendy 894 (elected)



# Vision, Mission & 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 to achieve our Vision.

**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 the people have the right to find their own solution and telling people what to do takes responsibility away from them.

Being non-judgmental, 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.

# SAMARITANS

# Director's Report

2009 was a very busy year for us. There has been an atmosphere of enthusiasm, activity, thoughtfulness and dedication which has permeated all our work.

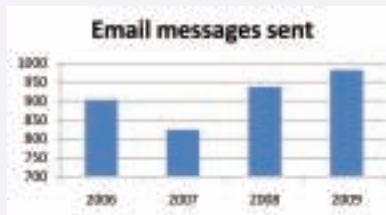
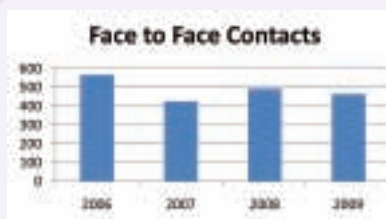
At our AGM in March 2009 we were privileged to have a visit from our National Chairperson, Sophie Andrews. Her talk about her life and how Samaritans had helped her gave us renewed appreciation of the value of our work. This has given us even more focus and put the needs of those who call on us firmly at the forefront of all we do.



Our Night Time availability is a vitally important part of what we offer. Our opening times at night are managed on a regional basis and we, in Eastbourne, are open at night for a few hours on each night of the week. It is at night that we often receive calls from those who are most despairing and find no-one else is available. We are so appreciative that our volunteers manage to make time in their busy lives for working at night.



We have also been out and about in the community too. In response to our National Strategy 2009-2015 we surveyed our level of outreach and realized there are probably many we could help who would never think of picking up the phone, e mailing us or popping in to see us at our premises in Bolton Road. We are starting to go out more, meet and talk to people in the community and reach those we might be able to help in their familiar settings. Our plans are to develop our Outreach considerably during the next few years.



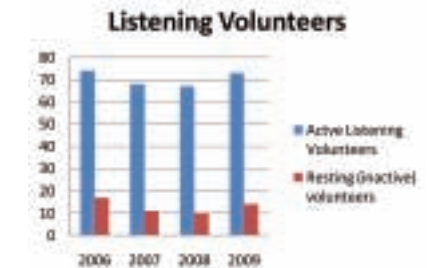
Sandra receiving Christmas Draw cheque for £844 from Arndale Manager Bill Plumridge

We are always mindful that we need sufficient volunteers if we are to achieve the level of availability needed in addition to going out into the community. To this end we are constantly recruiting and training both Listening and Supporting volunteers.

We are trying to recruit Supporting Samaritans for as many of the 'non listening' jobs that need to be done as possible. This relieves the time of our Listening Volunteers for working directly with those who call us. We are most grateful to all our Supporting Samaritans for their commitment.

I come to the end of my term as Director of Eastbourne and District Samaritans at the end of March 2010.

I am grateful to all the membership for their loyal support and hard work dur



ing the past three years. The experience has been far more than I had ever imagined and the rewards have been many. It truly has been a pleasure and a privilege to lead such a warm, altruistic, caring, committed group of people. I am particularly indebted to my Deputy Directors and Administration Assistant for all they have done to help everything run smoothly and enable us to keep up a high standard of service to those who call on our help.

I am delighted to be handing over to Pat Smallwood and know she will enable much progress in the branch as it moves forward to face the challenges of the future.

To all those who have helped Eastbourne and District Samaritans in any way during the past year I send a huge 'Thank You'. You have helped to make a difference.

**Sandra K Mitchell (Director)**  
289

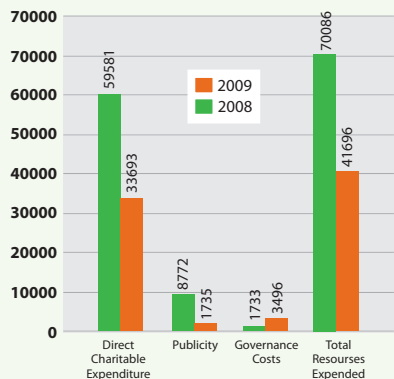
**SAMARITANS**

# Treasurer's Report

2009 has been a challenging year for all charities. The downturn in the economic climate has inevitably seen our legacy, donation and gift, and investment income reduce. However, our investment in our Charity Shop has proved to be a consistent source of income in addition to providing awareness in the community.

The ongoing running cost of the branch is estimated to be approximately £37,000 per annum. To counter the expected reduction in income the Committee were prudent with expenditure and costs were contained to ensure our total reserves were sufficient to maintain the ongoing running of the branch for at least the next three years.

## Treasurer's Statistics



Improved facilities for callers

We have invested money in both major refurbishment of The Haven to ensure compliance to Fire and Health and Safety regulations and to our Charity Shop to improve working areas for volunteers. It is expected that this investment will stand us in good stead for some years to come.

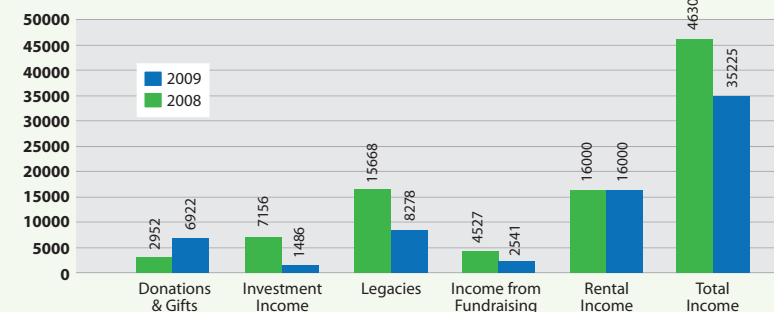
Being solely self funded, we rely on fundraising activities to supplement welcome donations by local people, businesses and organisations and also on legacies from generous people left to the branch in their wills. To assist our fundraising events we purchased a specially manufactured marquee, a photo of which can be seen on the outreach update in this annual report. This has been a great success both in providing visual identification of our volunteers and



improved access and lighting

The summary on page 6/7 is provided as part of the Treasurers report to show details of the Branch's income & expenditure for the year. It has been extracted from the full financial accounts which have been independently examined. Copies of the full accounts can be obtained from the branch at the address shown the back page of this report

## Treasurer's Statistics



protection in bad weather! It is expected that we will need to consider installation of new IT equipment in 2010 in line with new national initiatives.

When compiling the statistics for the financial report, the economic situation, whilst slightly better, remains uncertain and we need to

ensure we maintain a vigilant watch on our expenditure. However, we remain in a healthy financial position with sufficient liquid reserves to maintain the branch with our Charity Shop being the main contributor to our ongoing income.

**Barbara Robinson (Treasurer)**  
**752**

# Training

The Training teams have provided three new Samaritans courses at Stages 1 and 2 during 2009.

I share with you here some of the comments from our training volunteers:

**"I really did find the course as a whole completely useful. If anything I would like to do it again"**

**"Clear learning objectives at every session, clear Samaritan Policy framework that under pinned each session and this really supported learning"**

**"We would have liked more time for skills practice even though it was always challenging"**

**"I found the support I received from everyone involved in the training amazing"**

**"I feel that this course has increased my personal confidence"**

These training courses take up a lot of hours and I salute the dedication and commitment of the Training teams. I thank them and all of those involved, including volunteers who helped with skills practice, the Mentoring Co-ordinator, Rota Secretary, Mentors and every volunteer for welcoming new Samaritans into our Branch.

**Dave 823  
Deputy for Initial Training**



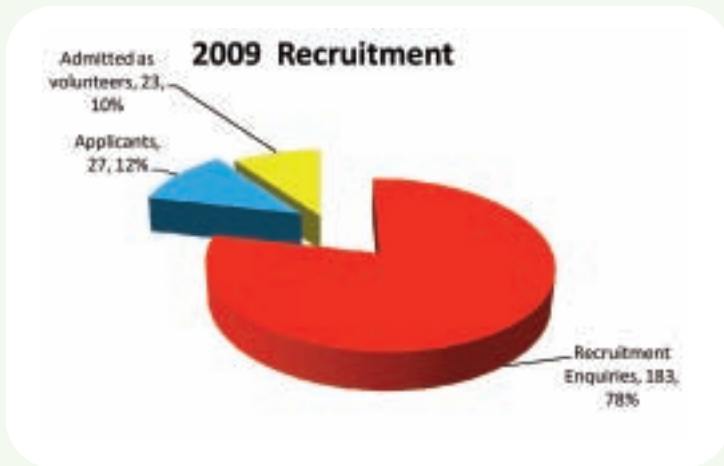
*Brighton University Freshers' Day at the Eastbourne Campus.*

**The Branch Committee members are Trustees** of the Branch and their responsibilities are to ensure the Branch and finances run smoothly.

Improving technology means that we now support face to face callers, telephone callers and contacts via our [jo@samaritans.org](mailto:jo@samaritans.org) email service. Support via texting is also an ambition of our branch in the future and we need to ensure our facilities and finances are available to achieve this ambition.

2009 was another challenging year for all charities with ever increasing demands in legislation, and health and safety requirements. Eastbourne and District Samaritans were no exception. We have been at The Haven for more than 15 years and we recognised that we needed to carry out improvement works in order to fully comply with fire safety regulations. We also needed to update the house to provide better facilities and comfort for our callers and volunteers alike. After the major refurbishment work to the exterior of the building completed in 2008 the interior has seen considerable improvement in 2009 which should stand us in good stead for years to come.

We opened a charity shop in May 2006



# Chair's Report

and it has proved a great success, both in maintaining public awareness of the Samaritans charity in Eastbourne and to provide a good return of our investment in the venture. We have further invested in the shop in 2009 to improve the facilities for our invaluable volunteers and working areas for sorting and pricing donated goods for sale. The shop continues to contribute to our finances which are so vital to our ability to support callers whatever the time of day or night.

Being solely self funded, we rely on fundraising activities to supplement welcome donations by supportive local people, businesses and organisations and also on legacies from generous people left to the branch in their wills.

Our aims in 2010 include updating our technology to ensure we remain available through all means of contact. This will include the possibility of networking the branch so we are able to share information from the national charity with all volunteers together with more cost effective printing to help contain running costs.

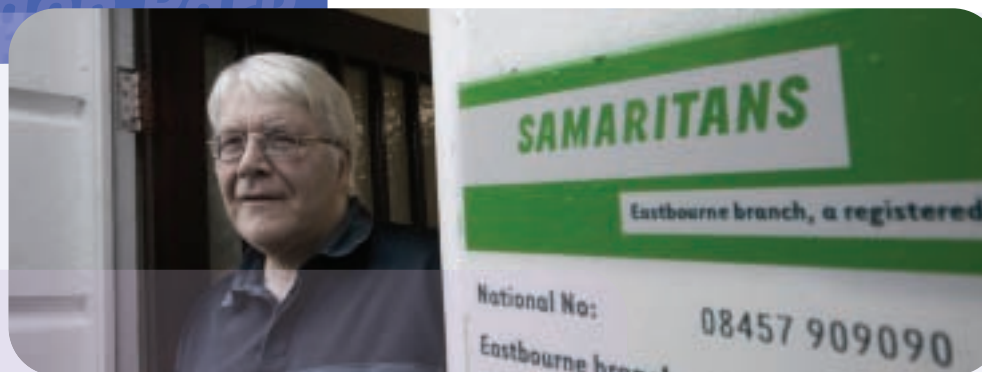
Our Director Sandra, will complete her 3 years as Director in March, and the Committee would like to express their thanks for her support and guidance.

**Barbara Robinson  
(Chair)  
752**



## Branch Outreach in 2009

Over the last twelve months, we have been involved in over seventy Publicity and Outreach Events reaching more than 2100 people. The events range from School Assemblies to monthly workshops in Eastbourne District Hospital Psychiatric unit. We held regular awareness events at the Arndale Centre throughout the year. Volunteers from the Branch are actively involved in networking events with other local charities and statutory bodies, examples include. Beachy Head Risk Management Group, East Sussex Survivors of Suicide, Eastbourne World Mental Health Day 2009 meeting.



*Dave Leworthy (Branch Publicity Officer) 895*

locations in 2009 including the 999 Emergency Services weekend, Hailsham Lions Country Fair, Shinewater Family Fun Day.

During the year volunteers have given presentations to many groups including : **EBC Housing Department; Eastbourne Care for the Carers; East Sussex Hearing Resource Centre, Local Headway Branch; Hailsham Mediation + ; St John's Meads School; Bourne School.**

An important part of our work has focussed on working with young people. There were workshops with Year 10 groups in Cavendish School and Heathfield Community College. In October, it was a great privilege to attend the Brighton University Freshers' Day at the Eastbourne Campus. There are some exciting new projects in the planning stage for 2010, including working with other local organisations on a regular basis.

We have continued to develop our website by purchasing our own domain, the website can now be viewed at:

**[www.eastbournesamaritans.org](http://www.eastbournesamaritans.org).** Furthermore, volunteers can apply using **[Volunteering@eastbournesamaritans.org](mailto:Volunteering@eastbournesamaritans.org)**

**Dave Leworthy (Director of Publicity and Outreach) 895**



*2009 Shinewater Family Fun Day - photo taken by Ian Weeks*



*Ralph networking at the World Mental Health Day workshop in Eastbourne*

We regularly meet members of the public at outdoor events. Our Mini-Marquee has been seen at a variety of

## Support 2009

During 2009 we were fortunate to be supported, financially and in other ways, by many individuals and organisations and our sincere thanks go to them all. These included:

- Ann Mudge**
- Arndale Centre Management & Staff**
- Burtons Newsagents**
- Clarke Brownscombe**
- The Conference People**
- The Devonshire Club**
- Devonshire Stores**
- East Sussex Bach Choir**
- Hailsham Lions**
- Much Ado Bookshop**
- John and Mary Stratton**
- Shinewater Residents Association**
- Waitrose**

We are grateful to the following communities for their generous support during our street collections:

- Alfriston, Eastbourne, Hailsham, Pevensey, Polegate, Seaford, Uckfield and Willingdon.**

**SAMARITANS**