

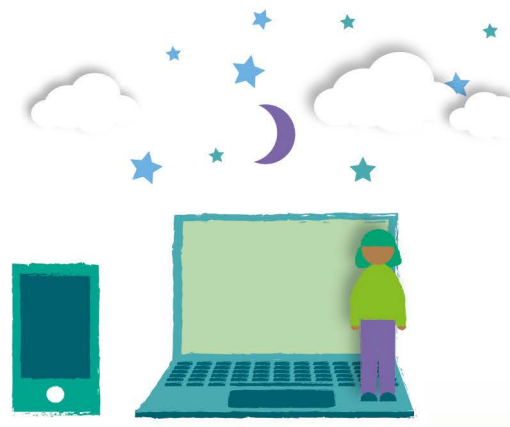
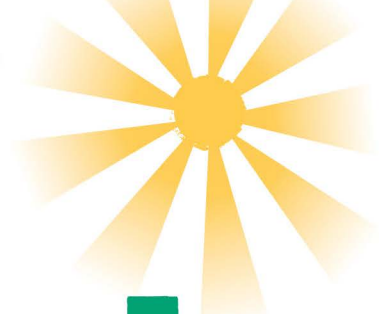


SAMARITANS
Ireland

The power of human connection



Impact Report 2021



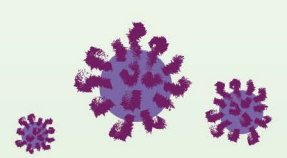
Volunteers gave over **160,000 hours** of their time.

We responded in a way that suited our callers:

470,824 phone calls

18,645 emails

The year at a glance in Ireland



1 in 5 calls for help were about worries linked to coronavirus.



We answered over **1,300 calls for help** a day.



Our volunteers listened for almost **100,000 hours**.



Samaritans were here day and night for anyone struggling to cope.

We answered a call for help **every 64 seconds**.



We spent, on average, **30 minutes on the phone** to each caller who needed emotional support.





David,
Samaritans volunteer



Samaritans Ireland Impact Report 2021

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Welcome from the Chair, Executive Director and Regional Directors

We're needed now, more than ever

Welcome to the Samaritans Ireland Impact Report for 2021, in which we round up our year.

It was another tough year in 2021 for Samaritans in Ireland, and yet as always, people's resilience, determination, and undeterred passion for our work shone through.

While we were challenged by the continuation of the pandemic and ongoing restrictions, our amazing volunteers continued to ensure that we were available to talk to our callers and provide them with emotional support.

Their level of commitment made sure our freephone helpline number, 116 123, remained open 24 hours a day, seven days a week, which, despite the challenges of the past few years, was fantastic.

Even in self-isolation, many volunteers continued to contribute by answering emails or supporting colleagues from home.

While it was disappointing that, because of Covid, most of our outreach activities did not happen during the year, some branches marked Samaritans Awareness Day on 24 July and more than 100 prominent buildings across the country lit up in green on 21 December to highlight the Longest Night.

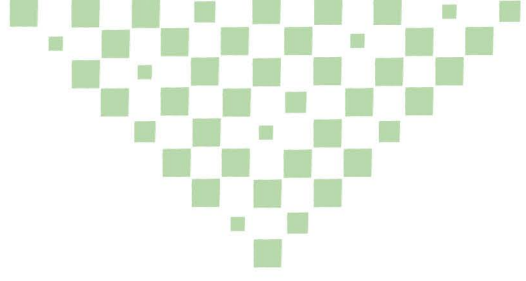
We also marked 60 years of listening on the island of Ireland, with Belfast Samaritans celebrating six decades of supporting those who need us most.

Other highlights during 2021 included:

- Hosting our first virtual Regional Conference;
- Progressing the Governance & Structure Review in Ireland and the Northern Ireland Action Plan;
- Continuing our partnership with Calor;
- Appearing before two Joint Oireachtas Committees;
- Working with MLAs and key partners in Northern Ireland;
- Welcoming new volunteers in branches and colleagues who joined our small staff team.

While the training of new volunteers was limited in 2020, by 2021 volunteers fully adapted to new virtual training modules. We will continue with a hybrid approach in the future, training both face to face and online, which gives us – and potential volunteers – greater flexibility.





► **Welcome from the Chair, Executive Director and Regional Directors**

We look forward to welcoming many more people into the Samaritans family. We're sure that they'll feel as proud as we do to become part of such a dedicated and resilient team.

As with many charities, fundraising continued to be very challenging. In normal times our branches would run different events during the year, but this was not possible due to ongoing coronavirus restrictions. Again, many adapted to virtual events, and we are grateful to all those businesses and individuals who supported us during the year.

Elsewhere, branches reached out to other groups and bodies to offer co-operation; for example, Coleraine & District Samaritans partnered with the Community Rescue Service and it is hoped that this partnership will be extended across Northern Ireland.

A highlight for many volunteers was welcoming Samaritans volunteer David Matthews, who brought his Listening Walk to every branch across the country. He instilled hope in all of us during what continued to be a challenging time, with the

impact of the coronavirus still evident all around us.

Wherever he went, he arrived with a smile and an enthusiasm that never seemed to waver. He really did capture the imagination of everyone, and we thank him for bringing his walk, and himself, here.

The pandemic had a profound effect on people's emotional wellbeing, and we're needed now more than ever.

During the year, one in five calls for help to Samaritans was from people worried about the impact of the pandemic, and over a third of callers felt isolated or lonely. We hope that the easing of restrictions will mean we can get back out into communities when they need us most. More than anything, the last year has highlighted the importance of human connection.

All our volunteers across the Irish region are a credit to themselves and our great organisation. Their dedication continues to ensure that our callers hear the comforting opening words, "Samaritans, can we help you?"



Eleanor Farrell
Chair, Samaritans
Ireland Board



Niall Mulligan
Executive Director,
Samaritans Ireland



Rory Fitzgerald
Regional Director,
Republic of
Ireland (RoI)



Alan Heron
Regional Director,
Northern Ireland (NI)



“Volunteering helps me manage my own mental health. Because I’ve been there – I’ve been lonely and desperate and broken and awfully unhappy. After coming through that crisis in my life, it’s really great to be able to be there for people in the same situation. Compassion is an underrated human quality. And compassion goes both ways. It’s very rare that you come out of a listening duty feeling worse than when you went in.

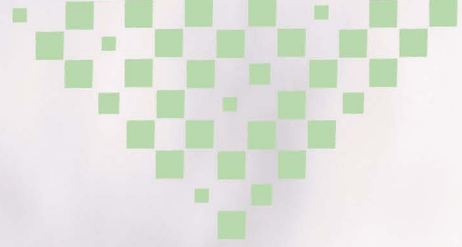
Being a Samaritan has made me a better friend. I used to be the sort of friend who would jump in with advice – I’ve learned to listen and make sure my friends feel heard. I help them explore their own solutions.

To anyone that’s looking for a volunteering opportunity, or a better way of managing their own mental health, then do come and join us; it’s the best thing I’ve ever done. ”

Edelle



Chris O'Donovan Photography/Samaritans



Our vision is that fewer people die by suicide.

Every year over 600 people die by suicide on the island of Ireland. Every life lost to suicide is a tragedy, and we believe that suicide is preventable.

Samaritans is here for anyone finding it difficult to cope – day or night, 365 days a year. We listen and provide a human connection, so nobody has to face their struggles alone.

We take action to prevent people reaching crisis point, helping people find ways to cope and learn the skills to be there for others. And we campaign to make suicide prevention a priority.

Samaritans is the only all-Ireland 24-hour emotional support helpline and it's your donations, along with support from statutory bodies and the telecom industry, that fund our life-saving work.

Together we can make change that saves lives. 

Our work in Ireland

The first phase of the Governance & Structure Review in Ireland was completed in April 2021. This move followed a decision to devolve additional responsibility for public policy and influencing, strategic partnerships, income generation, and brand promotion to the Samaritans Ireland Board from Samaritans Central Charity.

Phase two of the review began in September 2021 with the recruitment of a project manager to oversee the due diligence phase of this process.

Seven workstreams were established to explore the future practicalities of implementation, any associated risks and future actions needed.

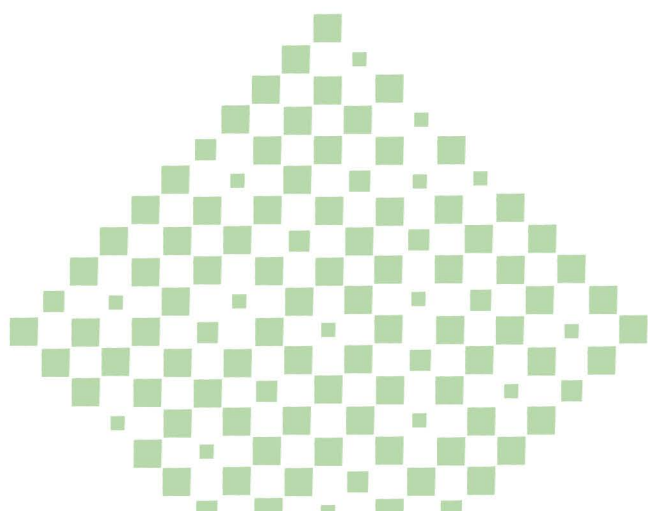
We ensured these outcomes were also core to our work during the development of our new five-year strategy.

In the area of governance, Samaritans Ireland and all 13 branches in the Republic of Ireland worked together to ensure compliance with the Charities Regulator's new Charities Governance Code.

While the review was ongoing, work was also continuing on our Northern Ireland Action Plan.

We undertook a number of activities to help build the foundations for a strong plan:

- Research on suicide and suicide prevention in Northern Ireland (bringing together the research, statistics and government priorities around suicide and suicide prevention).
- Consultation with families and people affected by suicide.
- Consultation with branch volunteers in Northern Ireland.



We are...



Ordinary people doing extraordinary things

It's our supporters and 2,000 volunteers who enable us to be here, day and night.



Local and national

We support communities throughout 21 branches across Ireland and Northern Ireland.



Building skills

We help people to look after themselves and those around them.



Influencers

We work with governments to change policy.



Always learning

We're driving research into issues around self-harm and suicide.



Sharing expertise

We have over 60 years' experience and a wealth of knowledge to share.



Collaborative

We work with other people and organisations who share our vision.



Inclusive

We celebrate difference and value the unique contribution of each and every person.

S Samaritans branches
(Festival branch and Correspondence branch are not shown on the map)



➤ Our priorities and values

Our priorities

In this report you'll see how in 2021 we worked to meet our pledges in the four priority areas set out in our 2015–2021 strategy:

➤ Service

We will improve the quality and consistency of our service.

➤ Access

We will improve access to Samaritans' services.

➤ Influence

We will have stronger and more effective external influence and connections with partners.

➤ Evidence

We will improve collection and application of evidence.

Our values

These are Samaritans' shared values, which shape everything we do:

➤ Listening

Exploring feelings alleviates distress and helps people to reach a better understanding of their situation and the options open to them.

➤ Confidentiality

If people feel safe, they are more likely to be open about their feelings.

➤ Non-judgemental

We want people to be able to talk to us without fear of prejudice or rejection.

➤ People making their own decisions

Exploring feelings alleviates distress and helps people to reach a better understanding of their situation and the options open to them.

➤ Human contact

Giving people time, undivided attention and empathy meets a fundamental emotional need and reduces distress and despair.



Priority 1: Service

Listening without judgement, day and night

We aim to provide a high standard of service every time someone contacts us, however they choose to do so.

Being there in lockdown

The coronavirus pandemic affected all our lives and showed how Samaritans was needed more than ever. Our volunteers and staff made sure we were there around the clock, every single day, for anyone struggling to cope. This was a real achievement given that more than a third of volunteers had to step down or take a break from their listening duties during restrictions.

Thanks to the hard work of our Branch Directors and Branch Leadership Teams, who are all volunteers, we continued to keep Covid protocols in place to ensure the safety of our volunteers, which meant branch closures were kept to a minimum.

While outreach activities and supports were limited throughout the year, volunteers still reached those who needed us most, when they needed us most.

Six different helplines continued to divert to Samaritans in Ireland when their lines closed after hours – Aware, LGBT Ireland, Family Carers, Niteline, GROW and ALONE. The Direct Dial Inwards (DDI) project ensures that their callers who need

support are given the option of staying on the line and being transferred to a Samaritans volunteer, providing a safety net when needed.

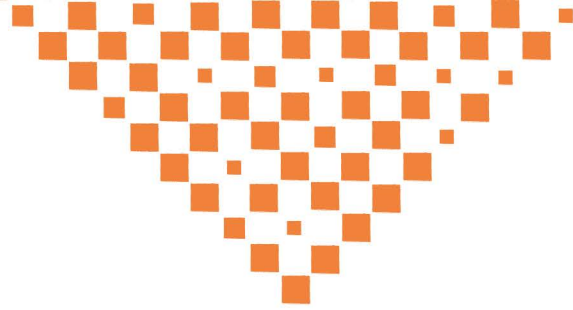
In 2021, our volunteers answered 1,705 dialogue calls from these agencies, offering 423 listening hours to people who may otherwise not have had someone to talk to.

Samaritans, in partnership with the Government of Ireland through the Emigrant Support Programme, also provides 24-hour freephone access to our helpline for Irish people in United Arab Emirates, China, Hong Kong, Poland, Canada and Australia.

The purpose of this project is to provide the Irish abroad who are in distress and struggling to cope with access to culturally sensitive emotional support.

All calls to this number are connected to a Samaritans volunteer in Ireland, with all call costs covered by the Government.

In 2021, callers from outside Ireland received nine hours of support, of which six hours' support were offered to 18 calls from Poland, and 2.5 hours' support offered to seven calls from UAE.



➤ Priority 1: Service

Ireland



➤ **355,818**
answered calls



➤ **69,587**
volunteer hours
on phone



➤ **8,588**
emails

➤ **Busiest day of the week:**
Wednesday

➤ **Busiest time of the day:**
**6pm to midnight, when a
third of calls are answered**

When people contact Samaritans for emotional support, they often mention several concerns during a call. In 2021, some of the primary concerns related to: mental health or illness, family, isolation and loneliness, relationship problems, physical health/illness and Covid.

524 people died by suicide in Ireland (2019).



Fran Veale Photography/Samaritans

“ I joined Samaritans almost 20 years ago. A friend who I know from amateur dramatics was a volunteer and recommended it.

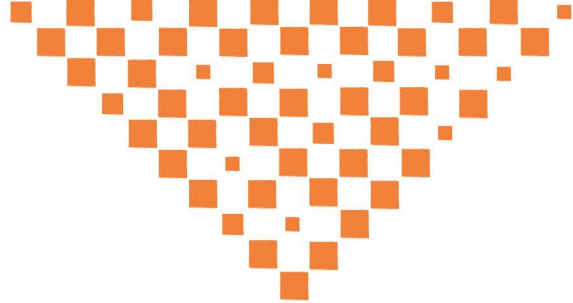
Volunteering during Covid was tough. Generally, calls were longer. Many were in contact more as the normal support systems were not available.

I have volunteered on Christmas Day for over ten years now. One of the main reasons is that I can give my presence and support as a gift to those who need it.

It's a day that despite all the hype, some people are more alone and isolated than ever.

I cannot stress how wonderful it is to be able to connect and empathise for even a small amount of time, while they struggle to get through the day. ”

Dorothy



➤ Priority 1: Service

Northern Ireland



➤ **115,006**
answered calls



➤ **27,946**
volunteer hours
on phone



➤ **10,057**
emails

➤ **Busiest day of the week:**
Tuesday

➤ **Busiest time of the day:**
**6pm to midnight, when a
third of calls are answered**

When people contact Samaritans for emotional support, they often mention several concerns during a call. In 2021, some of the primary concerns related to: mental health or illness, family, isolation and loneliness, relationship problems, physical health/illness and Covid.

219 people died by suicide in Northern Ireland (2020).



Mark Marlow/Samaritans

“ Working full time and being involved in coaching, coupled with all the demands of being a single parent, people often ask me how I find the time to volunteer with Samaritans. But I made a commitment when my first child was born that I would make it work.

The rewards far outweigh the demands of being a Samaritans volunteer. It’s a humbling experience for someone to share something very deep and personal with you and only you – a stranger at the other end of the phone.

For them to put their trust in you with their story at that particular time is the ultimate privilege.

Life is precious and fragile. ”

Alan



➤ Priority 1: Service

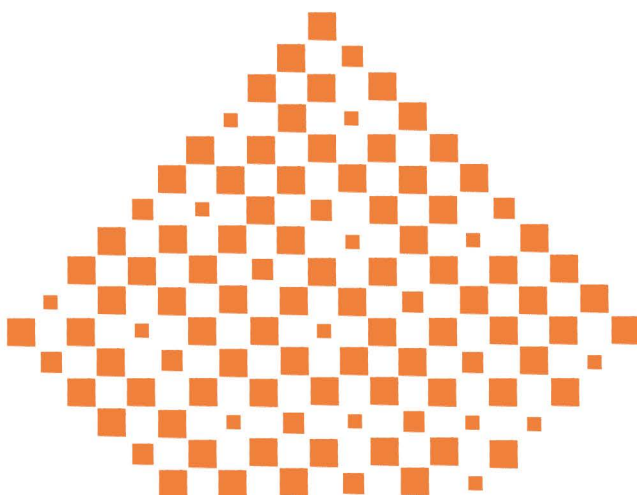
Volunteer recruitment and training

Despite the ongoing restrictions, almost 450 potential volunteers started their training journey with Samaritans during 2021. Of those, 150 new volunteers successfully completed the course and were answering the helpline and emails before the end of December with the remainder joining in early 2022.

Our Core Development Programme is designed to ensure new Samaritans volunteers have all the skills and confidence they need to deliver emotional support to those who need us. Combining digital and face-to-face learning, it gives potential volunteers insight into the types of calls they may receive through a series of role-plays, and covers key areas such as safeguarding and active listening, as well as exploring the sensitive topics of suicide and self-harm.

Mandatory ongoing training for all volunteers is an essential part of maintaining standards on the helpline and almost 4,000 online modules were completed by volunteers on core topics including safeguarding, mental health and self-harm.

Additionally, branches are encouraged to organise trainer-led sessions for volunteers to facilitate and support discussion of the topics covered in the online modules. These provide appropriate opportunities for volunteers to share their experiences and to practice their skills through role-plays and other exercises.





➤ Priority 2: Access

For anyone, any time, in more ways

We make sure we're there for those who need us most, and we make sure they can access our services in a way that suits them.

Prisons

As part of our commitment to reducing suicide, we train prisoners to provide emotional support to their peers by becoming 'Listeners'. Listeners are prisoners who provide confidential emotional support to other inmates who are struggling to cope or feeling suicidal.

Working with the Irish Prison Service (IPS) and Northern Ireland Prison Service (NIPS) we ensured that, wherever possible, our prison Listeners could provide emotional support to other prisoners. However, coronavirus restrictions in prisons made this more difficult.

Remote support, selection and training were introduced in the majority of prisons during visiting restrictions to ensure our volunteers could still support our Listener schemes and Listeners.

It was the continued dedication and commitment of the Branch Prison Support Officers, and their teams in branches nationwide, that ensured continuity of service and support to Listeners so that no scheme was lost during 2021.

In Ireland:

- We recorded 1,074 Listener contacts in 13 prisons.
- Samaritans volunteers supported 73 Listeners, with many of the 163 support meetings facilitated via video link.
- We delivered 8 Listener training courses, training 24 new Listeners.
- Calls to Samaritans' freephone helpline number from inmates rose to 19,634 due to restrictions (isolation, separation, lack of visits) and following the introduction of in-cell telephony in some prisons.

In Northern Ireland:

- Listeners in 2 prisons handled 12 contacts of support to their fellow prisoners.
- Volunteers also answered 3,050 calls to the Samaritans helpline from the NI prison population.

Samaritans is hugely thankful to IPS and NIPS for their continued support of our work in prisons and we look forward to celebrating the 20th anniversary of the Listener scheme in Ireland during 2022.



► Priority 2: Access

Online chat

Volunteers in NI had 1,012 online chat conversations with people struggling to cope in 2021. We are gradually building capacity for this channel across our branches. Online chat makes it possible for anyone who is struggling to cope to have a live one-to-one written word conversation with a Samaritan on their phone, tablet or computer.

Chat stats

- **Of those who contacted us through online chat, 3 in 5 said they had never contacted us before.**
- **More than half said that if chat wasn't available, they would not have reached out.**
- **More than 9 in 10 said they would use the service again.**

Training and partnerships

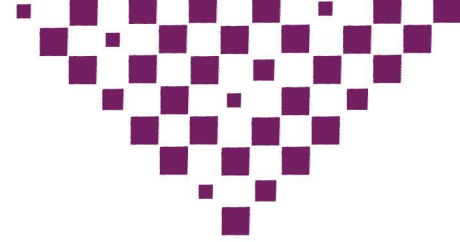
We delivered training to a range of regulatory, statutory and state agencies, ensuring those who face people in difficult situations remember to support themselves. These were moved online to accommodate coronavirus restrictions.

Although the pandemic has created many challenges, the online environment has presented us with opportunities.

Because of our relationship with the Department of Foreign Affairs in supporting those overseas, the Embassy of Ireland in Berlin invited us to present an online mental health workshop to the Irish Community in Germany. The main concerns facing the community were isolation, homesickness, and the uncertainty that the pandemic brought up.

Our workshop looked at emotional health, common signs that someone may be struggling, and techniques that can help. We also highlighted our SHUSH Listening Tips to help people gain confidence when reaching out and supporting colleagues and friends.

We remain the official mental health partner of the GAA. Together, we work to encourage its members and supporters who are going through a difficult time to seek help. Through this partnership we were also awarded €10,000 from the GAA Healthy Club Project, which partnered with Irish Life to encourage club members to participate in a wellbeing challenge via the MyLife App.



➤ Priority 2: Access

Traveller community

Samaritans has collaborated with the Traveller community over the years and returned to face-to-face training in autumn 2021. Training in listening skills was delivered to the primary healthcare workers in Carlow, Kilkenny and Wexford. The training also raises awareness of our service to the community, encouraging anyone struggling to cope to contact us in a safe and anonymous way. These sessions also help us to gain greater understanding of the challenges facing the Traveller community.

INOU

Samaritans has partnered with Irish National Organisation of the Unemployed (INOU) – the national body representing unemployed people – for the past five years. The INOU supports and engages with unemployed people, local organisations that support unemployed people and national organisations that work on a range of equality, social inclusion and anti-poverty issues, as well as employers, policy makers, and the media.

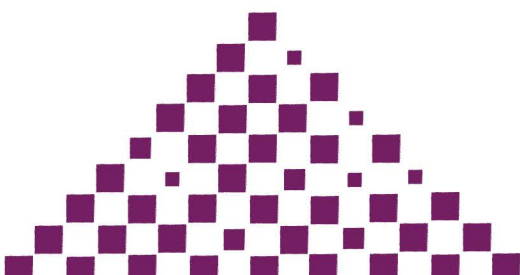
Since 2017 Samaritans has provided the *Conversations with vulnerable people* training module to member organisations across the country. The pandemic brought the training online, enabling organisations the length and breadth of the country to attend sessions.

“ We are delighted with the great partnership that has developed over five years with Samaritans. The module that Samaritans continues to deliver to frontline staff working in our member organisations is a great resource. The feedback has been excellent, and I would like to thank Anne and Samaritans Ireland for delivering this wonderful module. ”

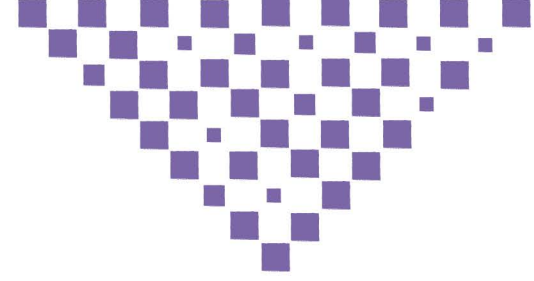
John Stewart,
INOU Coordinator



Chris O'Donovan Photography/Samaritans



➤ Priority 3: Influence



Working with others to make change

We work with other organisations to find and reach the people who need us most today. And we position ourselves at the heart of policymaking to make change for a hopeful tomorrow.

Joint Oireachtas Sub-Committee on Mental Health

We appeared before the mental health sub-committee to discuss our services and the impacts of coronavirus on our callers following the publication of our 2020 Impact Report. Samaritans was especially well received by all committee members and the impact our volunteers have within Irish society was warmly recognised by all.

Online Safety and Media Regulation Legislation (Oireachtas)

We met politicians and stakeholders and appeared before the Joint Oireachtas Committee on Tourism, Culture, Arts, Sport and Media during the pre-legislative scrutiny process to discuss the impacts of suicide and self-harm in the online world. We made three key recommendations for the legislation, two of which were implemented (definition of non-illegal harmful content and nature and prevalence of harmful online content),

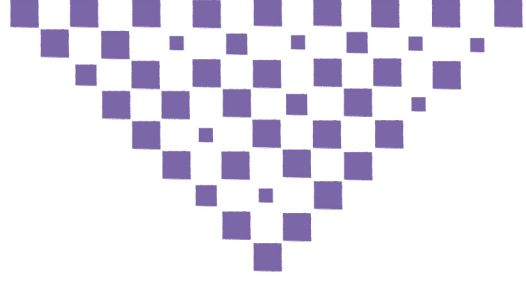


Samaritans Ireland

and through additional conversations with relevant departments we are optimistic that the third ask (mental health and wellbeing of content moderators) could be addressed in corresponding online safety codes.

Loneliness Taskforce

The Loneliness Taskforce is a diverse coalition of organisations and individuals working in partnership to address loneliness. The purpose of the taskforce is to increase awareness of loneliness and to continually advocate for policy change to address loneliness at local and national level.



► Priority 3: Influence

The group reconvened during the year and is working towards several key recommendations on how to create an Ireland free from loneliness. These include developing a national plan aimed at addressing loneliness, campaigning for the appointment of a government minister to lead on addressing loneliness, and a nationwide public awareness campaign.

Consultations and campaigns

In Ireland we supported campaigns from Mental Health Reform and submitted consultation responses to the review of the Equality Acts and Mental Health Act (2001).

In NI we submitted several responses to government consultations, including:

- Mental Health Strategy 2021–2031;
- Programme for Government Draft Outcomes Framework;
- Public Health Agency’s pre-consultation for suicide prevention and postvention services.

Online Safety Bill (Westminster)

We have been engaging with NI MPs regarding our key asks for the Online Safety Bill that is making its way through Westminster. We have an opportunity to influence the Bill at Westminster and when it comes to the NI Assembly via a Legislative Consent Motion. We met with several MPs and will continue to engage with them.

All Party Groups

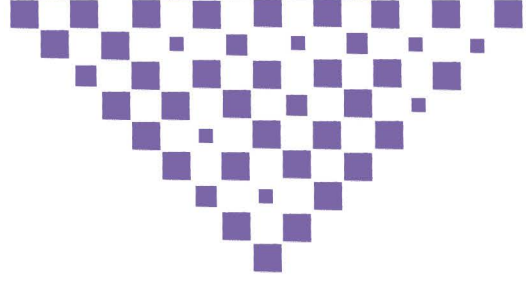
We continue to support and contribute to the All Party Groups across suicide prevention, mental health, preventing loneliness and reducing harm related to gambling. We signed a cross-organisational letter to the First and deputy First Ministers calling for a Loneliness Strategy for NI. We submitted a response to the All Party Group on Reducing Harm Related to Gambling inquiry into the regulation of gambling in NI. The inquiry will examine options for a new regulatory framework that reduces gambling related harms.

Minister of State visit to Belfast branch

The Minister of State for Northern Ireland, The Rt. Hon. Conor Burns MP, visited our Belfast branch and heard how Belfast Samaritans have supported the people of Greater Belfast and the surrounding areas for 60 years. Mr Burns reflected on the work of our Belfast volunteers and thanked them for providing such a vital service throughout the community.



Belfast Samaritans



➤ Priority 3: Influence

Longest Night

We marked the Longest Night of the year with over 100 landmarks lighting up green on 21 December to show callers we're here for them during their darkest hours. This was a really successful campaign, with Taoiseach Michael Martin tweeting an image of Government Buildings lit up in green and Stormont also supporting our campaign.

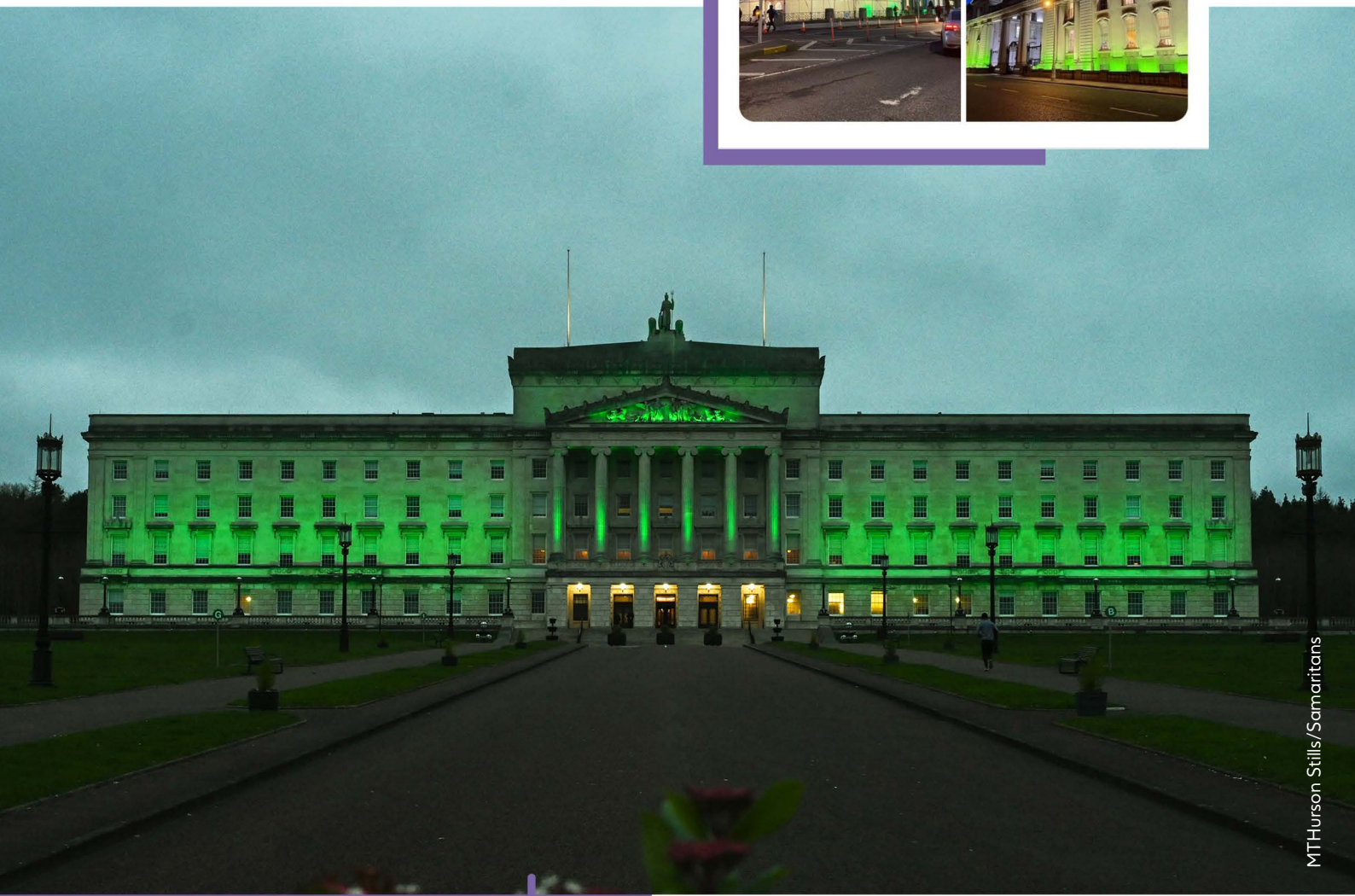


Micheál Martin ✓
@MichealMartinTD

Government Buildings and Cork City Hall are lit up in green to support the [@SamaritansIRL](#) [#LongestNight](#)

Samaritans are always there to help, even on the darkest of days.

☎ 116 123 ✉ jo@samaritans.ie





➤ Priority 4: Evidence

The more we know, the more we can help

We're at the forefront of research into suicide, and we work hard to measure the impact of our services.

Shaping services for men

Samaritans' report *Out of sight, out of mind* provided insights into why less well off, middle-aged men often don't get the mental health support they need before crisis point. This research revealed there is no single approach that will appeal to and support men. Many were not drawn to stereotypically 'male' activities. However, they did gravitate towards hobby-based activities focusing on meeting general wellbeing needs, rather than formal mental health or crisis needs.

From these insights we developed a set of principles that services can use to inform their work with men. We drew these together into a handbook called *Engaging men in Ireland earlier: a guide to service design*, which we shared with partners and interested organisations.

COVID-19 policies

Three policies were developed around the impact of coronavirus, specifically focusing on loneliness, men and self-harm. Each document sets out clear priorities on how each group can be supported as the country recovers from the pandemic.

For example, research shows that persistent loneliness can pose a significant risk to health and wellbeing, and is associated with increased suicide risk, whereas strong social connections can act as a protective factor. We called for preventative action to be taken to address the impact of an increase in loneliness and isolation resulting from the coronavirus pandemic.



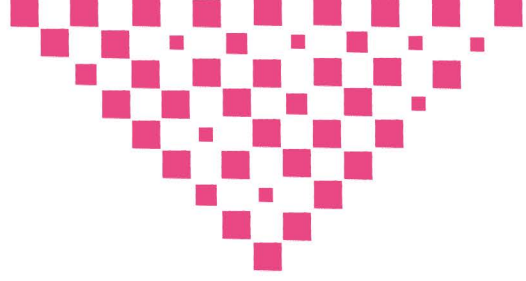
“When times are at their most difficult, it’s like a mental fog comes down and you cannot see those around you who may want to help. Or maybe you just don’t want to bother them or involve them. It’s at this time you most need that empathetic, compassionate ear. When someone reaches out, they are at their most sensitive and vulnerable. Be brave and don’t be afraid to offer that ear.

As a former Samaritans caller, I know how important it is to answer that phone when it rings.

I remember how I felt at that time, and I want to be able to remind them that they are not alone.

Samaritans, to me, is like an extended family. Not only are we there to help the most vulnerable, but we are also there for each other. There are no pretensions, preconceptions, or judgements... Just a compassionate and empathetic ear. ”

Michael



Our people

Ordinary people doing extraordinary things

Samaritans volunteers have been making a difference for over 60 years, and continue to do so every day.

Belfast at 60

Belfast Samaritans opened its branch in the city centre on 1 November 1961, with two rooms on the third floor of 87 King Street. To cope with demand for the service and increasing volunteer numbers the branch moved location several times and is currently based on Wellesley Avenue.

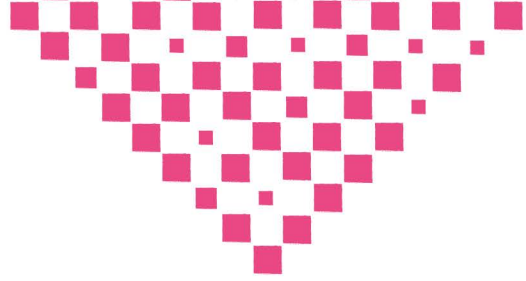
In 2021, Belfast Samaritans marked 60 years of supporting people across the city. The branch, which is the oldest Samaritans branch in Ireland, has remained open seven days a week throughout the last six decades. Even during the height of the Troubles, it was forced to close for just two hours following a bomb threat nearby in 1974.

To mark the anniversary, current and former volunteers, and invited guests, were joined by dignitaries for a Service of Thanksgiving at St Anne’s Cathedral. Sue Cunningham, Branch Director, said the location of the service was poignant given the first meeting about establishing a branch was held in the Chapter House of St Anne’s Cathedral in August 1961.

Invited guests included Lord Mayor of Belfast Councillor Kate Nicholl, Lord Lieutenant of Belfast Mrs Fionnuala Jay-O’Boyle, High Sheriff of Belfast Councillor Michael Long, Deputy Mayor of Lisburn & Castlereagh Councillor Tim Mitchell and Mayor of Antrim & Newtownabbey Councillor Billy Webb.



Mark Marlow Photography/Samaritans



► Our people

Samaritans branches in Galway and Drogheda also marked significant birthdays, celebrating 45 and 25 years respectively. While public celebrations were postponed due to Covid, Galway Samaritans invited six volunteers to tell their stories on camera and received videos of congratulations from a host of well-known faces and Galway celebrities.

24/7

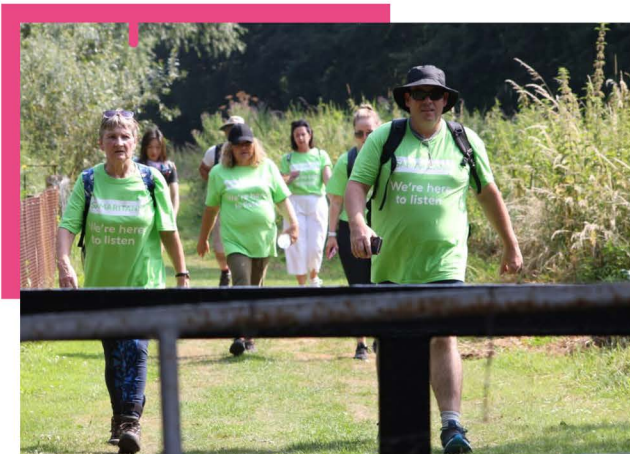
Highlighting Samaritans Awareness Day on 24 July reminds callers we're there for them 24/7, 365 days a year.

Kilkenny and Carlow Samaritans organised an incredible 24-hour walk, taking the 82km round trip between Kilkenny and Carlow along the River Barrow on what was one of the hottest days of the year.

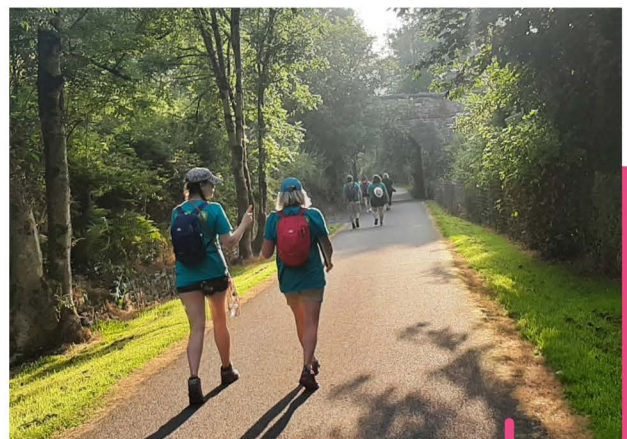
In Waterford, the Minister for Mental Health & Older People, Mary Butler TD, joined volunteers as they embarked on a 40km walk from Dungarvan to Waterford on Waterford Greenway, in memory of one of its treasured volunteers, Nigel Pim. Nigel completed this walk with volunteers and his family in 2020.

Dublin Samaritans partnered with Insomnia Coffee Company to ensure each beverage sold on the day in its 40 outlets in the capital displayed Samaritans' helpline information.

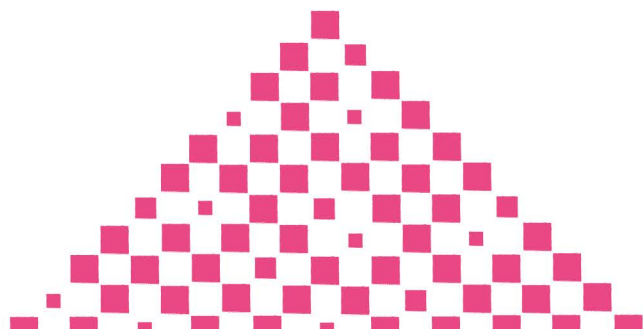
Cork Samaritans organised a group walk at Blackrock Castle, while Galway Samaritans spread the word about its service by placing Positive Pebbles across Galway and beyond, bringing a smile to people's faces and highlighting the 116 123 number.



Kilkenny Carlow Samaritans



Samaritans Waterford & South East



► Our people

Regional Conference

National Volunteers Week was an extra special event as we celebrated 60 years of Samaritans being in Ireland with a virtual Regional Conference.

Hundreds of volunteers across the country attended the online event, which featured updates from all branches across the region, as well as inviting psychologist and author Shane Martin and Rev. Dr. Lesley Carroll to be guest speakers on the day.

In November, we also held our first face-to-face retreat in Athlone, which was well supported by our Branch Directors, regional officers, staff and guests, and provided us with an opportunity to take stock of how we were managing the challenges posed by coronavirus.

Listening Walk

David Matthews raised the spirits of volunteers across the country as he brought his Listening Walk to every branch in Ireland.

The walk was part of his overall 9,500km (6,000 miles) trek to visit all 201 Samaritans branches across the UK and Ireland to show people how the charity's volunteers are always there for them, 24 hours a day, seven days a week.



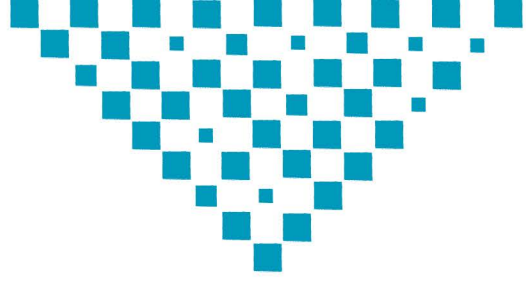
Damien Eagers
Photography/Samaritans

“Ireland is home to 21 branches of Samaritans, some of the newest and some of the oldest, but what knits them together was ‘us’. As well as David the walker, I was a fellow Samaritan; and as much as we talked about the walk, we talked about our Samaritans journey with a pride that unifies us all.

There’s an incredible sense of humility when you answer the phone to someone at their lowest ebb in life. This humility is what knits us together into a warm fluffy jumper we can put around our callers.

Ireland is often referred to as the Emerald Isle, and walking across some of the wilder and remote areas gives you time to reflect. It was one such moment I realised it wasn’t the scenery, as stunning as it was, but the people that were the emeralds; precious, more valuable than diamonds and always with that little twinkle that said, ‘Welcome to Ireland’.

David



Our supporters

Together we are Samaritans, together we've changed lives

**Thank you to our wonderful supporters.
Our work wouldn't be possible without you.**

As we exited the second year of the pandemic at the end of 2021, we were extremely grateful that new and existing supporters recognised the vital nature of Samaritans' work during the year and chose to support our mission by partnering with us, donating or raising funds. Thanks to their belief in our mission, more funds were raised for Samaritans Ireland in 2021 than in any other year

Samaritans Ireland would also like to thank our statutory funders for their continued support: the National Office for Suicide Prevention, the Irish Prison Service, the Department of Justice (NI) and the Department of Health (NI).

Calor

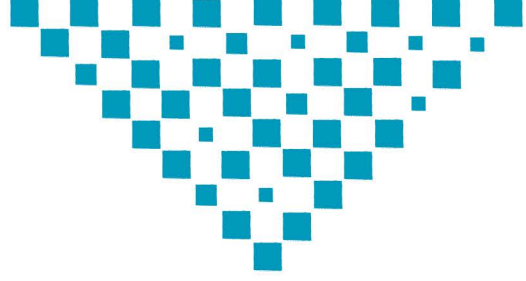
In 2021 we saw the partnership between Samaritans and Calor develop and grow. While Covid restrictions meant that in-person gatherings between the two organisations weren't possible, we were delighted to participate in virtual events, including a well-attended Lunch & Learn event in December on the topic of looking after your emotional health during the festive period and ways to support those around you.

Calor staff participated in the Samaritans Your 24 event, with a huge variety of challenges based on the number 24, ranging from climbing Carrauntoohil (approx. 1,000m high), to exercising 24 minutes a day for 24 days, to spending a total of 24 hours collecting litter in their community.

The commitment and generosity of Calor employees continues to have a great impact on the work of Samaritans, with donations in excess of €65,000 received in 2021.

Telecom providers

The six major telecoms providers – BT Ireland, eir, Sky Ireland, Three Ireland, Virgin Media Ireland and Vodafone Ireland – continue to support the Samaritans helpline in Ireland. By covering the cost of calls to our helpline, this unique partnership ensures anyone who needs to call Samaritans can do so free of charge. Over 350,000 calls were made to freephone 116 123 in Ireland in 2021.



➤ Our supporters

Corporates

We are delighted that many other companies chose Samaritans Ireland as their charity of choice for their annual giving. We also want to thank employees from companies such as Google, Salesforce, Apple, Indeed, Spotify, LinkedIn and Hewlett Packard, who all supported Samaritans through their company giving schemes, enabling matched gifts from their employers.

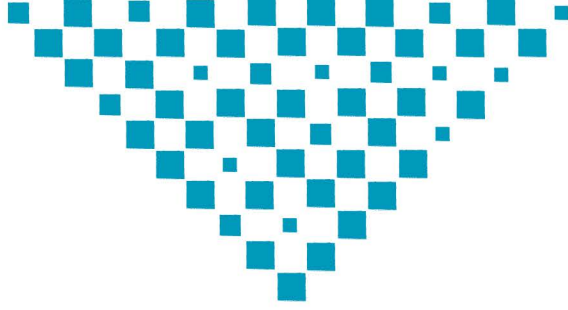
Glanbia Ireland employees (pictured) took part in Cycle 300, embarking on 100 and 150km journeys to raise funds for three charities, including €16,800 for Samaritans Ireland.

The team in Alexion Pharmaceuticals walked an incredible 25,000km throughout the year to raise over €5,300 for Samaritans' work. Rory, our RoI Regional Director, took the opportunity of a virtual coffee morning with the team to thank them for their support. He spoke about his experiences as a listening volunteer and the impact their generosity can have on those who need our services.

Throughout the year we were also supported by Iarnród Éireann (Irish Rail) and Dublin Bus, who backed high-profile awareness campaigns highlighting our services to potential callers. Iarnród Éireann pledged 550 poster sites across its network, valued at €56,000.



Patrick Browne/Samaritans



Individuals

While our in-person events and community fundraising income declined because of Covid restrictions, the innovation and enthusiasm of those who created and participated in virtual events was hugely encouraging. We are grateful to our new and existing supporters for their generosity and belief in Samaritans' mission. Those who ran, walked, climbed, cycled, sang, wrote, wore Christmas jumpers or held birthday fundraisers to raise funds for Samaritans – thank you!

An enormous thank you to the schools, colleges, parishes and religious organisations that fundraised and made donations towards the work of Samaritans Ireland, including Willow Park School in Co. Dublin and WIT Vikings Sport at Waterford Institute of Technology.

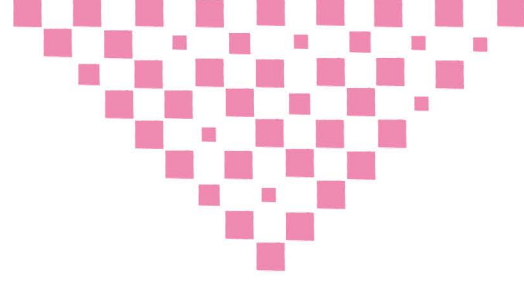
Trusts

We remain very grateful to supporters and trusts for their continued support of our work in Ireland and NI. The generous support from one trust resulted in the development of the NI Action Plan, focusing our direction across five key priority areas to extend our presence and engagement to better reach those who need us.

Legacies

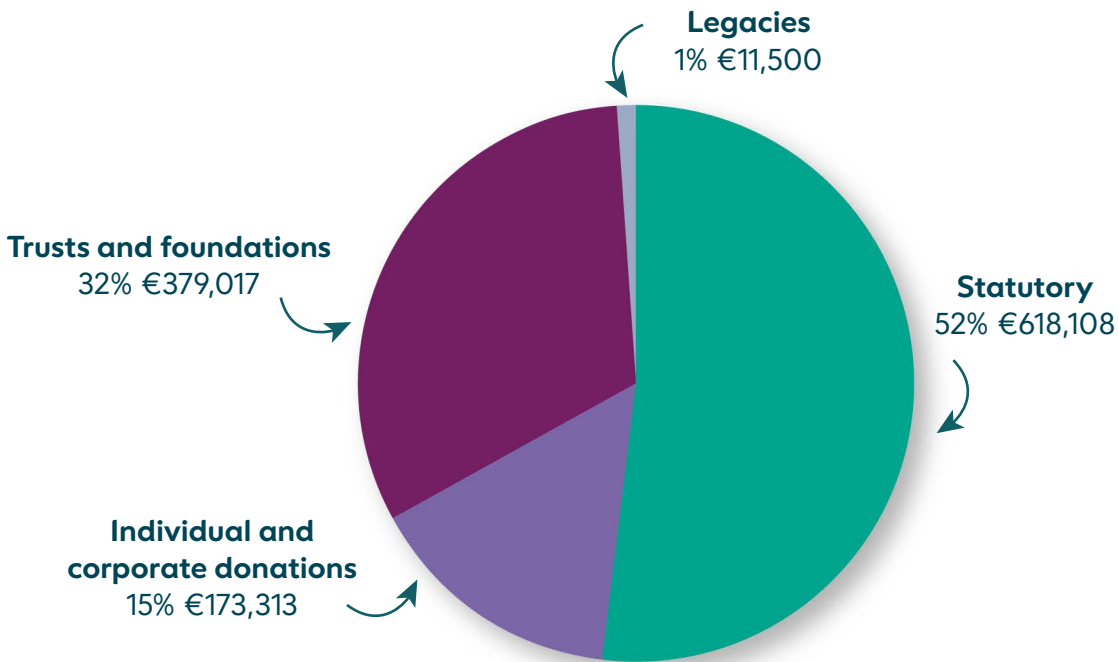
Gifts in Wills continue to play a very important role in the funding of Samaritans' work in Ireland. By choosing to consider Samaritans when writing your Will, you can help increase awareness of our services and help those in need of emotional support in their time of crisis.

We would like to take this opportunity to thank and acknowledge those who have chosen to leave a gift in their Will to support Samaritans' volunteers and callers. These gifts can help us plan ahead with some certainty as we work towards our vision that fewer people die by suicide.

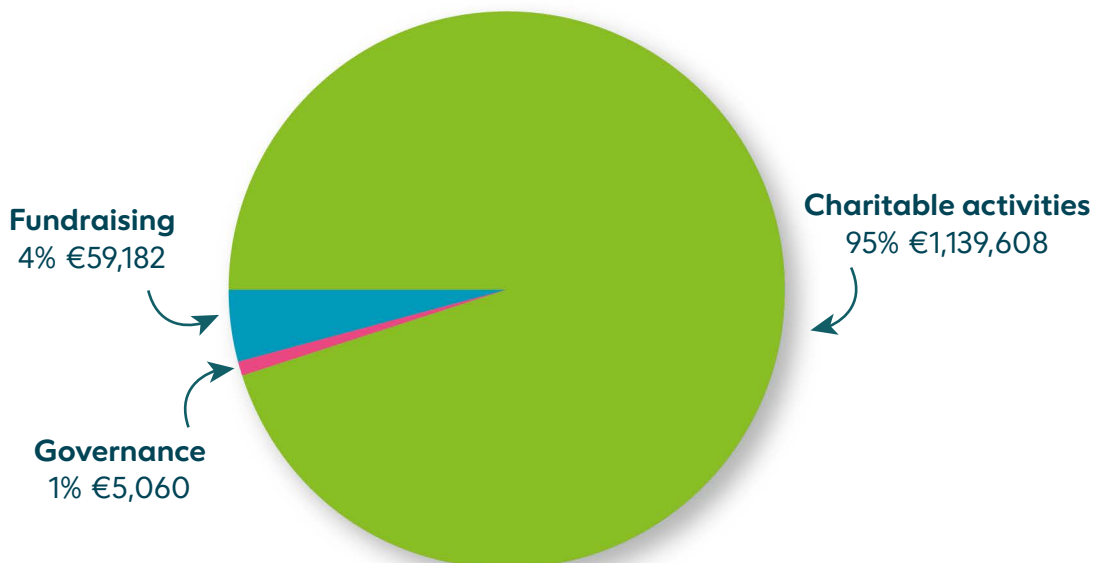


Income and expenditure

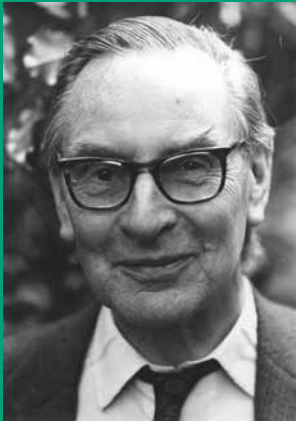
➤ Income (total €1,181,938)



➤ Expenditure (total €1,203,850)



SAMARITANS



There are in this world, in every country, people who seem to be 'ordinary', but who turn out to be extraordinary. They give their total attention. They listen and listen and listen, without interrupting. They do not preach. They have nothing to sell. We call them Samaritans. ”

Chad Varah
Founder of Samaritans

samaritans.ie

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Samaritans Ireland is a charity registered in the Republic of Ireland (20033668) and incorporated as a company limited by guarantee (450409). Samaritans Ireland's registered office is located at 4-5 Usher's Court, Usher's Quay, Dublin 8, D08Y223. CHY number: CHY11880. The directors/trustees of Samaritans Ireland are as follows: E. Farrell, K. Flood, D. O'Críodain, C. Skelly, G. Danton (United Kingdom), J. Trenaman, É. Ní Mhuircheartaigh, R. Fitzgerald, A. Heron (United Kingdom).