



2022-23

Annual Report

Working together
to save lives

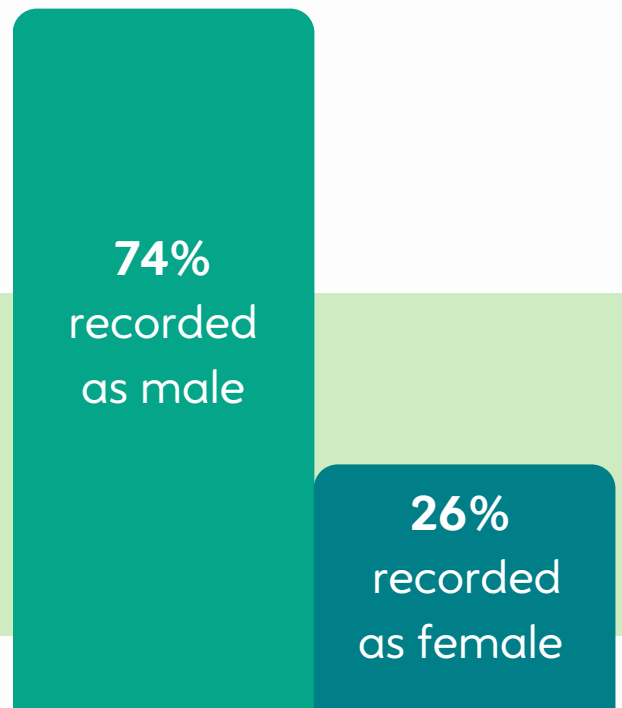


Our **VISION**

is that fewer people die by suicide.

5219 suicides were registered in England in 2021.*

*Source: Office for National Statistics (latest available figures)



Our **MISSION**

We listen and provide a human connection so that nobody has to face their struggles alone. We take action to prevent people reaching crisis point, help people find ways to cope and learn the skills to be there for others. We work with communities to let people know that we are here for them, and we campaign to make suicide prevention a priority.

Every life lost to suicide is a tragedy and has a devastating effect on family, friends, colleagues and the community.

FOREWORD from our Co-Directors

Our world often feels vulnerable, chaotic and is forever changing. The air of apprehension and uncertainty is very evident, but Samaritans are there offering unwavering support to individuals and our communities. Unwavering in our availability day and night, unwavering in empathy offered so selflessly to those in distress, and unwavering in our service for 70 years. We could not do it without our amazing volunteers who give their time, and our donors who allow us the means to be there.

Ware Branch has been established for over 55 years and is committed to bring the vision of Samaritans to Ware and the wider communities. In September 2022, we received The Hertfordshire "Excellence in Public Health" Community Award for the services provided during Covid. We supported the Gypsy, Roma and Traveller communities, as discussed in the 2021-22 Annual Report by funding a social media project to extend our reach into those communities locally and nationally. Our work was recognised in that we were invited to speak at an All Party Parliamentary Group event targeted at reducing the incidence of suicide in those communities.

Within the branch our reserves enabled us to create a new duty room, predominantly for webchat shifts but which can also be used as we expand our services for phone callers. We contributed to a central office Voice Over Internet Protocol (VOIP) project and were a pilot branch in introducing VOIP phones, recognising that analogue phones will be phased out and our service will be fully digital by 2025.

We are thankful for the never-ending flow of people who wish to volunteer, not only on our phone lines, but also our webchat service, our Outreach, in schools, universities, stations, hospitals and local events to name but some. Not to mention the invaluable contribution of all those managing extra support and leadership roles, in ensuring the branch is compliant, safe, open, and welcoming to all. We simply could not function without them.

As a branch we are responsible for our own fundraising and we are very aware the cost-of-living crisis is pinching hard, yet the generosity we see from our volunteers and donors is astonishing. This is vital for us to do what we do. Every single donation is valued, not only for the financial value but the message it sends our volunteers to continue to do what they do.

We will continue to grow our visibility within diverse and at-risk groups. We must keep getting the message out there, that we are there for anyone and everyone, whoever they are, whatever they are going through, we will be there to listen.

Enjoy reading updates in the following pages and we hope you feel as much pride as we do, for all that Ware has achieved and our commitment to carry on the vital work we do.

Ware Samaritans give their time freely. They are not worthless, they are PRICELESS.



Jill Milner & Morisha Christy
Co-Directors
Herts and Essex (Ware) Samaritans

Our VOLUNTEERS

Our volunteers are **AMAZING**. They are committed, dedicated, supportive, flexible and kind. They go above and beyond to support our callers and each other. The commitment they make to our branch and our callers is significant and appreciated.

Thank you.

At Ware branch, we currently have 159 Listening volunteers who answer the telephones, reply to webchat, attend outreach events and provide face to face support outside of the branch.

Alongside our 20 support volunteers, they also ensure the smooth running of the branch, ensure that standards are maintained in line with Samaritans Central Office guidance, and recruit and train any new Samaritans.

We could not do what we do without each and everyone of them.

Thank you.

In addition to Listening duties, we have 37 volunteers that also act as Leaders to support our listening volunteers when they are on shift.



They allow our volunteers to offload during and after their shifts, which can help a volunteer process what they have listened to, and put them in a better place to carry on doing what they do. They take on an additional 2 shifts a week. Thank you.

We recruited and trained 20 new volunteers to receive their full numbers in the year to 31 March 2023, which we could not have done without our fabulous mentors who support the new volunteers whilst they are finding their feet. Thank you.

This requires a significant commitment from our selection and training teams, who in addition to meeting their listening duty shift requirements, give up their valuable free time to hold open days, recruit and interview potential volunteers and then take them through our excellent intensive training programme.

This is in addition to providing ongoing training to our existing volunteers.
Thank you.

Our VOLUNTEERS

Our volunteers on the Outreach team, gave talks to Police cadets, University of Hertfordshire employees, schools and other voluntary organisations.

They attended events to raise awareness such as Ware Dickensian evening, Hertfordshire Pride and Braughing Fair.

As in previous years, the team continued to provide postvention support following incidents on the railways in our region, alongside National Rail, raising both awareness but also providing emotional support to anyone directly affected by an incident.
Thank you.

Our volunteer support and rota team kept the rota running, and filled gaps and kept us open as often as possible.

They also provided personal support to any volunteers who may have had personal issues, or difficulties in meeting their volunteer obligations.
Thank you.

Our service delivery team ensured that standards were maintained, and that our listening volunteers were in the best place to provide support for our callers.
Thank you.

Thank you to the Friends of Samaritans, and to the 300 Club, for raising funds to ensure that we can keep the lights on and open our doors.
Thank you.

Other roles include managing finances, fundraising, property maintenance, managing software, dealing with governance.

Every minute given by our volunteers is precious.

Thank you to Susannah and the outgoing Deputy Directors for managing the branch over the last three years, particularly for keeping us safe and open during Covid, and ensuring that as a branch, we are in a robust position to move forward.
Thank you.



Susannah and Vicky receiving the Excellence in Public Health Award 2022 for the services of the branch during Covid.

Our **CONTRIBUTORS**

Our branch is entirely voluntarily funded. We receive support by way of software and telecommunications packages, training and marketing materials, guidance and professional support from Samaritans Central Office, but all other costs have to be met from the branch resources.

We have nothing to sell, so have to rely on donations from third party individuals and organisations, legacies in the wills of individuals and grant funding, all of which have been severely curtailed in recent years due to the current financial crisis.

Specific thanks to Brian and Joyce, who head up Friends of Samaritans, and who raised over 25% of our income for 2022/23, and to Viv who runs the 300 Club which generated over £2,000 for the branch.

We received grants from POhWER, a charity which supports individuals who have disability, illness, social exclusion and other challenges, of £6,000 and a grant from Hertfordshire County Council of £1,500

The Mayor of Hertford's charity appeal contributed just under £4,000, and our volunteers raised a similar amount by taking part in Samarathon, running, walking, cycling and baking cakes in July 2022.

Whilst we are grateful for every penny received, other contributors who donated significant amounts include Potters Bar Free Church, Amwell Rotary Club, St Mary's Church - Ware, Cheshunt Football Club, the Welwyn festival, the Holy Trinity - Bengoe and a quiz night held at the Catherine Wheel in Albury.

Our Branch in **NUMBERS**

in the year to 31 March 2023, we answered:



30,176
calls

We volunteered for over 34,000 hours providing direct support for our callers and chatters.

The estimated cost of time given by our volunteers exceeded £835,000.



1,232
webchats

We celebrated 55 years in existence.

We had 179 volunteers.

We were open for 2,448 shifts equal to 7,808 hours.

We gave 4,370 hours of time between 10.30pm and 6am, the hours when statistics show that our callers need us most.

15th
ANNIVERSARY

Volunteers with 15 years service:
Andrew 482,
Jenny 484, Renee 491, Ruth 474

Celebrating
— 10 YEARS —

Volunteers with 10 years service:
Linda 96, Brenda 103

40
YEARS
ANNIVERSARY

Volunteers with 40 years service:
Jeremy 59,
Tricia 66

45th

Volunteer with 45 years service:
Sylvia 466

50
YEARS

Volunteer with 50 years service:
Sheena 388

Update from FRIENDS

We have had quite a good year with Fund Raising. We collected outside Tescos and Marks & Spencer, Brookfield Farm, Cheshunt in June and collected £700.70, we collected again on the 17th and the 23rd December 2022 and collected an amazing £2,482.90. This was £326.45 more than the previous year.

We also had a Christmas raffle at the branch which made £566.00. I must not forget our Christmas quiz where we made £1,267.85

We have had several donations this year and also, we are still raising money with our Smarties tubes.

We held two Car Boot Sales last year and made a total of £1,374.06. We also raised money at a St George's day event where we sold Jewellery.

At our Friends' committee meeting in February, we handed a cheque to the branch for £10,000. I would like to thank the committee members; firstly my wife Joyce who is the secretary of the Friends, Nickie Hancock - Treasurer, Eric Bright, Pauline and Brian Terry. The Friends would not exist without the committee who do all their work behind the scenes.

We will miss Susannah at our committee meetings and I would like to thank her for all her support to the Friends.



Brian 77. Chair of the Friends of Herts & Essex (Ware) Samaritans

Update from **300 CLUB**

Another year of comings and goings leaves us with a slightly reduced membership of 188 loyal supporters. Congratulations to those who have benefitted from a winning number and commiserations to those still waiting! It is, I have to say, purely the luck of the draw.

We're always open to welcoming new members so please give it some thought; you'll find details and application forms on the notice board in the reporting room.

It is a worthwhile way of supporting our branch and we were able to donate £2,300 to the centre last December.

Support the 300 club - please complete a form in the branch or contact communityandfundraising@samaritansware.onmicrosoft.com if you would like to apply. You don't need to be a volunteer but for £30 per year you can be involved in a monthly draw with prizes ranging from £25 to £500 per prize.

Winners in the 12 months to 31 March 2023 were:

Mrs Morisha Christy, Mrs M Bright, Ms Jenny Barnes, Ms C Birchinall, Mr R Pearce, Mrs M Tunnell, Julia Fillyard, Mrs B Blower, Mrs Emma Palmer, Mr A Newman, M Simpson, Mr T Poulter, Mrs L Trotman, Mr G Goldspink,

Mrs C Tittensor, Mrs S Welch, Mrs J Taylor, Mr M Ward, Mrs A Nicholls, Mrs T McManus-Wood, Mrs J Fisher, Mr J Wallace, Mr T Fuller, Mrs D Collingridge, Mr R Badger, Mrs M Dorrington, Mrs J Lord, Mrs C Waring, Miss K Gore,

Mr D Evans, Mrs M Sheils, Mrs A Humphreys, Mr P Watling, Miss M C Rutherford.

Thank you to all of you who support Ware Samaritans in this way, it is very much appreciated.

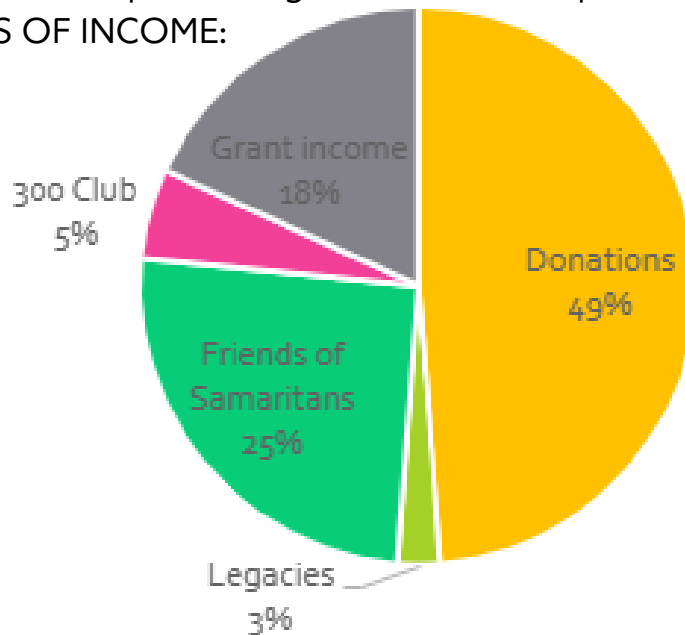
Vivien 22
(300 Club secretary)



Our FINANCES

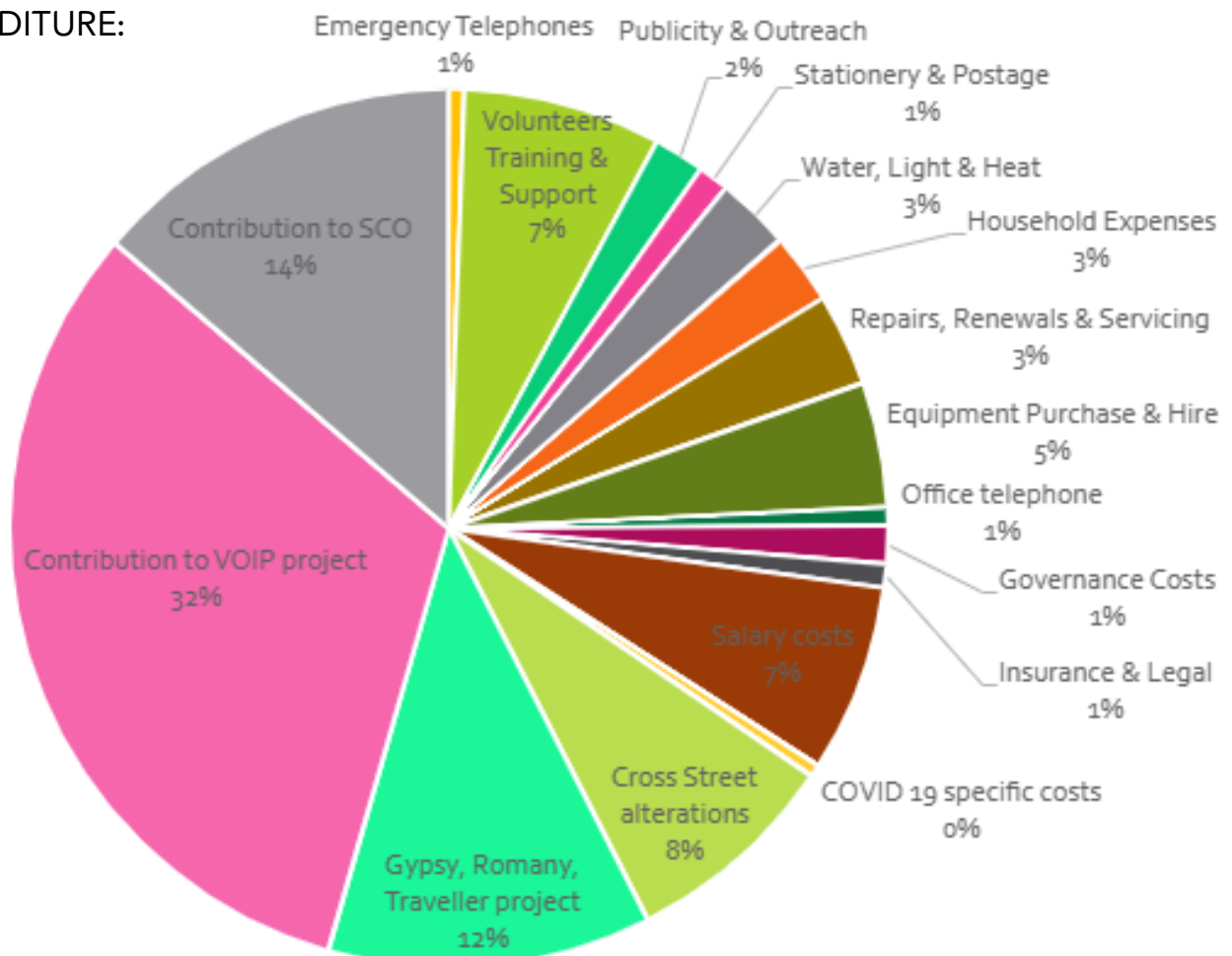
Our income was down sharply following the end of pandemic support, the cost of living crisis and an unexpected large donation in the previous year. Income totalled £41,234.

SOURCES OF INCOME:



Our costs increased to pre-pandemic levels, reflecting our desire to take the opportunity to reach out to our local community. Total expenditure was £125,695 but this included a £40,000 contribution to Central Office VOIP project, £10,025 of building alterations to add an extra duty room and £15,000 on a project targeted to support the Gypsy, Roma and Traveller communities.

EXPENDITURE:



How YOU CAN HELP US

VOLUNTEER with us

Herts and Essex (Ware) Samaritans is run almost entirely by volunteers - we employ one part time administrator. We welcome volunteers from a broad range of background and circumstance. You don't need previous experience or qualifications, but you do need to be interested in people and be open-minded. We need Listening Volunteers and Support Volunteers.

Listening Volunteers are trained and mentored to provide emotional support to our callers – mostly by phone, but also by webchat. Listening Volunteers can also deliver emotional support outside the Branch through our Outreach service with additional training.

The training for Listening Volunteers builds on your natural instincts to care for someone in difficulty, so you can give support in a way that makes a real difference.

Becoming a Listening Volunteer requires you to commit to a rigorous initial and ongoing training programme and to regular participation in shifts at the Branch.



If you want to help in other ways, then consider being a Support Volunteer and make a difference by helping with activities such as communications, fundraising, and admin where you can build on your professional skills and experience – or learn something new.

To find out more contact:
Recruitment@samaritansware.onmicrosoft.com

All volunteers commit to the Samaritans **FIVE CORE VALUES**

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

People making their own decisions wherever possible

We believe that people have the right to find their own solution and that telling people what to do takes responsibility away from them

Human contact

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

Non-judgemental

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

How **YOU CAN HELP** US

Support us **FINANCIALLY**

Make a **DONATION**

Use our website

[.https://www.samaritans.org/branches/ware/](https://www.samaritans.org/branches/ware/) You can set up a regular or a one-off donation by clicking 'Donate to this Branch'.

Buy Greeting Cards

Support us here: <https://gb.makingadifference.cards/supporting/herts-and-essex-ware-samaritans>

Go shopping

Use [Easyfundraising.org.uk](https://www.easypfundraising.org.uk) to raise a donation when shopping online (at no additional cost to you). Select Herts and Essex (Ware) Samaritans as your charity.

Raise funds through **SPONSORSHIP** Walk, run, cycle, have a birthday, or create a specific challenge. Link to our JustGiving page from our website. Each £100 you raise keeps our branch going for another day.

Become a **REGULAR SUPPORTER**

Like any other organisation we have regular bills to pay even though we have no paid staff. Consider how you can help us – for example our weekly insurance and utility bills cost £90 per week. Or Join our 300 club (see page 11 for details)

Play the **LOTTERY**

East Herts lottery - you can raise funds for the branch by participating in East Herts Lottery and specifying the branch for your specified funds to be donated to. <https://www.easthertslottery.co.uk>

Spread the **WORD**

Tell others about our service!

We can provide speakers, posters, leaflets, or articles to raise awareness of Samaritans in your school, place of employment, or other organisations such as clubs or community groups.

For information contact:

outreach@samaritansware.onmicrosoft.com

Leave a **BEQUEST**

By remembering Samaritans in your will, you keep on helping people who are struggling to cope, and your kindness will live on. For help contact: treasurer@samaritansware.onmicrosoft.com

Did you know that all volunteers and supporters can get their wills drafted or updated for free, even if you are not leaving a legacy to the branch?

Raise funds through **A TIN**

Put a collection tin in your local pub/shop - just ask us to provide a tin.

Involve your **EMPLOYER**

There are many ways in which an employer or organisation can support us.

Nomination as a Charity of the Year

Donations of time, money, or products

Encouragement to volunteer

Sponsored activities to raise funds



Our Branch in PICTURES

Linking with the GTR Communities



Samaritans at Herts Pride



Outreach



Donation from Hertford Town Council



The Yarnbombers



East Region Conference



Our Branch in PICTURES

Samaritans at Christmas



We're here to listen

Call free day or night on

116 123

Email

jo@samaritans.org

Web

<https://www.samaritans.org/branches/ware/>

Email Address

info@samaritansware.onmicrosoft.com

Address

**1 Cross Street
Ware
Hertfordshire
SG12 7AH**



Herts & Essex (Ware) Samaritans is a Charitable Incorporated Organisation registered in England and Wales (1173717). Our registered office is located at 1 Cross Street, Ware, Hertfordshire. SG12 7AH.