

# GETTING OUT THERE

Samaritans have been more visible than ever around Worthing in the past year – helping to develop a sense of community both outside and inside the branch.

Reaching out to the community has been the main focus this year with the aim of raising our profile and involving more volunteers in getting out and talking to people about who we are and what we do.

Sophie 44 leads the Outreach team, which has organised a variety of events in the past year.

She said: "I think outreach is such an important part of raising awareness of Samaritans. If just one person who sees us at an event takes a leaflet with our number and reaches out for support, it is 100% worth it. It's great to get out in to the community, chat to people and hopefully encourage some new volunteers!"

Many events have been organised by the Outreach team from Littlehampton Bonfire Night Parade last October; Worthing Mental Health Awareness Week; Heene Community Centre Christmas Fayre and Rail Outreach events before the end of 2022.

2023 started with two Brew Monday events, a coffee morning at Heene Community Centre, a rail event at Worthing Station attended by East Worthing MP Tim Loughton, covered live by BBC Radio Sussex and a 'Small Talk Saves Lives' event at Angmering Train Station in February which was covered by ITV Meridian.

There was a recruitment push at Tesco Durrington and volunteers have also been out giving talks to local organisations, spreading the word at World of Books, Rustington WI and HMRC in Worthing. This interest has revived the Speakers' Team which is now being led by Di 20.

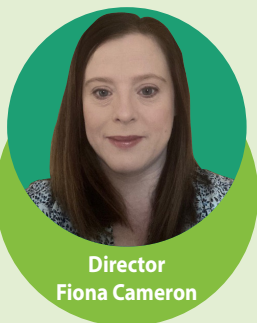


New commitments include local charity Andy's Angels. Volunteers attended one of their 'Grief Play Cafes' in April on a trial basis and were very well received. And support continues for the Heene Community Centre's chatty morning sessions, formed post pandemic to fight loneliness and isolation.

Summer events were a rail outreach event at Littlehampton station, only a few weeks after there had been a fatality at Ford. A week after this, volunteers went to Ford station and chatted to some of the people who had been impacted. Volunteers also manned a well supported stall at Worthing Pride and took part in the Parade.



## MESSAGE FROM THE DIRECTOR



**Director**  
**Fiona Cameron**

**We have a clear vision that fewer people die by suicide. We are working towards this as a branch by aiming to provide a 24 / 7 service to our community, ensuring anyone struggling to cope knows they can turn to us when they most need support.**

Over the past 12 months, the main focus has been developing a sense of community, both within our branch and through our outreach activities. We are a welcoming and inclusive branch for our callers and our volunteers, ensuring everyone feels valued and supported.

Feedback from our volunteers has produced ideas for how we can improve and led to small changes being made throughout the year, our aim being to better support our volunteers and ultimately our callers. We have also carried out an equality, diversity and inclusion survey so we can better understand the needs of current volunteers, how closely our branch represents our wider community and where we should concentrate our recruitment activities so we can be fully representative. We have regular branch meetings so volunteers can get together and chat as well as hear from other organisations which helps us learn more about challenges that can impact our callers.

As a branch we have been very active in the local community through many outreach activities, maintaining our existing relationships and forging new ones. Being out and about in the community, reaching out to people and letting them know what we do is of vital importance. Our shop, which has remained at the heart of the local community, continues to provide us with the essential funding that we need to be able to run our centre and support our callers.

We have also reached out to local organisations to ask for support in our work to find new volunteers. I would like to thank everyone, all our volunteers, their families, and those in the wider community who support our branch. We would not be able to achieve our vision if it wasn't for you.

## IN THEIR OWN WORDS

**What local organisations we support say:**

### **Heene Community Centre –**

#### **Operations Manager Tom Peters:**

"I am grateful for the partnership between The Heene and the Samaritans. In this crazy world we live in right now, having a couple of volunteers from Samaritans attend the Chat Room feels reassuring and comforting.

"It means so much to me and others that the Samaritans take time out of their lives on a regular basis, to sit and listen to members of the Chat Room. No-one really knows how others are feeling inside: having a friendly volunteer from the Samaritans who listens and supports them, could mean everything to them. The Chat Room was set up to combat loneliness and encourage people to meet up and talk. Since the pandemic lockdowns, numbers in the group have increased significantly. Heene Community Centre has always made everyone feel welcome, providing a safe and welcoming place and/or encouraging them to meet others in the Chat Room.

### **Andy's Angels Grief Café – Kayla, Project Lead:**

"We invited three volunteers from Samaritans to visit our April session of the Grief Play Café, which is a safe space for children and their families navigating their grief journey.

"All three Volunteers enhanced our café services on the day and were very flexible talking to many families, who just needed a listening ear. Feedback from our families who had interacted with them was that they were so grateful they had given their time to listen and offer support besides that from the Café's own Volunteers.

"Some of our café Volunteers requested that the Samaritans visit again as they loved the way they were with the children, boosting their self-esteem and confidence during activities. We loved welcoming Samaritans to our Grief Play Café, and now have further dates in the diary for future visits."

### **Listeners at Ford Prison are prisoners trained to act as Samaritans to other inmates:**

I joined the Samaritans Listeners for the prison because I didn't like to see people suffer and struggle. Working with the Samaritans and being a listener, offering others support and a shoulder to lean on is a comfort zone for them and for other listeners.

Along my way through the system, I found many people have some kind of mental health problems or depression. We don't give advice but the skills that I've learnt from being a Listener I can apply in my day to day life.





## Getting Out there...2

### ...ON THE RAILWAYS...

As part of the Samaritans vision to reduce the number of people who die by suicide, much work has been done to be a visible presence in many places in the past year, especially in railway stations up and down the country.

Worthing volunteers have visited three local stations in the past year, talking to travellers, handing out our promotional materials, leaflets, travel wallets and tea bags to encourage a chat over a cuppa, and offering information about the Samaritans and emotional support where and when needed.

### East Worthing MP Tim Loughton joined the team at Worthing

The Worthing programme of rail outreach started in 2021 with Geoff 166 in a bid to help reduce the 200 suicides which happen each year on the railways.

Now Geoff heads a team of 15 working with the rail companies, their staff, Samaritans head office, British Transport Police, the Rail Enforcement team and railways chaplain.

### ...INSIDE PRISON

Getting to grips with working within a prison has been top priority for the newly established Worthing Prisons team which now consists of Lyndsey 130, Corinna 127, Andrew 30, Graham 8 and Marilyn 92.

Team lead Lyndsey said: "We visit HMP Ford once a fortnight to allow the Listeners a chance to debrief about their contacts, share any worries or concerns of their own and raise any issues which are affecting the Listening service within the prison."

One of the team's big achievements was delivering Postvention training – this is the mandatory response by HMPS when a self-inflicted death in custody occurs.

## SAMS IN THE NEWS

### FIFTY YEARS ON THE FRONT LINE

The personal tragedy of his younger brother committing suicide led Mike 5 to decide he would offer others in similar, seemingly silent distress, the chance to talk to someone and became a listening volunteer for the Samaritans.



Fifty years on, Mike has celebrated his fifth decade as a listener, making him the longest serving volunteer in the Worthing branch and one of the longest in the country. And it was this significant anniversary that landed him onto the pages of all the local media, including the area's six All About magazines and led to his being the lunchtime guest for a 20-minute slot on BBC Radio Sussex, talking about his 50+ years' service.

Mike believes that while there have been changes, there's still much to be done - especially to help young men to open up about their emotional issues. Suicide remains the biggest killer of men under 50 and young people aged 16-24; three quarters of deaths by suicide are men.

## Worthing Volunteers on Film to aid recruitment

As part of a drive to recruit more volunteers at Worthing, professional film makers were drafted in to make a series of compelling videos of some of our lovely volunteers telling their stories.

Myosotis Media, headed by Roxy van der Post, visited the branch and filmed Mike 5, Jo 77 and Ryan 190 in the branch and outside as they narrated why they became Samaritans and what it means to them.

Jane 178, who leads on recruitment, said recruiting sufficient numbers to fill our training courses was still a challenge. Besides the volunteer videos, other efforts to encourage applications have included Outreach team organising Awareness events at different supermarkets (Tesco at Durrington and Morrisons Littlehampton); media releases; increased recruitment-based ads in local magazines and journals.



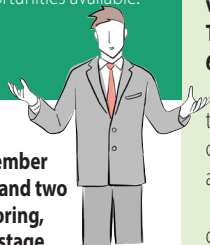
## Speakers Team

**Newly reformed, the Speakers team is ready to go out and spread the word, raising awareness of Samaritans and all we do.**

Talks cover how our branch supports our callers, the nature of calls, what it means to be a volunteer, how we engage with the wider community through outreach and opportunities available.

To find out more, or to arrange for a talk, please email us at:

[speakers@worthingsams.org.uk](mailto:speakers@worthingsams.org.uk)



## Training

**During three training sessions since September 2021, 31 people have completed training and two of these groups have gone through mentoring, progressing through to the probationary stage. The third group are completing mentoring now.**

## Successful year for Shop

**In these days of rising costs and hard times for everyone, it's great to report that the Samaritans shop is performing remarkably well – income increased by £11,530 to £34,929.**

Manager Jo puts this down to tremendously loyal customers who view the shop as an essential part of the community. "It is humbling to hear them talk about the place our shop and staff have in their lives. They are always full of praise for what we do and for the friendly welcome they receive."

Jo believes this is due to the 20 volunteers who work in the shop, who always go the extra mile for customers. "We couldn't do without them but we always need more volunteers so anyone interested in giving a few hours a week, please contact me at the shop on **01903 507200**."

The shop, in Strand Parade, Durrington, now has a new look sign.

## PROVIDING A SAFE & CONFIDENTIAL SERVICE

**One of the keystones of Samaritan philosophy is to provide a safe and confidential service, continuing to be the trusted source of emotional support for the distressed and suicidal.**

Vulnerable people above all deserve to receive the best possible service and Worthing Branch, like the rest of Samaritans across UK, takes this seriously.

Initial training is really thorough and during each year we all undertake extra training – ongoing development to keep us up to date. Two areas are vital – Safeguarding, and Data Protection.

Safeguarding training and procedures are especially important when dealing with young people and vulnerable adults who may not be able to make decisions for themselves. We learn to identify the issues and bring in expertise from the wider Samaritans movement to give support.

Data Protection training and then auditing what we do makes sure we give emphasis to confidentiality. Samaritans is a confidential service but these days making sure we store and use any personal data in the right way is very important.

## STATISTICS

**During the year April 2022 to end of March 2023, more than 18,600 contacts were made to Worthing Samaritans. The majority were by telephone: volunteers answered 17,751 calls (20,289 in 2022). This was slightly lower because branch was closed for 6 weeks for refurbishment.**

Emails answered numbered 451 (1,081 in 2022) but from the beginning of 2023, email services were moved into a central hub so we can longer see how many emails were answered by Worthing volunteers.

Web chats answered were 433 (zero in 2022 as service only started during the past year under review).

## Summary of financial results for the year ended 31 March 2023

Income	£
Shop income	34,929
Donations & fundraising	11,993
Investment & other income	6,423
Total	53,345
Expenses	£
Advertising	2,883
Branch costs	67,154
Contribution to other branches	1,430
Total	71,468
Shortfall	(18,123)

Shop income increased £11,530 to £34,929 and provided 66% of the total income of the branch. Included in donations & fundraising is a very generous legacy of £10,000.

Included in branch costs is £32,262 to refurbish the branch operations room used to provide telephone listening to those in need; upgrading the ground floor windows and the completion of the work to create a new online chat room.

# SAMARITANS

**Worthing**

**2 Lennox Road, Worthing BN11 1DA**

**Call Samaritans: 116 123**

[www.samaritans.org/  
branches/worthing/](http://www.samaritans.org/branches/worthing/)

 **@WorthingSams**