

SAMARITANS

Eastbourne and District

Registered Charity No. 278729

Annual Review 2010



Serving our Community 24 Hours a Day

If you need to talk to us in confidence:

Phone: 01323 735555 (Local)
08457 909090 (National)

Email: jo@samaritans.org

Visit: The Haven, 13 Bolton Road
Eastbourne, BN21 3JT.
Open 10.30 a.m. to 10.30 p.m.

Who are we and what do we do?

The Samaritans of Eastbourne & District is a charity made up of local volunteers. We are dedicated to providing friendly confidential support to people whose life is in crisis. Our aim is that, by listening to them and supporting them, we can help them once again cope with life's challenges. A large number of those who contact us have thoughts of suicide. For them the confidential support of a fellow human being can be the difference between life and death.

Our volunteers go through a rigorous selection and training process, first, to ensure that they have the necessary caring qualities and then to develop their capacity to listen and to respond non-judgmentally with empathy and warmth.

As a branch of Samaritans, the emotional support charity for the United Kingdom and the Republic of Ireland, we operate within its policies and guidelines and are able to contribute to and draw upon its regional and organisation-wide support networks.

Whilst many of our phone and email contacts may come from out of our area, we have a specific focus on the local communities in Eastbourne and surrounding East Sussex. As well as our drop-in facility in Eastbourne, we take our message and our support to a variety of local groups.



Our Vision, Mission, Values

Our 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 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.



Samaritan Sign at Beachy Head

Director's Report



Pat Smallwood
Branch Director

My term as Director started at the Branch AGM in March 2010 and it has been a year filled with challenges, fun and enthusiasm. I have been overwhelmed by the support of the membership who work with such focus and energy to continue our work in order to promote the aspirations of our organisation. Following our Branch Visit in November, a quality audit undertaken by two representatives from the Central Charity, we received a glowing report.

Eastbourne Samaritans have a hard working and dedicated Directorate who ensure that the branch is moving forward - always mindful that those we serve remain our first priority.

Our telephone service is available 24 hours each day. In addition, The Haven is open to personal callers for twelve hours every day of the year without appointment. The number of personal visitors is increasing steadily year by year. In addition, many callers now prefer to contact us by email.

There is also a small but committed team of volunteers who visit Lewes prison at least twice a month to support the Prison Listening service .

In 2010, we had more than 14,180 contacts

- ◆ 12,076 people contacted us by telephone
- ◆ 573 people visited the Haven to talk to us
- ◆ 322 people talked to us at other venues
- ◆ We answered 1011 emails
- ◆ Our prison team supported more than 200 Listeners

As part of our National Strategy we have increased our involvement in Publicity and Outreach. It has been a very full and busy year for the enthusiastic volunteers who have achieved so much in undertaking this work.



Pat in discussion with Julie Barton
(Homeless Health Team) and Pauline
Peagam (Salvation Army))

During 2010, we:

- ◆ gave talks and attended events on 99 occasions putting us in touch with more than 2100 people.
- ◆ attended the local psychiatric unit each month
- ◆ visited a local homeless centre each week
- ◆ spoke to nearly 1200 pupils and staff at schools in our area

Volunteers are at the heart of Samaritans, without them our organisation would not exist. They not only respond to our callers and undertake regular training in order to upgrade and develop their skills, but they also take responsibility for governance and management of the charity. During 2010, a serious challenge has been the recruitment and training of additional volunteers so we can strengthen and expand our service thereby widening and increasing our community contacts. Our equalities policy, together with plans for greater flexibility and a positive recruitment drive by our dedicated team, have shown good results but, in order to expand our work, particularly during the busy night-time hours, we still need more volunteers able to offer around four hours a week of their time. It is worthwhile and rewarding work and some would even say life changing!



**Volunteer Training Session
at The Haven**

- ◆ **During 2010, we received 208 enquiries which resulted in 48 applications from which 27 people were selected for training and 21 recruited as listening volunteers**

In addition to Listening volunteers we have a very committed group of 29 Supporting Samaritans who do many of the important back-up jobs which are so vital for the smooth running of our branch. We are very grateful for their support and commitment.

I want to say a huge thank you to all those who have helped Eastbourne and District Samaritans during the past year. Our branch goes from strength to strength and your support, trust and enthusiasm is greatly appreciated. Wherever there is a risk of emotional distress that might be relieved by our listening and support we are keen to help, and we cannot do this without you.

Thank you all, Pat Smallwood

Treasurer's Report 2010

Eastbourne & District Samaritans have had another busy year financially, but with careful management by the Committee the funds are in a robust state.

The **Expenditure in 2010 was £37,791**, a small decrease on the previous year. This included the £17,704 remaining for the building works from the previous year. Our contribution to central Samaritans was also high as it was picking up arrears as well as our 2009 contribution of £3,762. Our main regular costs remain the servicing and upkeep of The Haven, telephones, publicity and communications and the training and up-dating of volunteers.

Our Income **for the year was £34,050**, which was due to the fundraising efforts of the volunteers, and to the generosity of organisations, and individuals, for which we are always exceedingly grateful. These are too numerous to list in full. With apologies to those not shown, here are just some of the contributions:

- ◆ The Samaritans charity shop in Grove Road paid us rent to the value of £16,000 in the year and also made a donation of £1,250.
- ◆ The 2 days at the Bluebell Walk in Arlington raised £1,689, including £276 from the proceeds from the raffle of an original painting by Angie Perrin, kindly donated by the artist.
- ◆ We received a grant from the Sir Stanford and Lady Jane Cooper's Charitable Trust to the value of £5,500.
- ◆ Kevin and Christine Hollingsworth's Ladies' Festival (Anderida Lodge) generously donated £1,255.
- ◆ Eastbourne Sovereign Rotary Club gave us £1,000 from their Tree of Light fund.
- ◆ The Arndale Centre Car Raffle donated £844
- ◆ The Deerford Trust donated £200
- ◆ The Quiz / Supper Nights, organised by John and Mary Stratton, raised £696 for us.

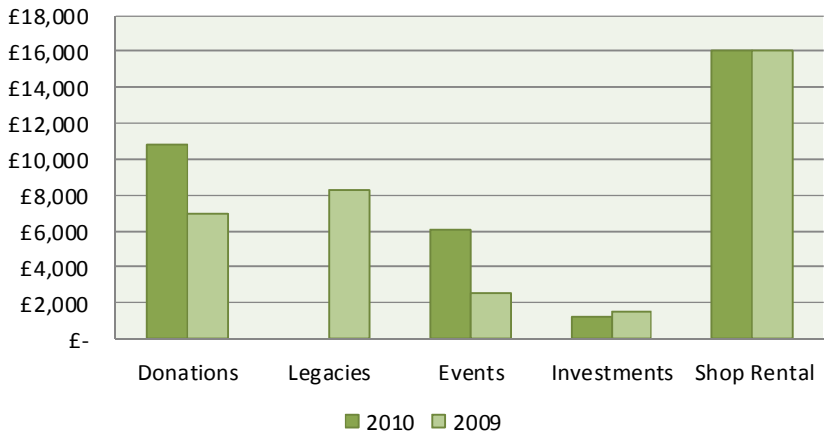
Our volunteers worked very hard on the street collection days, Sainsbury's, Hampden Park, Charity of the Year events, '24/7' raffle, open days and Arndale Centre awareness days, when collecting box donations are received. Talks given to local societies and clubs were rewarded with contributions to our funds, and the sale of Tricia's re-make greetings cards also added to the coffers.

In total for 2010 our **Expenditure exceeded our Income by £3,741**, which was a smaller excess than in 2009.

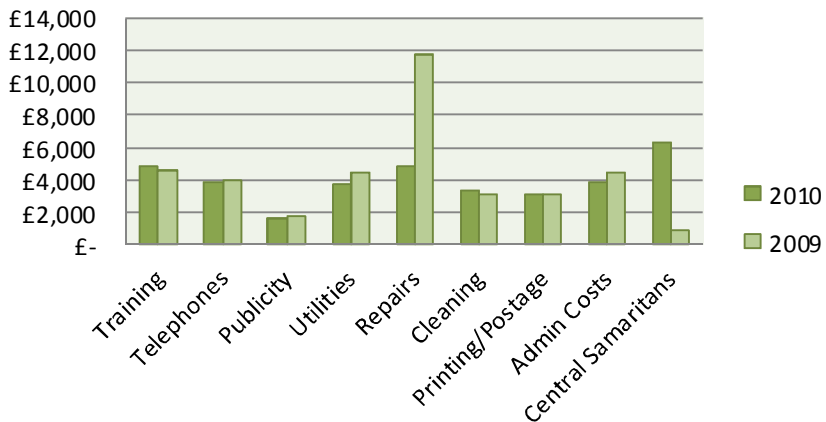
At the end of this my first year as Treasurer, I should like to thank everyone who has helped me, especially the Director, Chairman and Committee, but also the individual Samaritans who have enabled me, with the professional assistance of our accountants, Clark Branscombe, to produce the accounts.

Janet Tillyard

2010 Income



2010 Expenditure



Copies of the 2010 Branch Accounts are available on request

Serving Our Community



Shinewater Family Fun Day



Arlington Bluebell Walk



Arlington Bluebell Walk



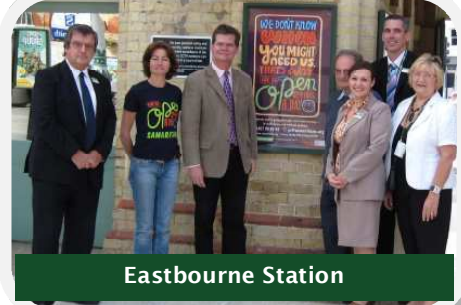
Brighton University Freshers' Day



Emergency Services Weekend



Branch Open Day



Eastbourne Station



Hailsham Lions Country Fayre



Health Awareness Weekend



Receiving a cheque from Hailsham Lions

Chair's Report



Ralph Homer
Chair of Trustees

The Annual General Meeting of 2010 voted in a new Branch Committee, all but three being new members. As trustees of branch we are responsible for ensuring that the assets of the branch – its finances, buildings and equipment are properly managed, that legal requirements are met and that resources and appropriate publicity are available for the director and volunteers to undertake the work of the branch. All the committee members complete the Samaritans trustee training. We regularly monitor and review our finances, our risk register and health and safety matters.

The refurbishment of The Haven, our centre in Bolton Road, Eastbourne, was completed in the early part of the year. Additionally, we have been able to improve the signage at the approach to the building to make it more welcoming to people who might need our help. We commissioned an accessibility survey, which found that, although the service is accessible to all by telephone and email, and we can make suitable provision for volunteers and callers with sensory impairment, the building cannot feasibly be adapted for wheelchair access. Alternative arrangements are, however, available if needed.

The Director's report has made clear that this has been a good year in the delivery of its core activity of providing emotional support, including some significant developments in the charity's community links. The latter were highlighted at our Open Day in July, which was opened by the Member of Parliament for Eastbourne and Willingdon, Stephen Lloyd, with the Deputy Mayor of Eastbourne, Councillor Margaret Salsbury as official guest. The event was also attended by representatives from Southern Railways, with whom we are co-operating as part of the national project to reduce suicide on the railways. We are grateful to senior staff at Southern Railways and to Paul Wyborn, the local area manager, for their help with publicity and awareness-raising events.

More awareness-raising, and significant fundraising, was achieved when we staffed and catered at the Arlington Bluebell Walk. The branch is indebted to John McCutchan of Bates Green Farm for this opportunity and to Angie Perrin, the raffle of whose original

painting added to the financial success of the occasion.

Rent and profits from the Samaritans shop in Grove Road gives us a regular income. As a trading company, it is separate from the Charity, but exists solely for our support. We owe a debt of gratitude to the shop directors, staff, volunteers, donors and customers who have helped make 2010 the shop's most successful year to date. Please see overleaf for details of how to support the shop.

We are most grateful to the many people, businesses and charitable organisations that have supported us financially and in other ways throughout the year. Apart from the income from our shop, we are entirely dependent on voluntary contributions. I would like to thank all those who have helped in 2010. 2011 will bring new challenges as we upgrade our caller contact system to ensure that desperate people can get through at all times. So we look forward to your continued generosity in supporting our work.

Ralph Homer, Chair of Trustees



Giles and Jinan outside the Haven

Branch Committee (Trustees)

Director	Mrs. Patricia A. Smallwood
Deputy Director	Mrs. Ann M. Hare
Honorary Secretary	Mr. Giles B. James
Honorary Treasurer	Miss Janet E. Tillyard
Hon. Publicity Officer	Mr. Ray Goree
Elected Members	Mrs. Christine Emery
	Mr. Michael J. Everest
	Mrs. Doreen Goldsmith
	Mr. J. Ralph Homer (Chair)
	Mrs. Wendy Martin
	Mr. Stuart A. Miller
	Mrs. Jill C. Morgan (Deputy Chair)
	Mrs. Cherry V. Reeder
	Mrs. Mary J. Summerfield

Can YOU help us raise funds?

We have to raise over £37,000 every single year to support our work. If you can help us with a gift, legacy or by organising a fundraising event please write to:

**Eastbourne Samaritans, Freepost RRSX-UJCH-2CTC,
The Haven, 13 Bolton Road, Eastbourne, BN21 4JT
or leave a message on 01323 721511**

Are you interested in becoming a Samaritan?

Come along to one of our informal Information sessions to find out more about our work:

Wednesday 27 April
Thursday 27 May
Tuesday 28 June
Thursday 21 July

Tuesday 16 August
Thursday 8 September
Friday 18 November
Monday 12 December

all sessions are held at The Haven 13 Bolton Road, Eastbourne, BN21 3JT
starting at 7.30 p.m.

In addition there will be a session on Sunday 16 October at 2 p.m.



**Our Samaritans shop urgently needs
clothes, books and bric-a-brac for resale.**

**31 Grove Road, Eastbourne, BN21 4TT
For collection phone Lindy or Allan on 01323 646624**