

	A	B	C	D	E	F	G
1	CHELTENHAM AND DISTRICT SAMARITANS						
2							
3	STATEMENT OF FINANCIAL ACTIVITIES						
4	INCLUDING INCOME AND EXPENDITURE ACCOUNT						
5	for the Year ended 31 March 2018						
6							
7							
8			Unrestricted	Restricted	Total		Total
9			funds	funds	2018		2017
10		Notes	£	£	£		£
11	Incoming resources						
12	Donations and legacies		18,665		18,665		19,820
13	Investment Income		34		34		604
14	Charitable Activities		<u>13,162</u>	<u>2,671</u>	<u>15,833</u>		<u>18,248</u>
15	Total		<u>31,861</u>	<u>2,671</u>	<u>34,532</u>		<u>38,672</u>
16							
17	Resources expended						
18	Charitable activities						
19	Direct Charitable Expenditure		8,266	1,109	9,375		33,541
20	Management and Administrative Costs		27,895		27,895		9,042
21	Governance Costs		<u>5,110</u>		<u>5,110</u>		1,894
22							
23	Total resources expended		<u>41,271</u>	<u>1,109</u>	<u>42,380</u>		46,512
24	Net (expenditure)/income						
25	Net movement in funds		-9,410	1,562	-7,848		-7,840
26							
27	Total brought forward		258,005	3,798	261,803		273,828
28							
29	Total funds carried forward		248,595	5,360	253,995		265,382

	A	B	C	D	E	F	G
30	CHELTENHAM AND DISTRICT SAMARITANS						
31							
32	BALANCE SHEET						
33	AS AT 31 MARCH 2018						
34					2018		2017
35					£		£
36	Fixed assets						
37	Tangible assets				162,180		163,788
38	Current assets						
39	Cash at bank and in hand				91,775		98,629
40							
41	Net current assets				253,955		262,417
42	Funds						
43	Restricted funds				5,360		3,798
44							
45	Unrestricted funds				248,595		257,983
46							
47	Total				253,955		262,417
48							
49	The Accounts were approved by the trustees on						
50							
51							
52							
53	Lloyd Surgenor						
54	Hon Treasurer						

	A	B	C	D	E	F	G
55	CHELTENHAM AND DISTRICT SAMARITANS						
56	NOTES TO THE ACCOUNTS						
57	FOR THE YEAR ENDED 31 MARCH 2018						
58							
59	1 Accounting policies						
60	1.1 Basis of preparation						
61	The accounts have been prepared under the historical cost convention.						
62							
63	The accounts have been prepared in accordance with applicable accounting standards, the Statement of						
64	Recommended Practice, "Accounting and Reporting by Charities", issued in March 2005 and the Charities						
65	Act 2011.						
66							
67							
68	1.2 Tangible fixed assets and depreciation						
69	Tangible fixed assets other than freehold land are stated at cost less depreciation. Depreciation						
70	is provided at rates calculated to write off the cost of each asset over its expected useful life						
71	as follows:						
72	Fixtures, fittings & equipment: 15% reducing balance.						
73							
74	2. The Trustees decided that this year the accounts should be presented in the simpler form of Payments and Receipts						
75	and therefore cannot be directly compared with the previous year						
76							
77	3. Trustees						
78							
79	None of the trustees (or any persons connected with them) received any remuneration during the period,						
80	but it is the policy of the Charity to reimburse all expenses properly incurred by its volunteers in						
81	connection with its charitable activities.						
82							
83	4. Employees						
84							
85	There were no employees during the period.						

	A	B	C	D	E	F	G
86	CHELTENHAM AND DISTRICT SAMARITANS						
87	NOTES TO THE ACCOUNTS (CONTINUED)						
88	FOR THE YEAR ENDED 31 MARCH 2018						
89							
90	5 Tangible fixed assets						
91			Land and	Freehold	Fixtures,	Total	
92			buildings	Improvements	fittings and		
93					equipment		
94	Cost		£	£	£	£	
95	At 1 April 2017		96,825	56,239	52,190	205,254	
96			-	-	-	-	
97	At 1 April 2018		96,825	56,239	52,190	205,254	
98							
99	Depreciation						
100	At 1 April 2017				41,466	41,466	
101	Charge for the period		-	-	1,608	1,608	
102	At 31 March 2017				43,074	43,074	
103	Netbook value						
104	At 31 March 2018		96,825	56,239	9,116	162,180	
105							
106	At 1 April 2017		96,825	56,239	10,724	163,788	
107	6 Restricted funds						
108							
109					Movement in funds		
110			Balance at	Incoming	Outgoing	Balance at	
111			01-Apr-17	Resources	Resources	31-Mar-18	
112							
113	National Prison Service		<u>4,434</u>	<u>2,671</u>	<u>-1,109</u>	<u>5,996</u>	
114							
115			4,434	2,671	-1,109	5,996	
116	Restricted fund balances of £5,996 (2017 £4334)	are held in relation to the grant					
117	received from the National Prison Service for the Charity's work at HMP Long Lartin.						

SAMARITANS

Cheltenham and District

54th Annual Report

2017 – 2018

HOW TO CONTACT SAMARITANS

You can contact Samaritans by phone, email, text, letter, or by visiting a Branch.

Samaritans helplines are open 24/7 every day of the year.

Telephone: 116 123 (national number, free to call) or
01242 515777 (local number, charges apply)

Email: jo@samaritans.org

SMS (text): 07725 909090

Letter: P.O. Box 90 90, Stirling, FK8 2SA

Visit: Find your local Branch at www.samaritans.org
Cheltenham & District Branch is open during the day until 10 pm.
No appointments are necessary.

LEGAL AND ADMINISTRATIVE INFORMATION

Registered charity number: 1170900

Name: Samaritans Cheltenham and District

Address: Victoria House, Back Albert Place,
Cheltenham, GL52 2HN

Website: www.cheltenhamsamaritans.org

Trustees 2017-18

Veronica Ward, Director and Chair of Trustees

Lloyd Surgenor, Treasurer

Diana Le Clair, Secretary

Magdalena Lorynskaya, External Relations

Karen Fill, Administration

Chair of the Friends 2017-18

Gary Newman

Health & Safety Officer

Paul Baxter

Independent Examiner

Robin Welton

Bankers

Lloyds Bank plc, Cheltenham

CONTENTS

1. Our objectives
2. Trustees Report
3. Director's Report
4. Publicity
5. Volunteer Recruitment
6. New Volunteer Development
7. Volunteer Support and Ongoing Training
8. Caller Support
9. Outreach
10. Prison Support
11. Friends Report
12. Treasurer's Report and Financial Statement
13. Independent Examiner's Report

1. OUR OBJECTIVES

- To enable persons in Cheltenham, the surrounding area, and elsewhere, who are experiencing feelings of distress or despair, including those who may be at risk of suicide, to receive emotional support at any time of the day or night in order to improve their emotional health and to reduce the incidence of suicide;
- To promote a better understanding in society of suicide, suicidal behaviour and the value of expressing feelings which may otherwise lead to suicide or impaired emotional health;
- To collaborate with and support Samaritans central charity and its affiliated Branches in fulfilling the same objectives.

2. TRUSTEES REPORT

Apart from the Director, who took over on 1st April 2017, the Trustees for the reported period were elected, or re-elected at the AGM in June 2017. We have worked together with the Deputy Directors, appointed by the Director, as the Branch Leadership Team. The team has met every six weeks to review activities, finances and risks. In addition, we met to be briefed about, and prepare for, the Branch Meeting which took place in November 2017.

The Trustees have paid due regard to guidance issued by the Charity Commission and Samaritans Central Office. In particular, this year we have had to ensure compliance with Samaritans' Safeguarding Policy and processes for the Ongoing Mentoring of volunteers.

The Trustees are responsible for ensuring that the charity keeps accounting records that comply with the Charities Act 2011¹. This year we have formed a finance sub-committee of the Treasurer, Director and one other trustee to review the finances before the Leadership Team meetings. As at 31st March 2018, we still have healthy cash reserves but are aware that our annual outgoings have again exceeded our incomings. We intend to focus on budgets and cost controls in the coming year.

The sections that follow outline the performance and achievements of the charity in the reported year and present the financial statements.

Signed on behalf of the Trustees:

Veronica Ward, Branch Director and Chair of Trustees

Date / / 2018

¹ <https://www.legislation.gov.uk/ukpga/2011/25/section/130>

3. DIRECTOR'S REPORT

It's been a busy year for Samaritans volunteers in the branch and a busy first year for the Leadership Team!

April started with the introduction of three changes: our new charity status as an affiliated branch of Samaritans; a new, streamlined leadership structure that combined two separate groups, the committee of Trustees and the Directorate; Samaritans safeguarding policy. These developments seem part of everyday life at the Centre now thanks to the wonderful work put in by many people.

A priority was to review and update the duty rota. This task was admirably carried out by a working party of volunteers led by the rota team leader. The result was fewer closures and better cover of the hours of highest need.

Listening volunteers are the heart of Samaritans service. The Branch continued to make a major contribution to the region's response to callers, particularly with night time provision. We are grateful for the efforts of those who managed to keep the Branch open much of the time during the three heavy snowfalls. I thank all volunteers for the fantastic gift of their time to listen to and support our callers. We could not have a Branch without the many volunteers who give extra time to help run the branch, thank you.

Recruitment remains a key development area. I thank and congratulate the Deputy Director and the Recruitment, Selection and Safeguarding teams for the time committed to innovations that have boosted recruitment.

Initial training followed by mentored induction are the key ingredients that give New Samaritans a secure start as they take up the role of listening volunteers. I thank the Deputy Director, Training teams and Mentors and welcome all new members to the branch.

Sometimes volunteers need support. I thank the Deputy Director and all the teams who care for us - Leaders, Volunteer Care, Rota, Ongoing Training (OGT), Housekeeping, and Maintenance.

Delivering the Samaritans service consistently across the organisation requires ongoing learning and development. OGT has been boosted this year and well attended. We have put in place a system to keep track of our compliance with the required 5 hours OGT per experienced volunteer per year. Volunteers also benefit from an excellent library of books to borrow that extend our understanding of a wide range of problems that our callers may experience. I thank our librarian for building up this wonderful resource.

In September, we introduced the new Samaritans policy of one to one, Ongoing Mentoring (OGM) through an observed duty once a year. OGM offers an opportunity to learn together; listening volunteers use an amazing range of the Samaritans taught skills unconsciously often on a single call and have had useful discussions about how we manage calls. I thank the OGM leader and all who have helped. I very much hope that all volunteers will become mentor trained and participate in both sides of the process.

It is our callers, often desperate, lonely and burdened with worries, for whom we give time to listen and care. I am most grateful to the Deputy Director for Caller Services and the teams who keep us up to date with advice. I especially mention and thank our Prison Team and their leader for their dedication to training and supporting the Listeners in Long Lartin Prison. The link is strong and last year the Listeners raised funds for us.

The new role of Trustee for Administration has been a real success. We have been fortunate this year in having an efficient volunteer in this role who has improved our recording systems and launched a bi-monthly Branch Newsletter.

On behalf of us all I offer a special thank you to our out-going Treasurer who took on the role when we most needed him and has helped us through a few years of complex changes. I thank him for his knowledge and advice and bringing our finances into the e-banking age. I am delighted that he will take on the new role of Fundraising Events Officer.

Our Publicity Officer is stepping down after several years in the role. We have all appreciated her most charming way of promoting Samaritans, making links and encouraging us in our endeavours. Thanks to her we have entered the Twitter age.

As the new structure came in, we have benefited from an experienced Secretary. I thank her for preparing meetings, minuting, filing and archiving documents.

The Friends of Cheltenham Samaritans are true friends of many years standing and we thank them for the many activities they do that contribute to the greatest part of our income and their interest in the work of the branch.

We depend on donations to enable us to run our volunteer service. We thank and are enormously grateful to the clubs, local churches, trusts and individuals who have raised money for us. Decreasing funds is becoming a concern and income generation will become an area for increased work.

Trinity Church continues to encourage us with delicious cakes, flowers and messages. Thank you.

Finally, I thank all of you, volunteers and supporters. You enable us to provide a Samaritans centre here in Cheltenham to offer emotional support to those in distress.

Vicky 975, Director

4. PUBLICITY

For a few years now the Branch has been trying to establish and maintain relationships with local businesses and other organisations. As with all relationships this is a long and ongoing process.

During the past year we connected with GE Aviation, a large employer in Cheltenham, the railway station, Rotary group, theatre groups and churches. During various events organised by these organisations we were present, raising awareness and, on occasions, some funds for our Branch.

We also continued our work with Cheltenham Town Football club and organised one fundraising event at the ground. This relationship will need to be nourished in the future and we hope that we can get more from working with the club. The Club gathers many local people who are, after all, not only our target audience but also owners of businesses with whom we can work in partnership to widen our reach.

Due to changes at the Echo, we have been less present in our local newspaper. We also made a decision not to advertise in Echo, to save funds for other opportunities. We used the publicity budget to advertise in The Local Answer, a magazine which is delivered to local homes free of charge, with hope that we will be able to reach more people. The messages that we promoted were related to our fundraising activities and volunteer recruitment, as well as awareness.

We are extremely grateful to all of the volunteers who were kind enough to support and give even more of their time to participate in all of these events. Without your engagement we would not be

able to carry out as many activities as we did and, overall, we would not be able to help as many people as we are helping.

Magdalena 504, Publicity Officer

5. VOLUNTEER RECRUITMENT

In the period under review, we received 223 enquiries about volunteering at the Cheltenham Branch. The majority of the enquiries were passed to us via Central Office, who allocate enquiries to their nearest centre. However, we also received a small number of enquiries from Volunteering Gloucestershire, from our Branch website, local advertising and referrals from existing volunteers.

Of these 223 enquiries, 64 potential volunteers attended an information session. The selection team interviewed 50 of these and 45 attended a selection event. We passed on 25 potential volunteers to the training team.

The 2 former Deputies for Recruitment stood down in April. However, one of the former Deputies has remained in the team and has ensured a seamless transition, for which I am incredibly grateful. During the year we, lost 2 members of the team but have added 6 new members. The Selection team now comprises 15 volunteers.

Changes to the selection process

Traditionally information sessions have been held in the month prior to SIT1 training, however it was felt that many people who have made an enquiry are 'lost' in the waiting period before the information sessions take place. The team decided therefore to hold more regular information sessions in order to engage potential volunteers shortly after they make their first enquiry.

Since the start of 2018 information sessions have been held on the last Wednesday of each month. This will continue throughout the year and initial indications are that we have seen a higher turnout at information sessions.

Additionally, the selection event has been condensed into an intensive 3 hour morning, rather than a full day. We are taking a far more flexible approach and have been holding more than one selection morning leading up to each set of SIT1 training modules. This has been made possible by the decision to hold selection mornings at the centre rather than at an external location which needs to be pre-booked.

Finally, for the first time we have a potential volunteer who will be training partly with the Cheltenham SIT team and partly with the Worcester SIT team. It is hoped that this will be successful and will add more flexibility to the training process going forward.

It is hoped that these changes will lead to a higher proportion of enquiries making it through the process and onto training.

I would like to thank all members of the selection team for their help over the year. The changes we have made take up more of our time, but we are trying hard to make sure we can all cover multiple roles within the process, so the tasks can be shared out. You are all fantastic!

Helen 568, Deputy Director, Recruitment & Selection

6. NEW VOLUNTEER DEVELOPMENT

In the period under review, 19 New Samaritans completed SIT1 using the programme established in 2015, and modified during 2017/18. It comprises the following modules:

- Learning to Listen
- The Written Word
- Beginning to Explore Suicidal Feelings
- Exploring Suicide -the reality behind the words
- Managing Calls
- Safeguarding
- Misuse of the Service
- Face to Face and Caller Support
- Preparing to Take Calls

During the year, the Safeguarding module was introduced, replacing Supporting Children, and updated in April this year to reflect the changes in Samaritans general policy. To accommodate the process trainees are given access to Samsnet to enable the online safeguarding module to be completed before attending face to face training that reinforces key policies and practice.

Following the 2 former Deputy Directors for SIT1 stepping down at the end of the Spring 2017 SIT1 programme, 4 additional members have joined the team. New Volunteer Development now comprises 6 members covering SIT1, the senior mentor role and SIT2.

Mentoring

Mentoring processes have been adjusted to conform to the guidelines and increase the focus on New Samaritans proving their ability to meet the required competences. The guidance notes for mentors have been updated accordingly.

Within the year a growing number of volunteers have come forward to become first time mentors for New Samaritans.

Future Focus

In addition to growing the team by, at least, a further 2 members, the planned online and face to face blended training will be assessed for the impacts and benefits. In addition, the pilot SIT 1 residential training will be evaluated for its future potential. Opportunities to improve our own scheduling of training will also be considered.

I would like to acknowledge the enthusiasm and commitment of all trainers, mentors, and role players this year. Invaluable contributions have been made above and beyond the call of normal duties. Thanks go to everyone whose help to develop our next generation of volunteer listeners is greatly appreciated.

Barry183, Deputy Director, New Volunteer Development

7. VOLUNTEER SUPPORT AND ONGOING TRAINING

Volunteers are at the heart of what we do. Without them, the Branch and the organisation as a whole could not function and we would be unable to offer our service. Whether Listening or Support Volunteers, the Branch is reliant on the recruitment, welfare and retention of volunteers.

At the time of writing, the number of volunteers in the Branch totals 136. This includes 17 New Samaritans, 11 Support Volunteers and 18 volunteers on sabbatical.

Volunteer Services encompasses a number of areas: Volunteer Care and Retention, Leaders, Ongoing Training and the management of the Rota (although, in practice, this latter group functions autonomously).

The main role of **Volunteer Care and Retention** is to monitor the welfare of all Branch volunteers, to keep a record of those who are on sabbatical, returning from sabbatical or who leave the Branch. A dedicated group of volunteers make up the Volunteer Care team and each member is allocated specific individuals to support while they are on a break from the Branch. Contact is made via phone, email and sometimes face to face. It is a confidential service so details of individual volunteers' circumstances are not disclosed outside the group except to the Branch Director, although volunteers may choose to disclose their details themselves. The team also monitors rota statistics to see whether any volunteers appear to be struggling to maintain the expected number of shifts.

As well as keeping a watchful eye on the welfare of volunteers, the team is responsible for helping volunteers to return to the Branch after absences. This is done in a sensitive and tailored manner to ensure an appropriate level of support or re-training is offered. When a volunteer leaves the Branch, an exit interview is offered and is carried out by a member of the team. The team meets every 6 weeks.

Since volunteers may be absent at different times of the year for varying reasons, the numbers who are active fluctuates. On average in 2017/18, there were around 14 volunteers on sabbatical in any given month, although this has been as low as 8 and as high as 18.

Leaders are a vital element of the support and communication network within the Branch. Leaders receive training for the role and generally act as leaders for 3 years before taking a break. There are at present 25 leaders in the Branch and as well as supporting each duty by being available throughout the shift and for offloading at the end, leaders form a crucial network for passing on information about the running of the Branch on a daily basis. Leaders are given the opportunity to meet approximately once every six weeks to discuss any relevant matters. During 2017/18, attempts have been made to recruit and train more Leaders; 4 new leaders have so far been trained and are operating, with another 3 or more to receive training shortly.

Ongoing Training is mandatory for all established listening volunteers, who are required to do 5 hours per year to maintain currency and to ensure consistency of quality. In recent years the aim of 100% of volunteers doing 5 hours OGT has proved challenging, and in 2017/18 a fresh approach has been initiated. A programme for the year has been established, with topics based on feedback from Branch volunteers sought and received at the beginning of 2018. With sessions being offered at different times of day/evening and on weekdays and weekends, it is hoped that all volunteers will be able to undertake 5 hours. Progress is being monitored. All OGT sessions are evaluated and feedback recorded. The OGT team is small and would like to recruit more members to spread the load.

In the current year, two important developments have taken place regarding the management and oversight of the rota.

A team of rota managers has been set up, each taking turns on a week by week basis to manage the rota. This involves communicating any gaps to listening volunteers with the aim of maintaining a full rota and organising the closure of the Branch if a gap cannot be filled, including arranging for any planned outgoing follow up calls to be undertaken by another Branch. The team fields enquiries from volunteers who may have to pull out of a shift in an emergency and informs any relevant volunteers and Leaders when an unplanned closure is necessary. The operation of this team has vastly improved the workload of Directors on Call, who previously spent a good deal of time dealing with rota issues and are now able to concentrate on any other matters that cannot be dealt with by the volunteers or leaders on duty.

The rota management team noted that they were closing multiple shifts on a regular basis, particularly at night and at weekends, and it was felt that the existing rota schedule was no longer sustainable. A Rota Review Team was formed and a comprehensive survey of volunteers' wishes, restrictions and availability was designed, carried out and analysed. The team also looked at national call data to identify times when caller needs were greatest. A new rota was introduced in January 2018 and as a result there have been far fewer unplanned Branch closures, but we have still managed to keep the Branch open for face to face callers from 8.30 - 22.00 every day. The Rota Review Team is now reviewing the new rota to decide whether any further changes are necessary.

Berni 1129, Deputy Director, Volunteer Services

8. CALLER SUPPORT

Caller Support Statistics

Caller Support from Samaritans Cheltenham & District, 1 April 2017 to 31 March 2018

Total Logged Contacts	32,770
Total 'Snap' calls	7,461
COMPLETED CONTACTS	
Inbound Telephone Calls (including SNAPS)	24,621
Outbound Telephone Calls:	829
Face to Face	130
Email	2,301
SMS Text	4,889
Letter	0
TOTAL (including SNAPS)	32,770
TOTAL (excluding SNAPS)	25,309
GENDER BREAKDOWN OF COMPLETED CONTACTS	
Gender	Number of Callers
Male	9,261
Female	12,820
Transgender	131
Recorded as Unknown	1,852
Not captured	8,706

The statistics for 2017/18 show a slightly higher number of an additional 29 logged contacts, as compared to 2016/17.

In 2017/18, compared to 2016/17, for Cheltenham Branch:

- 'Snaps' decreased by 42%
- Emails sent increased by 39%
- SMS messages sent increased by 66%
- Face-to-face callers increased by 26%.

Caller Support consists of 6 Team members, with additional support when required, for IT requirements connected with the ELog. The ELog, where information is recorded, has enabled Caller Support to maintain a simpler and improved record. Volunteers are able to flag to Caller Support anything of concern. Caller Support can follow this up via the Regional Caller Support Forums and also where appropriate with Central Office.

We continue to support Cruse by ringing callers once a week, until Cruse support is subsequently able to be given to the individual.

Samaritans Branches are extremely busy with telephone calls, emails and SMS messages. There have been previous records of unanswered calls, particularly during the night and at certain hours over the weekend. Fortunately, a dramatic reduction has been recorded recently on the unavailable rate for callers, which is excellent news, where callers were previously unable to get through to the service. Many factors have facilitated this improvement, including improved records whereby callers who may be abusing the service are known to Central Office staff who follow up with the caller.

Caller Support is currently going through a study within Central Office to better establish their role within the changing environment of the Samaritans.

Carol 974, Deputy Director, Caller Support

9. OUTREACH

Outreach Activity in Schools 2017-2018

Our Branch has been continuously engaged with local secondary schools since 2010, and worked with some for longer than that. During the course of 2017-18 we delivered a total of thirty “emotional health sessions” in six different schools. These sessions are typically aimed at classes of about twenty-five Year 10 pupils, but the material is sometimes adapted for older, and occasionally younger, students. The visits are well received and we are frequently asked to return and repeat the programme in a following year. This year we continued to be able to deploy five individual volunteers to lead classes. The expanded team has brought with it a very welcome level of variety in the ways in which we get our message across, and we have also benefitted from a co-operative relationship with Gloucester Branch, whereby we have visited a “Gloucester School” and Gloucester Branch has reciprocated by leading a class in a “Cheltenham School”. We hope to do this more often during the coming twelve months.

One of the team has also served for two years now as a Postvention Advisor in the national “Step by Step” service, supporting staff in educational settings where there has been an attempted or completed suicide. During 2017-18, she led the response in five cases and supported other advisors in a further six.

Chris 1071, Branch Education Officer

Our links with the community

We gave a number of talks about Samaritans to a range of audiences during the year, businesses and community groups. We focus on who we are, what we do and why we are needed. We aim to raise awareness that when a person feels distressed or depressed that it is good to talk and know that someone is listening. Samaritans offer emotional support to anyone who feels distressed, not only to people who have suicidal thoughts.

We have also talked, if appropriate, about how people can help us, by becoming a listening volunteer supporting callers, a support volunteer helping to manage the centre or by fund-raising.

We very much welcome the opportunity to speak to groups of people, small and large. We hope to expand this work in future as for example companies become increasingly aware of the need to support the emotional and mental wellbeing of their staff.

Vicky 975, Director

10. PRISON SUPPORT

Cheltenham Samaritans have continued to support the Listener Scheme at H.M.P. Long Lartin, a high security prison in Worcestershire approximately 22 miles away from the Centre.

The Listener Scheme aims to reduce the number of suicides in the prison. The Listeners are prisoners who are trained by Samaritans to offer emotional support through confidential face to face calls over twenty four hours of the day. They are, like us, volunteers who do not receive any rewards for their services. Respected, they have a great sense of reliability and care for prisoners who are suffering depression, despair, loneliness, bereavement etc. Many of their callers are men with extremely long sentences who often wonder what the point of living is. There are approximately 500 inmates at Long Lartin and we usually have a ratio of one Listener to 50 inmates.

In May and June, 2017, we stretched our human resources and trained 6 men to join the Listeners before the 'no smoking' ban came into force. Safer Custody envisaged considerable problems occurring with agitated, bad tempered men wanting a smoke and thought more Listeners would be useful to go to calls and help diffuse any difficult situations. So at one point last year, we had 16 Listeners but this didn't last for very long.

There were problems, as in other prisons in Wales and the Marches, with prisoners rising up and destroying some areas of the Prison. However, Long Lartin Prison did not get out of control although there were reports of damaged wings. Samaritans felt the brunt of the increased number of Listeners because we were informed that we could not hold meetings with 16 Listeners altogether in the Library. For a few weeks, we split the Listeners in half and held the same content meeting for two consecutive weeks. It didn't work well. Having lost Listeners to other prisons after the wings were damaged, we asked to meet altogether again. We then held one meeting every 2 weeks through the winter months, hoping to resume weekly meetings after the clocks went forward in 2018. This is still not resolved.

Our Branch Prison Team, currently consists of 8 volunteers supporting 10 Listeners. We go out in pairs on Wednesday afternoons. We attend Safer Custody and Equality meetings and if needed, we visit after a death in custody has occurred. One aim of the Listener scheme is to reduce the number of suicides in prison but, seemingly, numbers are increasing.

At our Wednesday meetings, we act like a Leader inasmuch as we discuss the calls that the Listeners have taken, how the call was handled and whether it could have been dealt with differently. Calls taken in prison are all face to face. We are able to thank and support the Listeners who also talk with us about some of the difficulties that they are experiencing. For example, complaints that they are not taken back to their cells for an hour after a call has ended. Up until this year, we covered an average of 48 Listeners' meetings during the year. With only 6 team members for most of the time, this is an excellent record.

A visit is arranged most years for interested Samaritans to see and feel for themselves the prison environment. Due to changes in staff, the meeting for 2017 was deferred until Saturday 28th April 2018. 13 Samaritans visited and we hope more Samaritans will want to join our Team going out to Long Lartin regularly. Such team work in the prison is open to any Samaritan who is able to attend meetings at HMP Long Lartin on Wednesday afternoons, following enhanced level clearances and training. Long waits for clearance create frustration, but these are being looked into.

Every year has its challenges! However, we continue to maintain a happy Branch Prison Team. Huge thanks to our Team for giving their time so generously and enthusiastically during the past 12 months. They are brilliant!

Jenny 1023, Branch Prison Support Officer

11. FRIENDS REPORT

Another Samaritans' financial year comes around and we are very pleased to say that we were able to contribute £11,200 from our efforts in 2017/18.

I would like to introduce new members of the team joining our committee with Emma, Lucy, Arlene and Jill. They all bring something special to the group to support our activities.

This year we are working hard on the 13th annual "Craft Beer and Cider Festival", so a date for your diary Saturday 9th June at Old Patesians Club, Leckhampton. This year we have live music in the marquee with some great bands throughout the day. Check out the Friends website for more details.

This year we are without Glastonbury, but for the second year we are supporting Lechlade Festival with stewarding. This helps with fundraising and networking our cause.

Gary Newman, Chairman, Friends of the Cheltenham and District Samaritans

12. TREASURER'S REPORT AND FINANCIAL STATEMENT

Report

The job of the Treasurer is not an easy one at times. Despite the generosity of so many supporters, especially the 'Friends', we spent more than we received in 2017/18. However, we still have a healthy bank balance amounting to nearly 2 years costs. The new treasurer will need to keep an eye on our costs. We have tried new ways to increase our income including collections at the railway station on major race days; and there was a superb response to events at the Town Hall when Sarah Millican put on special performances on behalf of The Samaritans.

I set out below a list of our major donors this year. We are very grateful to them and to everyone who supports the Branch.

Andrew Fleming	Prestbury St Marys Church
Andrews Newsagents	Sunrise Rotary
Charles Irving Trust	Tewkesbury Methodist Church
Cheltenham Skittles League	The family of Geoff 871
Churches Together Tewkesbury	The Friends of the Samaritans
Evans Adlard	Trinity Church
Gordon Gilder	Wade Trust
Gordon Gray Trust	Waitrose Limited
Highbury Church	Wyvern Swimming Club
Miss Onyett	

The Trustees decided to present the accounts in this report in a simpler, more understandable way, with much less detail than previously. Detailed accounts are available on request.

Lloyd 497

Signature of Branch Treasurer

Lloyd Surgenor

Date:

Statement of Financial Activities

	Unrestricted funds £	Restricted funds £	Total 2018 £	Total 2017 £
Incoming resources				
Donations and legacies	18,665		18,665	19,820
Investment Income	34		34	604
Charitable Activities	13,162	2,671	15,833	18,248
Total	31,861	2,671	34,532	38,672
Resources expended				
Charitable activities				
Direct Charitable Expenditure	30,518	1,109	31,627	33,576
Management and Administrative Costs	9,196		9,196	9,042
Governance Costs	1,557		1,557	1,894
Total resources expended	41,271	1,109	42,380	46,512
Net movement in funds	-9,410	1,562	-7,848	-7,840

Balance Sheet as at 31st March 2018

	2018 £	2017 £
Fixed assets		
Tangible assets	162,180	163,788
Current assets		
Debtors	4,785	4,221
Creditors	-600	-650
Cash at bank and in hand	91,775	98,629
Net current assets	258,140	265,988
Type of funds		
Restricted funds	5,996	4,434
Unrestricted funds	252,144	261,554
Total	258,140	265,988

Note: Restricted fund balances are held in relation to the grant received from the National Prison Service for the Charity's work at HMP Long Lartin.

13. INDEPENDENT EXAMINER'S REPORT

On accounts for the year ended 31st March 2018 of Charity Number 1170900

Respective responsibilities of the trustees and examiner

The Charity's trustees are responsible for the preparation of the accounts.

The Charity's trustees consider that an audit is not required for this year under Section 144 of the Charities Act 2011 (the Charities Act) and that an independent examination is needed.

It is my responsibility to

- Examine the accounts under Section 145 of the Companies act
- To follow the procedures laid down in the general Directions given by the Charity Commission (under Section 145 (5) (b) of the Charities Act), and
- To state whether particular matters have come to my attention.

Basis of Independent Examiner's statement

My examination was carried out under general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given

As to whether the accounts give a "true and fair" view and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with my examination, no matter has come to my attention

1 which gives me reasonable cause to believe that, in any material respect, the requirements to

- keep accounting records in accordance with Section 130 of the Charities Act, and
- prepare accounts which accord with the accounting records and comply with the accounting requirements of the Charities Act

have not been met, or

2 to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Signed R O Welton

Date 21st June 2018

Name Robin Owen Welton

Relevant professional qualification FCA